



## Convenient, quick, easy

A simple way to file your short-term disability claim with One Call Claims



### Less time, less paperwork

With One Call Claims, it's easy to submit your short-term disability (STD) claim over the phone in a matter of minutes.



### Call 866-STD-CALL (866-783-2255)

Submit an STD claim over the phone if:

- You've been absent from work because of a non-work-related illness or injury, and will not be returning within the elimination period (the period of time before your benefits kick in) outlined in your company's policy.
- You're within one week of a planned surgery or childbirth.



### What information do I need to provide?

- Name and date of birth
- Address and phone number
- Social Security number
- Employer - County of San Diego
- Group policy number 010261914-00000
- Doctor's name, address, phone and fax numbers
- Your occupation and the last day you worked
- Your condition or diagnosis
- Direct deposit information
- Group ID - 800020
- Claim Location Number

A claims examiner will process your claim and, if necessary, contact your employer and physician.

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

\* See list of department on page 2



### When can I call?

Lincoln Financial Group® claims examiners are available at  
**866-STD-CALL (866-783-2255):**

5:00 AM to 5:00 PM PT Monday through Thursday  
5:00AM to 1:00 PM PT Friday



Or by **fax anytime at 877-843-3950**

In some cases, a claim decision will be made the same day.



## What to expect

During the call, your claims examiner will explain the process and how they will work with your physician to gather the necessary information.

In most cases, your physician will need to complete an STD Attending Physician's Statement. There are three ways for your physician to receive this form:

1. You can supply your doctor's fax number during your call, and we will fax the form directly to their office.
2. Your claims examiner can send you the form for you to give to your doctor.
3. You can print the form at [Lincoln4Benefits.com](http://Lincoln4Benefits.com).

Once we receive all your information, we will make a claim decision. If we approve your claim, your benefits will be paid as outlined in your company's policy.



## You can also access forms and personal benefit information online

- 1 Go to **LincolnFinancial.com** and click the **REGISTER** link in the **LOG IN / REGISTER** dropdown in the top navigation panel.
- 2 Select **Employee Benefits** and follow the instructions.
- 3 Once you register, you can review coverage, claim status and policy information. You can also print forms and report claim information such as child delivery or a return-to-work date.

### Department Descriptions

Group #	Description	Abbreviation
G0000	Other Budgetary Entity	OBE
G2000	Public Safety	PSG
G3000	Health & Human Services	HHSA
G4000	Land Use & Environment	LUEG
G5000	Community Services	CSG
G6000	Finance & General Government	FGG

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