FACT SHEET

EDD Employment Development Department
State of California

STATE DISABILITY INSURANCE (SDI) ONLINE

The Employment Development Department (EDD) Disability Insurance Branch has implemented an Internet claim filing system, SDI Online. SDI Online is a secure electronic communications and information processing system developed to promote efficiency and reduce costs while following the Health Insurance Portability and Accountability Act (HIPAA) security requirements. This system provides an option to create an online account to submit Disability Insurance (DI) and Paid Family Leave (PFL) claims and forms electronically.

Benefits to using SDI Online

- Improved access to services, claim status, and payment history.
- Reduction in claim processing time.
- Immediate confirmation of claim filed.
- Secure transmission of personal information.
- Reduction in paperwork and overhead.

Who can use SDI Online?

Claimants, employers, physicians/practitioners, physician/ practitioner representatives, and voluntary plan administrators can use SDI Online to file claims and related forms.

How to register for an SDI Online account

To register for an account, please visit **www.edd.ca.gov/Disability** and select the link to "SDI Online." On the next page, select the link to "SDI Online Registration." This will take you to the registration page to select the link that describes who you are: claimant, physician/practitioner, physician/practitioner representative, or employer. The website also provides tip sheets, tutorials, and Frequently Asked Questions (FAQs) to help you understand and navigate the system. Access the tutorials at **www.edd.ca.gov/Disability/SDI_Online_Tutorials.htm**.

CLAIMANT

To register for an account, you will need:

- Legal name.
- Valid e-mail address.
- Date of birth.
- Social Security number.

- California Driver License or California Identification Card number.
- Physical address.
- Mailing address (if different than physical address).
- Valid phone number.

PHYSICIAN/PRACTITIONER

To register for an account you will need the items listed above and:

- Last four digits of your Social Security number.
- California Driver License or California Identification Card number.
- Valid physical address.
- Valid phone number.
- Medical license type.
- Medical license number.

PHYSICIAN/PRACTITIONER REPRESENTATIVE

To register, the physician/practitioner will first need to set up an account and add you as an authorized representative. Once that is done you will need:

- Your name.
- Valid e-mail address.
- Your date of birth.
- Last four digits of your Social Security number.
- Verify treatment address is correct.
- Your phone number.

EMPLOYER

To register for an account, the company must be registered with the EDD as an employer in the State of California. You will also need:

- Company's state employer account number assigned by the EDD.
- Company's ZIP code used when registering with the EDD.
- Total subject wages from most recent quarterly wage report submitted to the EDD, form DE 9C.

VOLUNTARY PLAN

Voluntary Plan accounts may contact an EDD voluntary plan representative at 916-653-6839 to receive a login username and temporary password.

Claimants filing a claim using SDI Online

To file a claim after you have registered, please visit **www.edd.ca.gov/Disability** and select the link to "SDI Online Login." Enter your username and password. Select "File a New Claim" on the Main Menu. On the next screen, select the appropriate benefit claim to complete. Follow the instructions and complete the screens as indicated. Mandatory fields are marked with a red asterisk. You will need:

- Your current employer's information as stated on your W-2 or paystub.
- Date the disability began.
- Last day worked.
- Your regular work hours.
- Wage information.
- Classification and description of your job.
- Workers' Compensation information, if applicable.

You are responsible for obtaining a physician/practitioner certification within 30 days.

If you file using the red-colored Optical Character Recognition (OCR) paper form, the receipt number may be obtained by calling the Customer Service Center at 800-480-3287. You may provide the receipt number to your physician/practitioner so the physician/practitioner can file the medical portion of the claim online.

Benefit Payments

New claims have a seven-day, non-payable waiting period for both DI and PFL; benefits start on the eighth day. Most claims are processed within 14 days of receipt of properly completed claim forms. When a claim is qualified for SDI benefit, the benefit payment will be deposited to your EDD Debit Card℠ account and an EDD Debit Card℠ in your name will be mailed to you.

Communication

Upon your registration, you can choose a preferred method of communication from the EDD about your claim. Items can either be sent electronically to your SDI Online account or via paper mail to your mailing address. If electronic was the chosen method of communication, some communications may still be sent through the U.S. Postal Service if a required form is not available online.

Can I still file a paper form?

Claims may be filed on paper by using the red-colored OCR form. It is designed to be scanned so the claimant's information is loaded into SDI Online for more efficient processing. To order a paper form, visit our website at **www.edd.ca.gov/Forms/**.

Security Protection

The EDD takes the security of information very seriously; therefore, all data submitted to the EDD using SDI Online is encrypted during transmission and while it is stored.

System Availability

Initial claimant registration is available Monday – Saturday, 6 a.m. – 7:30 p.m. and Sunday, 6 a.m. – 5:30 p.m.

Initial physician/practitioner registration is available Monday – Saturday 4 a.m. – 12 midnight and Sunday, 4 a.m. – 9 p.m.

Initial physician/practitioner representative and employer registration are available 24 hours a day, 7 days a week.

Once an account is set up, you can access SDI Online 24 hours a day, 7 days a week for most services.

For More Information

For additional information on DI or PFL benefits or regarding SDI Online, please visit the EDD's website at **www.edd.ca.gov/Disability.htm**.

For FAQs, visit **www.edd.ca.gov/Disability/FAQs.htm**.

To order forms online, visit **www.edd.ca.gov/Forms**.

Contact:

Disability

Phone number: 1-800-480-3287
- Press 1 for English.
- Press 2 for Spanish.

TTY: 1-800-563-2441
(This number does not accept voice calls).

Paid Family Leave

Phone number: 1-877-238-4373
- Press 1 for English.
- Press 2 for Spanish.
- Press 3 for Cantonese.
- Press 4 for Vietnamese.
- Press 5 for Armenian.
- Press 6 for Tagalog.
- Press 7 for Punjabi.

TTY: 1-800-445-1312
(This number does not accept voice calls).

The EDD is an equal opportunity employer/program.
Auxiliary aids and services are available upon request to individuals with disabilities.