

COUNTY OF SAN DIEGO

# Disability Guide

FOR LONG-TERM DISABILITY ONLY PARTICIPANTS

## How to Report Your Disability

### Submit a completed claim form to Lincoln Financial

**Email:** [DisabilityClaims@lfg.com](mailto:DisabilityClaims@lfg.com), or

**Fax:** 877-843-3950, or

**Mail:** The Lincoln National Life Insurance Company, PO Box 2609, Omaha, NE 68103

### What to Expect After Filing

- Written communication based on your delivery preferences
- Your LFG claim specialist may reach out for additional information regarding your disability

#### Your LFG claim specialist can help with:

- Claim status and eligibility
- Required documents and deadlines
- Benefit calculations and duration
- Periodic medical updates if needed

#### Next Steps

- For help, contact your specialist or email [DisabilityClaims@lfg.com](mailto:DisabilityClaims@lfg.com).
- Register at [www.LincolnFinancial.com](http://www.LincolnFinancial.com) to track your claim and contact your specialist.
- Report your return-to-work date at least 10 days before your claim ends.

## Tips for a Smooth Process

- Read all communications promptly.
- Leave a voicemail with your question if your specialist is unavailable.
- Expect responses within 1-2 business days.
- Allow up to 5 business days for document review.
- Use the website or mobile app\* to check your leave status, email your specialist, or upload documents.

\*Download the Lincoln Financial Mobile app on the Apple Store or get it on Google Play

### IMPORTANT

1. Do **not** submit your LTD only claim online nor by phone.
2. Completed claim form must include group policy #: 010261917-00000 (Voluntary), or 010284154-00000 (County Paid)
3. If you have STD coverage with Lincoln, do not submit the claim form. Please call (888) 480-8710 and press 1 to submit a new disability claim.

**Check the status of your claim online anytime at**

[www.LincolnFinancial.com](http://www.LincolnFinancial.com)

first-time users need to register