

Requesting your Shark Leave

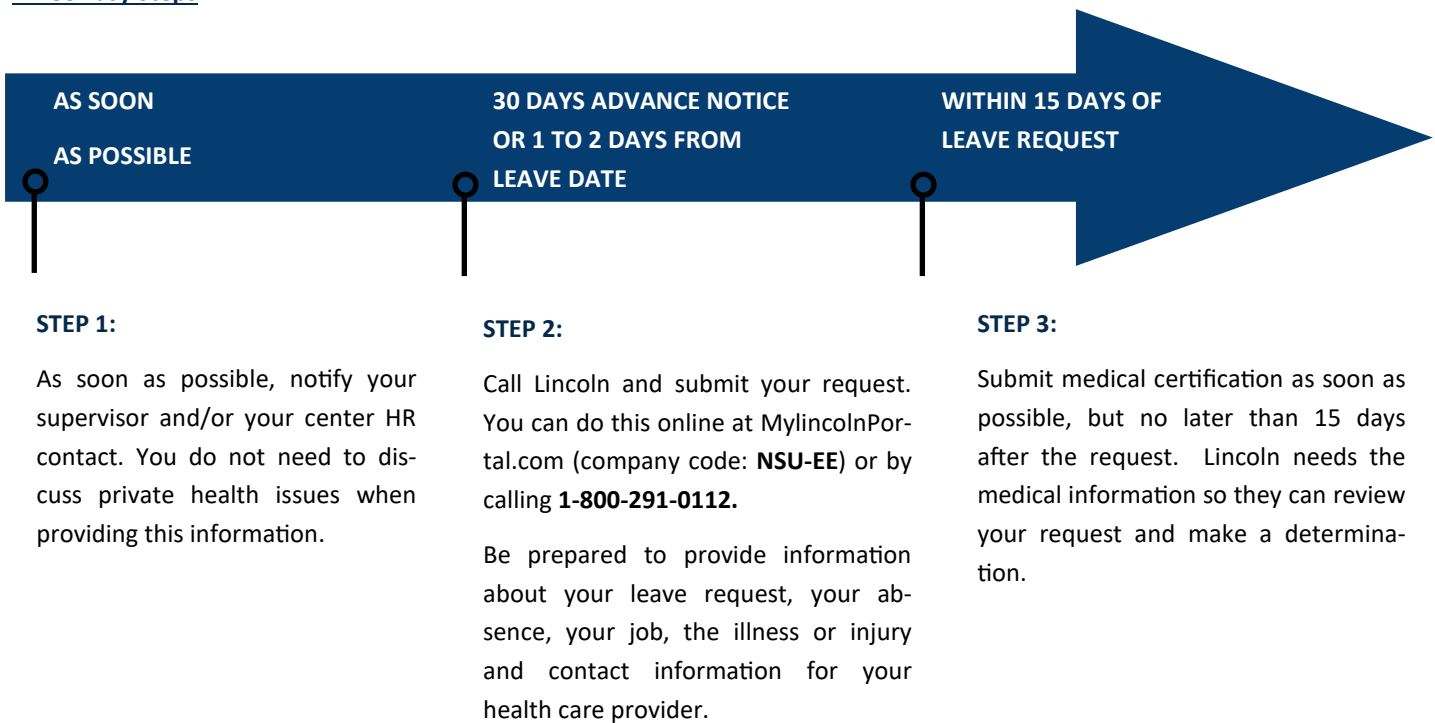
The leave and disability programs are an important part of your benefits package that NSU provides you at no cost. These programs are a safety net for you and your family should you become disabled or need a leave of absence and Lincoln will be there to take you through the leave/disability process. Lincoln will assign you a personal case manager to provide support and guidance as you plan your leave/disability and help you obtain required medical certification from your physician. Your case manager will stay in touch with you regularly, keep your supervisor updated on the status of your leave/disability and assist with your return-to-work planning and notifications.

When to Request a Leave or Disability

Requests must be made for an absence lasting more than three days due to your own serious illness or disability, maternity, to care for a newborn, an immediate family member or to prepare for a military leave. Leave requests may be submitted up to 30 days in advance of a planned absence and requests for unplanned absences should be submitted as soon as practicable, usually within one to two business days.

Timely reporting is critical in securing approval of your request and continuation of payments issued through payroll.

Three Easy Steps



If you work in Puerto Rico you must also initiate your disability claim locally as well, Lincoln will provide you with the appropriate disability forms or you can obtain them directly from Puerto Rico.

Timing is Important

Speak with your supervisor – immediately submit your request to Lincoln – provide medical certification as soon as possible, (no later than 15 days from your leave request medical). When you are timely, Lincoln can render a timely determination of your leave/disability request. You can help by being aware of and making your provider aware of these important deadlines.

How Do I Report a Shark Leave by Telephone?

- Contact your supervisor to report your absence.
- Call **1-888-408-7300** and speak with an Intake Specialist to report your Shark Leave. We suggest you have the following information handy before reporting your Shark Leave.
 - ◆ Your physician or medical care provider's name, address, fax and telephone numbers
 - ◆ Your manager's name, telephone number and e-mail address
 - ◆ Reason you are out of work (diagnosis/symptoms)
 - ◆ Your last day worked, first day absent from work, and anticipated return to work date
- Sign the Authorization to Release Information by eSignature, Voice Authorization, or paper form. You may call Lincoln for more information.
- Keep a record of your claim number. Reporting your claim online provides the added convenience of printing a claim report which includes your claim number and a summary of your claim details.
- You may securely check the status of your claim online at www.MyLincolnPortal.com or by calling **1-800-291-0112**
- Opt into text messaging via **MyLincolnPortal**, initiating an outbound notification text regarding the receipt, approval and extension of an absence, benefit payment information, and the closure or extension of your Shark leave.

How Do I Report a Shark Leave on the Portal?

- Contact your supervisor to report your absence.
- Log on to <https://MyLincolnPortal.com>. We suggest you have the following information handy before reporting your Shark Leave.
 - ◆ Your physician or medical care provider's name, address, fax and telephone numbers
 - ◆ Your manager's name, telephone number and e-mail address
 - ◆ Reason you are out of work (diagnosis/symptoms)
 - ◆ Your last day worked, first day absent from work, and anticipated return to work date
- First time users must register using Company Code **NSU-EE**,
- Set up your user ID and password
- Click "**Report a New Claim or Leave**" and answer a few questions:
- Click "**Submit**". For disability claims, you will be asked to download, sign and submit a medical authorization form to send to your doctor.
- Sign the Authorization to Release Information by eSignature, Voice Authorization, or paper form. You may call Lincoln for more information.
- Keep a record of your claim number. Reporting your claim online provides the added convenience of printing a claim report which includes your claim number and a summary of your claim details.
- Opt into text messaging via **MyLincolnPortal**, initiating an outbound notification text regarding the receipt, approval and extension of an absence, benefit payment information, and the closure or extension of your Shark leave.