

# How to report your absence online

GROUP BENEFITS

Brochure

# How to report your absence online

## Provide notice to your employer

Need to report a Short-Term Disability claim?

You may report your claim up to 30 days in advance of a planned absence or as soon as you are aware that you will be absent for 5 days due to illness or 30 day due to injury or other authorized reason.

## Submit your claim



### Option 1: Web, 24/7

- 1 Visit [MyLincolnPortal.com](http://MyLincolnPortal.com).
- 2 Select **Report a new claim or leave of absence** and answer a few questions.

You'll need the following information:

- Your physician or medical care providers' names and telephone numbers
- Reason for absence (diagnosis/symptoms)
- Your last day worked, first day absent from work, and anticipated return-to-work date

- 3 Once all questions have been answered, click **Submit** and print a copy of the confirmation for your records.

- 4 You'll also be asked to:
  - a. Read and sign a medical authorization form
  - b. Set your communication preferences



### First-time user?

1. Select **Register** under **New Users**.
2. The Create an Account page will open.
3. Enter your Company Code LibertyHC
4. Enter your personal information and create a username and password.
5. When complete click **Register**.
6. Review the Web Agreement and, if you agree, select **Accept** to complete your registration. You must accept to register successfully.



## Option 2: Phone, Monday - Friday, 8:00 a.m. - 11 p.m. Eastern

You can submit your claim by contacting Lincoln Financial Group's intake line at **1-800-713-7384**.

When reporting by phone, you'll need to provide:

- Your name
- Social Security number
- Date of birth
- Address
- Contact information
- Your employer name
- Policy number
- Reason for leave
- Estimated dates of leave

## Once your claim is submitted



**You'll be assigned** a claim specialist. The specialist will review your claim and call you to answer questions and gather the following details:

- Names, addresses, and telephone and fax numbers for all your treating physicians
- List of the medications you take
- Date of your next appointment
- Other income replacement you may receive while you're out of work

Ongoing communication will be via the preferred communication method you indicated when first submitting your claim.



**You'll need your medical authorization form.** Upload the completed and signed form to *My Lincoln Portal*<sup>®</sup> and send a copy to your medical providers.



**You'll receive a claim decision.** Once all required information is received and reviewed, you'll be notified of your claim status. Lincoln will automatically apply applicable federal, state, or company leaves if we administer these programs for your employer.

Your employer will also be notified of the claim decision.

## Once a claim decision is made



Your claim specialist will stay connected with you and your providers to request updated information as needed.

The specialist will also work with you on additional support you might need and create a return-to-work plan.



## We're here to help

*My Lincoln Portal*® is a great resource for information about claim status, correspondence, and payment details.

The portal is also the fastest way to share information with your claim specialist, as you can upload forms, supporting documents, and medical records to expedite processing.

Visit *My Lincoln Portal*® 24 hours a day, seven days a week, from a desktop, tablet, or mobile device.

©2022 Lincoln National Corporation

[LincolnFinancial.com](https://www.lincolnfinancial.com)

Lincoln Financial Group is the marketing name for Lincoln National Corporation and its affiliates.

Affiliates are separately responsible for their own financial and contractual obligations.

LCN-3797951-092821

PDF ADA 4/22 **Z02**

**Order code: GP-MLPHT-BRC001**

