



## Reporting Your Disability Claim/Leave

The **Southwest General** Short-Term Disability Policy and Family & Medical Leave are administered by Liberty Life Assurance Company of Boston, a Lincoln Financial Group company.

Lincoln Financial Group is available 24 hours a day, 7 days a week and offers employees direct access to claims/leave resources and information. You can easily report a claim/leave and check its status through Lincoln Financial Group's dedicated secure website or by telephone. Please visit [www.mylincolnportal.com](http://www.mylincolnportal.com) to access employee resources and online tools, as referenced below.

### When Do I Report a Claim/Leave?

**Your own serious illness, disability, or maternity leave:** You may report a claim up to 30 days in advance of a planned disability absence OR as soon as you are aware that you will be disabled due to illness or injury for **14/30** or more calendar days.

**Your family member's serious illness, military leave, or your own intermittent leave:** You may report a leave when you will be out of work for more than 3 consecutive days or intermittently to care for an immediate family member suffering a serious illness or to care for a newborn, foster or adopted child.

### How Do I Report a Claim/Leave?

1. Contact your **Manager** to report your absence.
2. Print this document, sign and date the Authorization to Release Information section below, and leave with your physician or medical care provider at your next visit.

*Note: Lincoln Financial Group requires your physician to provide information about your medical condition. If this information cannot be obtained, benefits may be delayed.*

3. Report your claim/leave via [www.mylincolnportal.com](http://www.mylincolnportal.com). First time users must register using Company Code **SWGNERAL**

Please have the following information available when you report your claim/leave:

- 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 **1-800-290-0395** and speak with an Intake Specialist to report your claim/leave.

4. Keep a record of your claim/leave number. Reporting your claim/leave online provides the added convenience of printing a report which includes your claim/leave number and a summary of your claim/leave details.
5. You may securely check the status of your claim/leave online at [www.mylincolnportal.com](http://www.mylincolnportal.com) or by calling your Case Manager at **1-800-210-0268** or Leave Specialist at **LeavePhone# TBD**.

### Authorization to Release Information

I authorize any health care provider having information about my physical or mental condition and treatment to give all information to the Company in the Lincoln Financial Group of companies and/or Plan Sponsor to which I am submitting a claim. I understand the information obtained by this Authorization will be used to determine eligibility for benefits. Information obtained under this Authorization or directly from me may be released to persons/organizations providing medical treatment or claim management/advisory services in connection with my claim, including Employee Assistance Programs (EAP), or other similar disease management/assistance programs providing services to the Plan Sponsor and/or the Company. This Authorization is valid for two years from the date appearing below with my signature. I have the right to revoke this Authorization by notifying the Company. I know that I may request a copy of the Authorization and I agree that a photographic copy shall be as valid as the original.

Employee Signature

Date

Print Employee Name