



# How to report your absence online

Looking to file a short-term disability claim? You may report your claim up to 30 days in advance of a planned absence or as soon as you are aware that you will be absent for seven or more consecutive days due to an illness, injury, or other authorized reason.

How about submitting a leave? You may report a leave when you'll be out of work for more than three consecutive days or on an intermittent basis. Your company's leave policy will determine whether your leave can be taken on an intermittent basis.

To help make the process as fast and easy as possible, you can report your claim through our self-service benefits website, [MyLincolnPortal.com](https://MyLincolnPortal.com).

## Our secure five-step process:

- 1** Log in to [MyLincolnPortal.com](https://MyLincolnPortal.com).  
First-time users will need to register using our company code JHUEE.
- 2** Select **Start a Claim** or leave and answer a few questions.
  - **About you:** You'll need your employee identification number or other ID as required by your employer.
  - **About your absence:** Include the reason for your absence, dates of absence, and, if applicable, physician diagnosis information.
- 3** Click **Submit**.  
For disability claims, you'll be asked to download, sign, and submit a medical authorization form to send to your doctor.
- 4** Keep record of your claim or leave number.  
Reporting your claim online provides the added convenience of printing a report that includes our claim number and a summary of your claim details.
- 5** Check the status of your claim online at [MyLincolnPortal.com](https://MyLincolnPortal.com).

## Another way to report your absence

You can also submit your claim by calling Lincoln at 888-246-4483 and speaking with a representative.

## After you submit your claim: What to expect next



### Follow-up information

If you're already out of work, you'll be contacted by phone or written correspondence within three business days. If filing your claim in advance, you'll be contacted once you're out of work. At this time, your claims specialist can answer your questions about your claim and gather additional information that may be needed.



### Document upload

Conveniently upload requested documents as they're needed using our secure document upload feature on [MyLincolnPortal.com](https://www.mylincolnportal.com).



### Claim decision

A claim decision will be made once all required information is received and reviewed. Based on the communication preferences you set on [MyLincolnPortal.com](https://www.mylincolnportal.com), we'll contact you by phone or letter.



### Ongoing communication

Your claims specialist will stay connected with you until you return to work and assist you with additional support you may need.



### Intermittent leave submittal

If you are taking intermittent time for your leave, you are required to report it within business days. You can enter your intermittent leave on [MyLincolnPortal.com](https://www.mylincolnportal.com); simply follow the steps on the front of this flier.



### Return-to-work date extension

If you cannot return to work as scheduled and need to request an extension to your leave, you can do so by reaching out to your specialist and providing the supporting documentation. You must also notify your supervisor.

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