

About This Guide

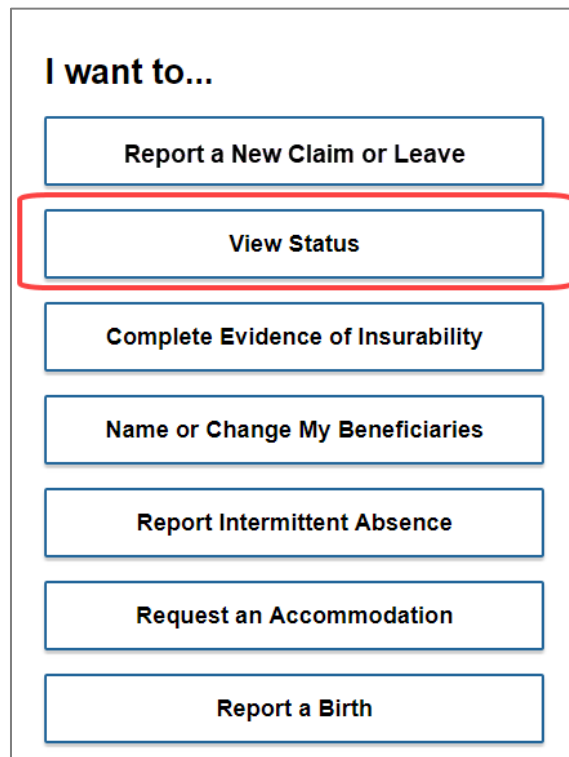
The links and functionality described in this guide are based on the assumption that you have logged into the secure portal and are on the Employee Homepage.

Introduction

View Status functionality allows you to view the status of a disability claim, leave, or an evidence of insurability submission.

Disability claim and leave status includes comprehensive details, payment information, and the ability to print a leave report, once you have completed a one-time registration process. Evidence of insurability status includes in depth status definition and mailing/contact information.

This feature can be accessed by selecting **View Status** on the Employee Homepage.



NOTE: Your homepage may look slightly different than the image above.

Getting Started

Before you get started, please keep the following in mind:

- An employee may view their claim or leave status 48-72 hours after submission. Evidence of Insurability is available within 24 hours.
- You will need to go through an authentication process the first time you wish to view status of a disability claim or a leave.
- You can bypass the “one-time” authentication process to view the status of an evidence of insurability submission.
- To change the language to Spanish, click *En Espanol* in the top right-hand corner of the page.
- For added security the portal has a 20-minute timeout feature.

Find My Information

Upon entering View Status for the first time, you will need to follow a one-time authentication process which provides additional security to successfully retrieve the status of your claim or leave. To continue, you will need to enter an existing disability claim or leave number, date of birth (MM/DD/YYYY), and last name (the last name is pre-filled from your user profile).

Note: If you are presented with this screen and do not have a claim or leave, select **Evidence of Insurability Status** to view the status of your Evidence of Insurability submission

Find My Information

To ensure a secure and confidential means for you to view your information, you are required to enter the below information one time.

Number ⓘ	Date of Birth	Last Name	
<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>	<input type="text" value="Roberts"/>	<input type="button" value="Find"/>

You may also go straight to [Evidence of Insurability Status](#) without entering Number and Date of Birth.

Select **Find** to navigate to View Status or 'Cancel' to return to the employee homepage.

Employee Coverage Landing Page

The Employee Coverage Landing Page provides a high-level view of all your disability claims, leaves, and evidence of insurability submissions.

General Information

Depending upon your employers set up, there could be different tabs on this page. The functionality within each tab is the same.

- The submissions will be sorted with the most recent submission displayed at the top.
- Each column may be sorted by selecting the column header title.
- Each row has a blue link (in Event # column) to view more details regarding the particular event.

NOTE: If there is only one disability claim or leave this page will not populate and instead will display the specific details for the claim or leave (see Claim Detail Page or Leave Detail Page section).

Claims & Leaves Tab

The "Claims & Leaves" tab displays ALL disability claims & leaves submissions. This tab includes Product, Event #, Received Date, Coverage, Status & Definition, and Determination Date.

Select the link in the 'Event #' column to view additional information regarding the disability claim, leave, or evidence of insurability submission.

To upload documents to a specific claim or leave, click the upload document link and follow the instructions. Ten documents can be uploaded at a time

Product	Event#	Received Date	Coverage	Status	Status Definition	Determination Date	Upload Documents
Claim	1682047	09/29/2019	STD	Approved	Your request has been approved	10/06/2019	
Claim	1682029	09/28/2019	PLNY	Approved	Your request has been approved	10/06/2019	
Leave	1681848	09/28/2019	LEAVE	Approved	Your request has been approved	10/06/2019	

Evidence of Insurability Tab

The Evidence of Insurability tab will display all evidence of insurability submissions associated to the employee and will display the most recent on top. An employee may view their evidence of insurability status after it has been submitted online.

Claims & Leaves		Evidence of Insurability (EOI)			
Received Date	Coverage	Status	Status Definition	Determination Date	
10/04/2019	Optional Dependent Life - Spouse	Approved	Application was received and is approved.	10/04/2019	
10/04/2019	Long Term Disability	Approved	Application was received and is approved.	10/04/2019	

EOI Specialist Information	
Mailing Address Group Medical Underwriting PO Box 1525 Dover, NH 03821-1525	Overnight Mailing Address Group Medical Underwriting 100 Liberty Way Dover, NH 03820
Phone Number 1-888-287-8494 Option 3	Fax Number 1-603-334-0453

Disability Claim Detail Page

General Information

The Claim Detail page provides detailed information regarding the disability claim, including status, case manager contact information, dates, payments associated with the claim, and respective correspondence.

- Depending on the employer's set up, you may not have access to all information shown below.
- The 'Glossary' button will provide descriptions and information, if needed.
- The 'Return to Coverage Details' link at the bottom will return you to the Employee Coverage Page.
- Information on this page is real-time data, unless otherwise noted.

Header Information

The header provides relevant information regarding the disability claim and the contact information for the Case Manager. The balance of the page provides more details of the claim. If there is a leave associated with the disability claim, a link will be available to view the coordinated leave details.

To send documents to the Case Manager, click **Upload Document** and follow the instructions. Ten documents can be uploaded at a time.

Roberta Alexander

Claim Details #1775420

Coverage	STDCP
Status	Approved
Status Reason	
Closed Date	
Disability Cause	Maternity
Associated Leave	1775426

Case Manager

Mary Smith
Lincoln Life Assurance Company of Boston
14045 Ballayntyne Corporate Place, Suite 200
Charlotte, NC 28277
Phone: (866) 555-1212
Email: Mary.Smith@llq.com
Fax: (855) 555-1212

[Upload Documents](#)

Claim Dates Tab

The Claim Dates tab provides specific date information regarding this disability claim.

Claim Dates	Payment Information	Correspondence
Claim Received	09/28/2017	Return to Work (Estimated) 11/30/2017
Last Day Worked	09/27/2017	Return to Work (Modified)
Date of Disability	09/27/2017	Return to Work (Actual)
Determination Date	10/06/2017	
Benefits Begin	09/27/2017	
Approved Through	11/29/2017	
Benefit End Date	12/19/2017	
Closure Date		
Re-Open Date		

Payment Information Tab

The Payment Information tab displays the payments for this disability claim.

Claim Dates		Payment Information	Correspondence				
Check Date	Begin Payment Date	End Payment Date	Check Status	Gross Benefits	Net Benefits	Check Number	Payee
11/29/2017	11/29/2017	11/29/2017	Issued	\$107.14	\$72.17	35271792	ROBERTA ALEXANDER
11/28/2017	11/22/2017	11/28/2017	Issued	\$750.00	\$472.43	35271791	ROBERTA ALEXANDER
11/21/2017	11/15/2017	11/21/2017	Issued	\$750.00	\$472.43	35271775	ROBERTA ALEXANDER
11/14/2017	11/08/2017	11/14/2017	Issued	\$750.00	\$472.43	35271751	ROBERTA ALEXANDER
11/07/2017	11/01/2017	11/07/2017	Issued	\$750.00	\$472.43	35271717	ROBERTA ALEXANDER

Rows per page: 5 ▾ 1-5 of 10 < >

Correspondence Tab

The Correspondence Tab provides copies of the correspondence associated with this disability claim. By selecting the link in the description column, the document will be presented on the portal in pdf format for viewing.

Claim Dates		Payment Information	Correspondence			
Document Type	Description	Product	Document Date	Sent Date	Sent to Name	Method Sent
Employee/claimant	Forms	STD	6/15/2016	6/16/2016	Roberts, Michelle	US Postal
Employee/claimant	Correspondence	STD	6/26/2016	6/26/2016	Roberts, Michelle	E-Mail
Employee/claimant	Correspondence	STD	6/26/2016	6/26/2016	Roberts, Michelle	E-Mail
Employee/claimant	Correspondence	STD	6/26/2016	6/26/2016	Roberts, Michelle	E-Mail

Questions? Contact the case manager shown.

Leave Detail Page

General Information

The Leave Detail page provides detailed information regarding the leave, including status, leave specialist contact information, dates, time off associated with the leave, and respective correspondence.

- Depending on the employer's set up, you may not have access to all information shown below.
- The 'Glossary' button will provide descriptions and information, if needed.
- The 'Return to List' link at the bottom will return you to the Employee Detail Landing Page.
- Information on this page is real-time data, unless otherwise noted.

Header Information

The header provides all relevant information regarding the leave and the contact information for the Leave Specialist. The balance of the page provides more details of the leave. If there is a disability claim associated with the leave, a link will be available to view the coordinated claim details.

To send documents to the Leave Specialist, click **Upload Document** and follow the instructions. Ten documents can be uploaded at a time.

Roberta Alexander

Leave Details #1775426

Coverage	Leave
Leave Type	Bonding
Leave Reason	Newborn-Maternity
Leave Category	Intermittent
Status	Pending
Status Reason	We are currently evaluating your request. If we need more information, we will contact you or your employer in the near future.
Closed Date	
Associated Claim	1775420

Leave Specialist Information

Mary Smith
Lincoln Life Assurance Company of Boston
PO Box 8700
Dover, NH 03820
LEADSAdmin@lfg.com
Phone: (866) 555-1212
Fax: (855) 555-1212

[Upload Documents](#)

Leave Dates Tab

The Leave Dates tab provides specific date information regarding this particular leave.

Leave Dates | Leave Balance | Correspondence

Leave Received	09/25/2017	
Leave Begin	09/28/2017	
Leave End	11/29/2017	
Approved Leave Frequency	20.0 hours per week (as of 9/27/2019)	

Leave Dates Taken (as of 9/27/2019)

Date	Hours	Program
11/29/2017	8:00	State
11/29/2017	8:00	Federal
11/28/2017	1:00	State
11/28/2017	1:00	Federal
10/26/2017	4:00	State
10/26/2017	4:00	Federal
10/06/2017	3:00	State

Leave Balance Tab

The Leave Balance tab contains program hours used and hours remaining.

Leave Dates	Leave Balance	Correspondence
Leave Balance (as of 10/3/2019)		
Leave Program	Program Hours Used	Program Hours Remaining
State	93:18	546:42
Federal	93:18	386:42
Hours reflect the time associated with all Leaves reported to Lincoln Financial Group for each program to date. Actual hours may differ based on your employer's reporting practices.		

Correspondence Tab

The Correspondence Tab provides copies of the correspondence associated with this leave. By selecting the link in the description column, the document will be presented on the portal in pdf format for viewing.

Leave Dates	Leave Balance	Correspondence				
Document Type	Description	Product	Document Date	Sent Date	Sent to Name	Method Sent
Acknowledge	Coordinated Submission Grace Period Acknowledgement	Leave	11/2/2016	11/2/2016	Roberts Michelle	E-MAIL
Approve	Coordinated Leave Approved	Leave	11/2/2016	11/2/2016	Roberts Michelle	E-MAIL
Questions? Contact the leave specialist shown.						

Questions

If you have technical questions, please contact our Call Center at 1-800-431-2958. Approved insurance coverage will be administered in accordance with your employer's benefit plan.