



# How to report your absence online

Looking to file 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 or more consecutive days due to an illness, injury, or other authorized reason.

To help make the process as fast and easy as possible, you can report your claim through our self-service benefits website, [MyLincolnPortal.com](https://MyLincolnPortal.com).

## Our secure five-step process

- 1 Log in to [MyLincolnPortal.com](https://MyLincolnPortal.com)**  
First-time users will need to register using company code .
- 2 Select “Report a New Claim” and answer a few questions**
  - **About you:** You’ll need 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.
- 3 Click “Submit”**  
For disability claims, you’ll be asked to download, sign, and submit a medical authorization form to send to your doctor.
- 4 Keep record of your claim number**  
Reporting your claim online provides the added convenience of printing a report that includes our claim number and a summary of your claim details.
- 5 Check the status of your claim online at [MyLincolnPortal.com](https://MyLincolnPortal.com)**  
You can also opt into text messaging via [MyLincolnPortal.com](https://MyLincolnPortal.com); you’ll then receive texts regarding the receipt, approval, an extension of an absence, benefit payment information and the closure or extension of a claim due to return to work.

## After you submit your claim: What to expect next



### Follow-up information

If you are already out of work, you'll be contacted by phone or written correspondence within three business days. If filing your claim in advance, you'll be contacted once you are out of work. At this time, your claims specialist can answer questions you may have about your claim and gather any additional information that may be needed.



### Document upload

Conveniently upload requested documents as they are needed, using our secure document upload feature on MyLincolnPortal.com.



### Claim decision

A claim decision will be made once all the required information is received and reviewed. Based on the communication preferences you set on MyLincolnPortal.com, we will contact you by phone, letter, or text.



### Ongoing communication

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



### Return-to-work date extension

If you cannot return to work as scheduled and need to request an extension to your leave, you can do so by reaching out to your specialist and providing the supporting documentation. You must also notify your supervisor.



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