Need to make a claim? We can help!

Health Assessment Benefit claims

At Lincoln Financial Group, we want to make the claim process as easy for you as we can. We will let you know what information we need, when we need it by, and what you can expect from us. From the first point of contact until the benefit decision, we're here to support you every step of the way.

Ways to submit a claim

- **Online:** Through our secure self-service portal

- **Email:** FileClaim@LFG.com

- **Fax:** 888-735-7636

- **Mail:** The Lincoln National Life Insurance Company
  P.O. Box 2609
  Omaha, NE 68103

- **Phone (Health assessment benefit only):** 800-423-2765

Download claim forms for mail, fax, and email submissions at **LincolnFinancial.com/ClaimForms**.

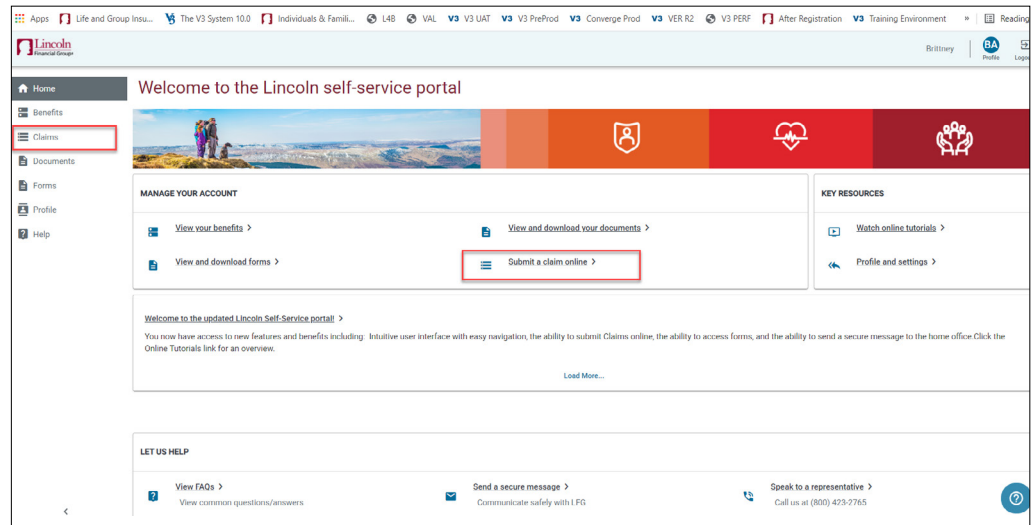| Health assessment benefit claim	• Employer
	• Employee's name
	• Policy number
	• Employee's SSN or work ID
		• Employee's address, phone number, and email
		• Patient's name and birthdate
		• Payment preference check
		• Tests performed
			• Physician information:
			  – Name
			  – Specialty
			  – Phone number
			  – Fax number
			  – Address

Claims process

A claims examiner will review your claim within three to five business days of receipt and follow up with the claimant, physician, or employer if more information is needed. A claim decision will be made once we receive all needed information. If your claim is approved, benefits will be paid as outlined in your company's policy.

Submitting claims through the Lincoln self-service portal

Once registered, log in to your account and select **Health Assessment Benefit** to access the portal.

Step 1: Download claim form

- Click on **Claims**.
- Click **Download Claim Form**.
- Select the **Health Assessment Benefit claim form**.

Step 2: Complete form

- Fill out all information and save the form to your computer.
- Click **Cancel** to close the **Download Form** window.

Step 3: Submit form

- Click on **Submit a claim online** on the homepage.
- In the pop-up window, click **Browse**, select the completed claim form, and choose **Open**.
- Add a description for the document and enter additional comments, if needed.
- Click **Submit Claim**. You'll see a message that the upload was successful.

- To submit multiple documents, click the **Submit a claim form** and browse to the additional document you'd like to submit. This process can be repeated as many times as necessary to submit all of your documentation via the **Claims page.**

> **Questions? Lincoln claims examiners are available at 800-423-2765.**
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> Monday – Thursday, 8:00 a.m. – 8:00 p.m. Eastern,
> Friday, 8:00 a.m. – 6:00 p.m. Eastern