

UAMS Bereavement Protocol

In the event of a colleague's or their family member's passing, it is crucial to navigate the situation with sensitivity, professionalism, and compassion. This checklist aims to provide managers and employees with guidance during such challenging times.

Immediate Actions:

- 1. Notify Supervisor/Manager:** Inform your immediate supervisor or manager about the situation as soon as possible.
- 2. Contact DPC:** Reach out to the Division of People and Culture (DPC) to report the death and receive guidance on necessary procedures. Email askhr@uams.edu for fastest service.
- 3. Terminate Worker in Workday:** If the deceased is a current employee, follow the steps outlined in the [Workday Quick Reference Guide \(QRG\)](#) to terminate the worker in the system.
- 4. Benefits and Insurance Continuation:** The supervisor and/or family should contact the DPC at 501.686.5650 to discuss continuation of benefits for surviving family members, Cobra insurance, and death claim information or email askhr@uams.edu
- 5. Tax Form and Final Payroll Check:** Provide a copy of the W9 tax form to the family and return the completed form to Payroll by emailing payroll@uams.edu . This is needed to release the final payroll check to the family.
- 6. Retirement Accounts:** Contact relevant providers such as TIAA (800.842.2252) or Fidelity Investments (800.343.0860) to discuss options for the worker's retirement account and insurance policies.
- 7. Claims Processing:** Contact The Standard at 1.800.628.8600 if the deceased was out on either Short-Term Disability (STD) or Long-Term Disability (LTD). Contact Public Employee Claims Division at wc.claims.public.employee.claims@arkansas.gov if the worker was out on Worker's Compensation.
- 8. Documentation:** DPC will need a copy of the death certificate when it is ready to file the death claim. Ensure the family provides a copy of the original document.

Dependent Death:

1. **Insurance Policies:** The worker should contact DPC at 501.686.5650 to discuss removing their dependent from their insurance policies.
2. **Beneficiary Information:** The worker should update their beneficiary information in both Workday and with relevant retirement account providers (e.g., TIAA, Fidelity).
3. **Claims Processing:** If applicable, DPC will need a copy of the death certificate (depending on the cause of death) when it becomes available to facilitate filing the death claim for dependent life coverage or AD&D.

Additional Resources:

- **The Standard:** For questions regarding death claim processing, contact The Standard at 800.628.8600.
- **Employee Assistance Program (EAP):** Provides counseling services. Call 501.686.2588 or 800.542.6021, Monday – Friday, 8:00 AM – 5:00 PM.
- **UAMS Auxiliary Office:** Assists with financial support. Call 501.686.8286 for inquiries.
- **AR CONNECTNOW:** Helps with comprehensive health issues. Call 501.526.3563 or 800.482.9921. They are open 24/7.
- **www.findhelp.org:** Assists with housing, food, and legal advice.