



## Convenient, quick, easy

A simple way to file your short-term disability claim with One Call Claims



### Less time, less paperwork

With One Call Claims, it's easy to submit your short-term disability (STD) claim over the phone in a matter of minutes.



### Call 866-STD-CALL (866-783-2255)

Submit an STD claim over the phone 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.



### What information do I need to provide?

- Name and date of birth
- Address and phone number
- Social Security Number
- Employer
- Group policy number
- Doctor's name, address, phone and fax numbers
- Your occupation and the last day you worked
- Your condition or diagnosis
- Direct deposit information

A claims examiner will process your claim and, if necessary, contact your employer and physician.

If more information is needed from you, your employer or physician, the claims examiner will inform you of the necessary steps to complete the claim process.



### When can I call?

Lincoln Financial Group® claims examiners are available at 866-STD-CALL (866-783-2255):

Monday – Thursday 7:00 a.m. – 7:00 p.m. CT

Friday 7:00 a.m. – 5:00 p.m. CT

Or by fax anytime at 877-843-3950.

In some cases, a claim decision will be made the same day.



Insurance products issued by:  
The Lincoln National Life Insurance Company  
Lincoln Life & Annuity Company of New York



## What to expect

During the call, your claims examiner will explain the process and how they will work with your physician to gather the necessary information.

In most cases, your physician will need to complete an STD Attending Physician's Statement. There are three ways for your physician to receive this form:

1. You can supply your doctor's fax number during your call, and we will fax the form directly to their office.
2. Your claims examiner can send you the form for you to give to your doctor.
3. You can print the form at [Lincoln4Benefits.com](http://Lincoln4Benefits.com).

Once we receive all your information, we will make a claim decision. If we approve your claim, your benefits will be paid as outlined in your company's policy.



## You can also access forms and personal benefit information online

- 1 Go to [LincolnFinancial.com](http://LincolnFinancial.com) and click the **REGISTER** link in the **LOG IN / REGISTER** dropdown in the top navigation panel.
- 2 Select **Employee Benefits** and follow the instructions.
- 3 Once you register, you can review coverage, claim status and policy information. You can also print forms and report claim information such as child delivery or a return-to-work date.

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