One-call claims

A simpler way to file your short-term disability (STD) claim



With one-call claims, you can seamlessly submit your STD claim over the phone in a matter of minutes.

Here's how the process works:

1 Call 866-783-2255

Submit an STD claim if:

- You've been absent from work because of a non-work-related illness or injury and will not be returning within the elimination period (the period of time before your benefits kick in) outlined in your company's policy.
- You're within one week of a planned surgery or childbirth.

2 Provide your information

When you call, you'll need to submit your:

- Name and date of birth
- Address and phone number
- Social Security number
- Employer
- Group policy number
- Doctor's name, address, phone, and fax numbers
- Occupation and the last day you worked
- Condition or diagnosis

3 Stay tuned for a decision

After you submit your information, a claims specialist will process your claim and contact you, your employer, and/or healthcare provider for additional information if necessary.

It's also likely your physician will need to complete an Attending Physician's Statement. To make sure your physician receives this form, simply:

- Supply your doctor's fax number during your call, and we will fax the form directly to their office;
- Ask the claims examiner to send you the form and give it to your doctor; or
- Print the form at **LincolnFinancial.com**

Once we receive and review your information, we will notify you of our claim decision. If approved, your benefits will be paid as outlined in your company's policy.

Get anytime access to forms and benefit information at LincolnFinancial.com.

To access the forms and benefits information you need, simply:

1. Go to **LincolnFinancial.com** and click the **Register** link in the top navigation panel.
2. Select **Employee Benefits,** and follow the instructions.
3. Once registered, you can review coverage, claim status, and policy information. You can also print forms and report claim information such as a child delivery or a return-to-work date.

We're standing by to help

Call
866-783-2255
Monday through Thursday, between 8:00 a.m. and 8:00 p.m. Eastern

Friday, between 8:00 a.m. and 6:00 p.m. Eastern

Email
DisabilityClaims@LFG.com

Fax
877-843-3950

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