

# 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](https://LincolnFinancial.com).

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

1. Go to [LincolnFinancial.com](https://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](mailto:DisabilityClaims@LFG.com)



#### Fax

877-843-3950



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-4232167-012522 PDF 3/22 **Z04 Order code: STD-CLM-FLI002**