



One Call Claims

Simplified short-term
disability claims submittal

Short-term disability claims with less paperwork, less time

Lincoln Financial offers One Call Claims submission allowing you to submit a short-term disability (STD) claim over the phone in a matter of minutes.

When should I call?

Submit a STD claim over the phone if:

- ▶ You've been absent from work due to a non-occupational illness or injury and will not be returning within the elimination period outlined in your policy.
- ▶ You're within one week of a planned surgery or childbirth.

What number should I call?

Call (866) STD-CALL (783-2255) and provide:

- ▶ Name, Social Security number, and date of birth.
- ▶ Address and phone number.
- ▶ Employer's name and/or group policy number.
- ▶ Doctor's name, address, and phone number.
- ▶ Your occupation and the last day you worked.
- ▶ Your condition or diagnosis.

A benefit specialist will process your claim and, if necessary, contact your employer and physician. Once all information is received, a claim decision will be made.

If your claim is approved, your benefits will be paid as outlined in your company's policy.



Lincoln Financial Group benefit specialists are available from 7 a.m. - 7 p.m. Central Time to assist you. In some cases, a decision regarding the claim will be made during the same call.

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

In most cases, we will require a “STD Attending Physician’s Statement.” During the call, your benefit specialist will explain the process and will work with your physician to obtain the necessary information.

The Attending Physician’s Statement is available through your employer or can be printed from the Internet by registering at www.jpfc.com.



As an industry leader for innovations in service and support, Lincoln Financial Group offers a fast way to submit short-term disability claims with one call.

Online access to forms and personal benefit information

With Lincoln Financial online services, your personal benefit information is just a mouse click away.

- ▶ Simply register by visiting www.jpfc.com and select the “Click Here if you are an Employee/Insured” link.
- ▶ Select a user name and password and you’ll then have secure access to your personal account to review coverage, claims status, and policy information. You can also print forms and report claim information such as child delivery or a return-to-work date.

At Lincoln Financial, we take pride in providing you, our customer, with world-class service. If you have any questions or need further information, please call us at **(866) STD-CALL**.

One Call Claims Fax: (402) 361-1016

A tradition of integrity

At Lincoln Financial Group, we have a 100-year-old heritage of helping people find solutions to their financial challenges. As one of the largest financial services companies in the nation, we are a proven industry leader in identifying and delivering sophisticated financial strategies and product solutions for the creation, protection, and enjoyment of wealth. We are committed to helping investors redefine their retirement because we don't believe retirement is an end — it's an opportunity for everyone to start doing what they were meant for all along.

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