



Need to make a claim? We can help!

Critical Illness and 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



Critical Illness

- **Email:** FileClaim@LFG.com
- **Fax:** 888-735-7636
- **Mail:** The Lincoln National Life Insurance Company
P.O. Box 2609
Omaha, NE 68103

Health Assessment Benefit


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

Group Policy Number: CI-0000630053

 Critical illness claim	<ul style="list-style-type: none"> ▪ Employer ▪ Group policy number ▪ Employee's information: <ul style="list-style-type: none"> – Name and birthdate – Address, phone number, and email – SSN or employee's work ID 	<ul style="list-style-type: none"> ▪ Patient's information and relationship to employee ▪ Type(s) of illness 	<ul style="list-style-type: none"> ▪ Payment preference, either check or direct deposit ▪ Authorization for release of information ▪ Physician's statement and verification, to be completed by your provider ▪ Supporting medical records or medical information
 Health assessment benefit claim	<ul style="list-style-type: none"> ▪ 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 		

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..



Questions? Lincoln claims examiners are available at 800-423-2765.

Monday – Thursday, 8:00 a.m. – 8:00 p.m. Eastern,
Friday, 8:00 a.m. – 6:00 p.m. Eastern

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