Reporting Your Disability Claim

The **City of Springfield** Long-Term Disability Policy is issued 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 as soon as you are aware that you will be disabled due to illness or injury for 60 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 date

   Or 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.