



# How to report your absence online

Looking to file a short-term disability claim? Report your claim up to 30 days in advance of a planned absence or as soon as you're aware that you'll be absent for any number of consecutive days due to an illness, injury, or other authorized reason.

Lincoln makes the process as fast and easy as possible. You can report your claim through our self-service benefits website, [LincolnFinancial.com](https://LincolnFinancial.com).

## Follow our secure five-step process

- 1 Log in to [LincolnFinancial.com](https://LincolnFinancial.com). First-time users will need to register and if required, you'll need to use the unique company code provided by your employer.
- 2 Select **Start a claim** and answer a few questions.
  - **About you:** Provide your employee identification number or other ID, as required by your employer.
  - **About your absence:** Include the reason for your absence, dates of absence, and, if applicable, physician diagnosis information.
  - **Upload documents:** Share any necessary documents with your claims specialist when you submit your claim.
- 3 Click **Submit**. For disability claims, you'll be asked to have your treating physician complete the Attending Physician Statement. You'll also be asked to download, sign, and submit a medical authorization form to send to your case manager.
- 4 Keep record of your claim number that you'll receive via email.
- 5 Check the status of your claim online at [LincolnFinancial.com](https://LincolnFinancial.com).

## Another way to report your absence

You can also speak with a Lincoln representative at **866-783-2255** to submit a claim.

## What to expect next



### Follow-up information

If you're already absent from work, you'll be contacted by phone or written correspondence within five business days. If filing your claim in advance, you'll be contacted once your absence begins. Your claims specialist will answer questions about your claim and gather additional information that may be needed.



### Document upload

Conveniently upload requested documents as they're needed using our secure document upload feature.



### Claim decision

A claim decision will be made once all required information is received and reviewed. Based on communication preferences you set on [LincolnFinancial.com](https://LincolnFinancial.com), we'll contact you by phone, letter, or email.



### Ongoing communication

Your claims specialist will stay connected with you until you return to work and can assist with additional support you may need.



### Time-saving online capabilities

By logging in at [LincolnFinancial.com](https://LincolnFinancial.com), you can manage your claim, upload documents, and see the details of payments made.



### Return-to-work date

You can even report your return-to-work date online and update it throughout the claims process if needed.

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