



# Simple process, supportive guidance

## Reporting your absence with Lincoln Absence Management Services

When you need to take time off from work, Lincoln understands speed and simplicity are qualities you value. That's why we make reporting your absence and/or short-term disability claim as easy as possible.



### The Family and Medical Leave Act (FMLA) provides job-protected leave for the following reasons:

- |   |   |
|---|---|
| Your own serious health condition   | Placement of a child for adoption or foster care                      |
| To care for a family member (spouse, child or parent) with a serious health condition | Qualifying exigency for parent, child or spouse called to active duty |
| For the birth or care of a newborn child  | Care for an injured service member                                    |

In addition, your state or the company you work for may provide leave for other reasons.

## Getting started

Whether your absence is for federal family and medical leave, state leave, company leave, short-term disability (STD), New York or New Jersey state disability, or New York Paid Family Leave, you have the flexibility to initiate your absence claim by telephone, Monday through Thursday 8 a.m. – 8 p.m. ET, and Friday 8 a.m. – 6 p.m. ET, or at any time via the web. To start your claim by phone or web, you will need to provide your:

- Full name
- Date of birth
- Social Security number
- Group ID or policy number: CATIMES
- Physician's name, address, and phone and fax numbers (if applicable)
- Occupation
- Last work day (date)
- Condition or circumstances

### Submit your claim via phone

It's easy for you, your employer or a family member to report your absence by phone. Just call 800-423-2765 and identify yourself as an insured person, enter your Social Security number\*, and follow the prompts for **Absence Claims**.

Once you have started your claim, you may report intermittent occurrences and submit a return-to-work date at any time via our automated telephone system.

\*Entering your Social Security number when calling about claims and all other inquiries helps ensure appropriate and timely call routing to our customer service representatives.

### Submit your claim via web or mobile application

- 1 Go to **LincolnFinancial.com**, and click **REGISTER** in the top navigation on the home page.
- 2 Under **Individuals**, select **Employee Benefits**. Follow the prompts to complete your registration. Once registration is complete, you can log in to your account from LincolnFinancial.com or by downloading the Lincoln mobile application.
- 3 Once you log in, select **View and manage absences** under **Employee Benefits**. You can now perform a number of convenient self-service functions, including:
  - Report an absence (federal, state, company, STD, NY or NJ state disability, or NY Paid Family Leave)
  - Submit a return-to-work date
  - Review current absence status
  - Track absence balances
  - Enter intermittent time
  - View correspondence



**For more information, call 800-423-2765 or log in to your account at LincolnFinancial.com.**

## What to expect

### Follow-up information

Once you've provided us your information, we'll let you know which absences you're eligible for and, if applicable, send you an absence management packet. This packet describes your rights and responsibilities under the FMLA — you'll need to complete and return any forms within the requested time frame.

### Guidance from our team

An absence management professional will guide you every step of the way to:

- Help ensure you understand the process
- Notify you of any additional required information
- Provide you with regular updates on the status of your absence claim

### Ongoing communication

We'll review your information and keep you informed of how the FMLA, state laws, company leaves, short-term disability, NY or NJ state disability, and NY Paid Family Leave may relate to your specific situation. About a week prior to your anticipated return date, you'll receive a call to confirm your return to work.

## How to follow up

If you are taking intermittent time for your absence, you are required to:

- Report it within 2 business days
- Call 800-423-2765
- Follow instructions on reverse side or enter information online

If you are unable to return to work as scheduled and need to request an extension:

- Notify your supervisor
- Call 800-423-2765

Remember, you can log in to your account at [LincolnFinancial.com](http://LincolnFinancial.com) at any time using your desktop or mobile device to perform the convenient self-service functions described on page one.

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