

Lincoln Financial Group
Claims Process Reference Guide
Group Accident and Critical Illness
Brown University



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Group Accident and Critical Illness

At Lincoln Financial Group, we take a stream-lined, coordinated approach to claims management to ensure the process from intake to benefit decisions are coordinated and clearly communicated, with experts supporting the process every step of the way.

Intake Options:

We have several claim submission options for Group Accident and Critical Illness claims:

- **Mail:** The Lincoln National Life Insurance Company, PO Box 2609, Omaha, Ne 68103
- **Fax:** 888-735-7636
- **Email:** fileclaim@lfg.com
- **Telephonic** 800-423-2765 (Health Assessment Benefit Only)

*Claim forms can be found by going to LincolnFinancial.com or MyLincolnPortal.com

Turn-around times

Initial claim review—within 3-5 business days
Correspondence—within 3-5 business days
Email/Phone—within 24 business hours

Incomplete process

- Within 3-5 business days—Claims Examiner completes an initial review to approve, deny or pend the claim. If additional information is needed, Claim Examiner will request from the claimant, provider of care, and/or employer
- Day 30—Claims Examiner reaches out to the claimant, provider of care, and/or employer as a follow up reminder for the requested information
- Day 60—Claim is closed and letter is sent to the claimant if requested information is not received

Payment Delivery Method

- Check or Direct Deposit to the employee

Communication (Employee)

- Secure email or Mail

Appeal Process

- 2 levels of appeal process
- 60 days to request a review of an adverse decision

Other Topics

- Critical Illness benefits are based on diagnosis date (not treatment date)
- Critical Illness and Accident benefits are based on a diagnosis or injury that is covered and defined within the policy*.

CRITICAL ILLNESS EXAMPLE: STROKE means neurological damage to the brain due to inadequate blood flow in any of the cranial vessels, due to either blockage or rupture of the vessel. Diagnosis of neurological damage must be made by a neurologist and demonstrated by imaging (CT or MRI) and examination demonstrating new neurological deficits (motor, cognitive, or sensory), lasting more than 7 Days, that were caused by the Stroke. In the event of death, an autopsy confirmation and/or death certificate identifying Stroke as the cause of death will be accepted. Transient Ischemic Attacks (TIA) are not considered Strokes.

ACCIDENT EXAMPLE: SEVERE TRAUMATIC BRAIN INJURY means a sudden impact to the head or a penetrating head Injury that:

1. causes irreversible physical damage to the brain;
2. prevents performance of the material functions and activities of a person of like age and gender who is in good health;
3. is diagnosed by a Physician as 8 or less on the Glasgow Coma Scale (or as an equivalent score on any other officially recognized scale used to measure the severity of a brain injury).

*See policy for complete definition listing

Critical Illness – No overall lifetime Maximums

Once a benefit is paid, a new diagnosis of the same or a different condition is paid at the same benefit percentage if the separation period and applicable treatment-free period is met.

- Same covered condition
 - 12 months, treatment-free
 - Treatment includes only care or medications when symptoms exist. Routine follow-ups and medications that are taken to maintain normal levels or prevent recurrence are not considered as treatment.
- Different covered condition
 - 6 months
 - Heart Attack occurs on 01/03 and then diagnosed with invasive cancer 08/21 of the same year, 6 months or more between the different covered conditions.

Covered Conditions

- Heart Attack
- Arterial/Vascular Disease
- Stroke
- End Stage Renal Failure
- Major Organ Failure
- Invasive Cancer
- Non-invasive Cancer/Cancer in Situ

Child Covered Conditions

- Cerebral Palsy
- Cleft Lip/Cleft Palate
- Cystic Fibrosis
- Down Syndrome
- Muscular Dystrophy
- Spina Bifida
- Type 1 Diabetes

Critical Illness Riders:

Supplemental Benefits

- Advanced ALS/Lou Gehring's Disease
- Benign Brain Tumor
- Loss of Speech
- Loss of Sight
- Loss of Hearing

Accident Plan Type: On & Off-the job (24/7)

Accident Riders:

Child Sports Injury Rider

- Increases the payable injury benefit by 25% if a child age 18 or younger is injured in a sanctioned school sport or a competitive sport requiring registration.

Health Assessment Benefit Rider - \$50

- One covered test per covered person per plan year.
- Simple, hassle-free benefit payment for assessment claims with completion of an approved assessment, exam, or immunization.
- Covered assessments vary by product and are payable once per person annually.

Accident

All Covered Persons	
Dental Preventative Exams	Depression Screening
Annual Physical	Substance Abuse Screening / Counseling
Eye Exam	Tetanus Immunization
Hearing Exam	

Additional Adult Assessments	
Osteoporosis Screen (Bone Mineral Density)	Accident / Fall Prevention Counseling

Additional Child Assessments and Immunizations	
Sports / School Physicals	Concussion Screening
Immunizations: DTP, MMR, Rotavirus, Chickenpox, Meningitis	

- In addition to having a diagnosis or injury that is covered under the policy, there **may** be exclusions* that apply:

ACCIDENT EXAMPLE: Benefits are not payable for any loss caused or contributed to by:

- (1) disease, physical or mental infirmity, Sickness, or medical or surgical treatment of these;
- (2) suicide, attempted suicide, or any intentionally self-inflicted injury, while sane or insane;
- (3) voluntary intake or use by any means of any drugs, poison, gas, or fumes, except when:
 - (a) prescribed or administered by a Physician; and
 - (b) taken in accordance with the Physician's instructions;
- (4) committing or attempting to commit a felony;
- (5) war or any act of war, declared or undeclared;
- (6) participation in a riot, insurrection, or rebellion of any kind;
- (7) military duty, including the Reserves or National Guard;
- (8) travel or flight in or on any Aircraft, except:
 - (a) as a fare-paying passenger on a regularly scheduled commercial flight; or
 - (b) as a passenger, pilot, or crew member in the Group Policyholder's Aircraft while flying for Group Policyholder business provided:
 - (i) the Aircraft has a valid U.S. airworthiness certificate (or foreign equivalent); and
 - (ii) the pilot has a valid pilot's certificate with a non-student rating authorizing him to fly the Aircraft;
- (9) driving a vehicle while intoxicated, as defined by the jurisdiction where the Accident occurred;
- (10) cosmetic or elective Surgery;
- (11) being incarcerated in any type of penal or detention facility;
- (12) participating in, practicing for, or officiating any semi-professional or professional sport;
- (13) riding in or driving in any motor driven vehicle for race, stunt show, or speed test;
- (14) an Injury sustained while residing outside the United States, U.S. Territories, Canada, or Mexico for more than 12 months;
- (15) bungee cord jumping, mountaineering, or base jumping;
- (16) skydiving, parachuting, or jumping from any Aircraft for recreational purposes;

If the accident plan covers off the job only injuries, the following exclusion applies:

*See policy for complete exclusion descriptions. Variations by state apply.

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Some benefits have limits on the number of services provided or limit the time frame in which the services must be rendered. See your certificate booklet or policy for more information. This insurance product does not satisfy the requirement of minimum essential coverage under the Affordable Care Act.

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