

COUNTY OF SAN DIEGO

Disability Guide

FOR SHORT-TERM DISABILITY PARTICIPANTS

VOLUNTARY STD CLASS 4

How to Report Your Disability Claim

Call Lincoln Financial at (888) 480-8710 and press 1.

Available Monday to Friday, 8 AM – 8 PM PT.

What to Expect After Submitting Your Claim

- 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

- Register at www.LincolnFinancial.com to track your claim and contact your specialist.
- For help, contact your specialist, call (888) 480-8710, or email Claims@lfg.com.
- Report your return-to-work date at least 3 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 business day.
- Allow up to 3 business days for document review.
- Use the website or mobile app* to check your leave status, email your specialist, or upload documents.

IMPORTANT

1. Do **not** submit your disability claim online
2. Notify your claim specialist if you are enrolled in Lincoln's long-term disability (LTD) to verify automatically open an LTD claim on your behalf if needed.

Check the status of your claim online anytime at

www.LincolnFinancial.com

first-time users need to register