

Reporting Your Disability Claim

The **City of Springfield** Short-Term Disability Policy is administered by The Lincoln National Life Insurance Company.

Lincoln Financial Group offers employees direct access to claims resources and information. You can easily report a claim and check the status of your claim through Lincoln Financial Group's dedicated secure website or by telephone. Please visit: www.MyLincolnPortal.com to access employee resources and online tools, as referenced below.

When Do I Report a Claim?

You may report a claim up to 30 days in advance of a planned disability absence (such as childbirth or prescheduled surgery). You may also report a claim as soon as you are hospitalized OR disabled due to illness or injury for 14 or more calendar days.

How Do I Report a Claim?

1. Contact your supervisor to report your absence.
2. Report your claim via www.MyLincolnPortal.com. First time users must register using Company Code **LF1073CIT**. Please have the following information available when you report your claim:
 - Your physician or medical care provider's name, address, fax and telephone numbers
 - Your manager's name, telephone number and e-mail address
 - Reason you are out of work (diagnosis/symptoms)
 - Your last day worked, first day absent from work, and anticipated return to work dateOr you can call 888-408-7300 and speak with an Intake Specialist to report your claim.
3. Keep a record of your claim number. Reporting your claim online provides the added convenience of printing a claim report which includes your claim number and a summary of your claim details.
4. You may securely check the status of your claim online at www.MyLincolnPortal.com or by calling your Case Manager at 800-320-7585.