

Reporting Your Disability Claim

The **Frederick Ferris Thompson Hospital** Short-Term Disability Policy and New York Statutory/New York Paid Family Leave Policy is administered by Lincoln Life Assurance Company of New York.

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 7 or more calendar days for New York Statutory benefits, on the 1st day of New York Paid Family Leave, as well as 15 or more calendar days if you are enrolled in STD Option 1 or 30 or more calendar days if you are enrolled in STD Option 2.

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:

ThompsonHealth.

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 **800-210-0268**.