



Employee Leave Process

- Employee's who need to apply for Short Term Disability or FMLA need to open a case with Lincoln Financial Group (LFG) approximately 30 days prior to the start of their leave if applicable (Please see the how to report your absence paperwork attached in this packet)
 - Once a leave case is opened, LFG will send the employee an acknowledgement of their leave request. This email will also contain the appropriate leave paperwork that should be taken to the employees' physician to complete.
 - Completed paperwork should be returned to LFG using the fax number provided on the leave paperwork or employees can upload the documentation into mylincolnportal.com within their assigned case.
 - In addition to opening a leave case with LFG, employees also need to open a leave case in Kronos (Please see detailed instructions attached in this packet)
 - Once LFG receives the employees leave documentation, a decision will be made regarding the request
 - Employees and their leader will be notified of LFG's decision
 - Employees who have applied for maternity leave will need to contact LFG once they have delivered their baby. Lincoln will need to know the delivery date and the delivery type in order to correctly approve the appropriate leave duration.
- *** Employees who need to add a child to their plan due to a qualifying life event, will need to contact Businessolver directly or by utilizing the mychoice app within 31 days of the qualifying life event
- Employees on an approved short-term disability leave will be paid 60% of their salary after the two-week elimination period is completed. Blessing will pay the 60% portion to the employee as a part of the regular payroll process.
 - Employees who have purchased a short-term disability buy-up plan will be paid the buy up amount by LFG.
 - Employees will need to complete the direct deposit form if they would like to have the buy up that is paid by LFG direct deposited. Any employee who does not complete the form will have a check mailed to them (Please see the direct deposit form attached in the packet)

- Employees who are out on a leave of absence, short term disability, or a continuous FMLA leave will have their access shut off while on leave.

Attached in this guide is:

1. A phone number listing for our company benefit vendors
 2. Information on Lincoln Financial Groups mobile application – employees should utilize the application to check status of their leave
 3. Information on businesssolver’s mobile application called mychoice mobile app – Employees will need to download this application in the event that they need to make qualifying life event updates while they are on leave
- Employees who are on leave should utilize this sheet to locate contact information for specific vendors
 - All employees returning from medical leave, will be required to have a return to work release. This release must advise that the employee is cleared to return to work with no restrictions or if the employee has restrictions, those restrictions will need to be listed
 - All return to work release forms should be sent to Human Resources for review. Please send all return to work documents to Janelle.Vanhecke@blessinghealth.org or fax to 217-223-8539
 - If an employee is returning with restrictions, those restrictions will have to be reviewed to ensure that the employee can perform the essential functions of their job in accordance with their job description
 - Employees who cannot perform the essential functions of their job will not be allowed to return to work until they are fully released by their provider
 - Employee access will not be restored until a return to work release is received.
 - If you have any questions or concerns regarding your leave, please contact Janelle Van Hecke at extension 6862.

Hours: Monday - Friday 8:00am - 4:30pm

HumanResources@blessinghealth.org or 217-223-8400, ext. 6850

Press # 1 for verification of employment, # 2 for recruitment & onboarding, # 3 for leaves, # 4 for payroll & paychecks, # 5 for benefits, # 6 for current employee with questions about employment

Health Insurance:

Current Health Solutions
855-247-3233



www.currenthealthsolutions.org/blessing

Dental Insurance:

Delta Dental of Illinois
800-323-1743



www.deltadental.com

Prescription Drug Coverage:

Optum Rx
855-896-9779



www.optumrx.com

Vision Insurance:

VSP
800-877-7195



www.vsp.com

Qualifying Life Events, Benefit Enrollment, & Health Savings Accounts:

Service Center
855-505-7593



Blessing@busiensslover.com

Employee Assistance Program:

Telus Health
800-586-5882



www.one.telushealth.com

Username: BlessingHealth Password: eap

Retirement:

Fidelity
800-343-0860



www.netbenefits.com/blessinghealthsystem

Medical Flexible Spending Accounts

Grey Hunter Stenn
217-222-0304 ext. 311



GHSEmployeeBenefitServices@ghs.cpa

Worksite Wellness Program:

Be Well at Work
Ext. 2326



employeeewellbeing@blessinghealth.org

Life & Disability

Lincoln Financial
800-210-0268



www.LincolnFinancial.com

FMLA (Family Medical Leave):

Lincoln Financial
To request a leave: 888-605-1129



www.LincolnFinancial.com

Supplemental Health Benefits

(Accident, Hospital Indemnity, Critical Illness)
Lincoln Financial
800-423-2765



www.LincolnFinancial.com

How to report your absence

The first step in reporting an absence is knowing when to report it. Given the multiple benefits that can cover your absence, here are a few rules of thumb:

- Report your claim up to 30 days in advance of a planned absence.
- For an unplanned absence, report as soon as you're aware that you'll be absent from work.

Report your absence online

1. Log in to **LincolnFinancial.com**. First-time users will need to provide personal information to register. You will need company code **BLESSING**, first and last name, birthdate, and the last four digits of your Social Security number.
2. Select **Start a claim or leave of absence** and answer a few questions.
 - About you: You'll need your employee identification number or other ID as required by your employer.
 - About your absence: Include the reason and dates of your absence, and if applicable, physician and diagnosis information.
3. Choose **Submit**.
For disability claims, you'll be asked to download, sign, and submit a medical authorization form, which you or your claims specialist can provide to your doctor.
4. You'll need your claim or leave number to view the status for the first time. A PDF of the information you submit will be available to save for your records.
5. Check the status of your claim online at **LincolnFinancial.com**.
You can also opt in to text messaging via **LincolnFinancial.com**. You'll receive texts on the receipt, approval, and extension of an absence, benefit payment information, if applicable, and the closure or extension of a claim or leave based on your return to work.

Report your absence by phone

You can also submit your claim by calling Lincoln at **888-605-1129** and speaking with a representative.



Blessing Health provides these benefits through Lincoln:

STD

LTD

FMLA

Once you've submitted your information, your claims specialist will review all benefits that may apply.¹

¹ LTD requests cannot be submitted online. Please contact your claims specialist about next steps by calling the phone number provided.



**Your tomorrow.
Our priority.SM**

After you submit your claim



Follow-up information

If you're already out of work, you'll be contacted by phone or written correspondence within three business days. If filing a claim in advance, you'll be contacted once you're out of work. At this time, your claims specialist can answer questions about your claim and gather additional information.



Document upload

Conveniently upload requested documents as they're needed using our secure document upload feature on **LincolnFinancial.com**.



Claim decision

A claim decision will be made once all required information is received, and a review is completed. We will contact you based on the communication preferences you set on **LincolnFinancial.com**.¹



Ongoing communication

Your claim or leave specialist will stay connected with you throughout your claim and assist you with additional support.



Intermittent absence reporting

If you're taking intermittent time for your leave, you're required to report it within 3 calendar days. Enter your intermittent time on **LincolnFinancial.com** by selecting **Report a new intermittent absence** and choosing the leave you want time applied to.



Return-to-work date

Once you know your return-to-work date, submit the date and required documentation on **LincolnFinancial.com**. Once submitted, your claims specialist will review and process the information accordingly.

If you cannot return to work as scheduled and need an extension to your absence, request one by submitting a new date on **LincolnFinancial.com** or contacting your claims specialist and providing the supporting documentation. You must also notify your Leader.

©2024 Lincoln National Corporation

LincolnFinancial.com

Lincoln Financial is the marketing name for Lincoln National Corporation and its affiliates.

Affiliates are separately responsible for their own financial and contractual obligations.

LCN-6500472-032224

MAP ADA 10/24 **Z09**

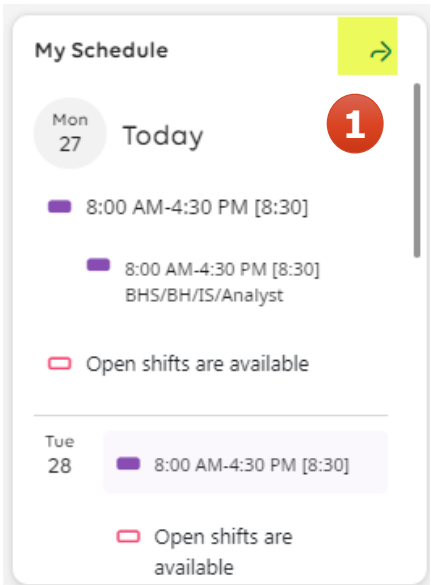
Order code: AM-REPCL-FLI001

¹Please note, some communications are required to be sent via written correspondence, regardless of your preferences.

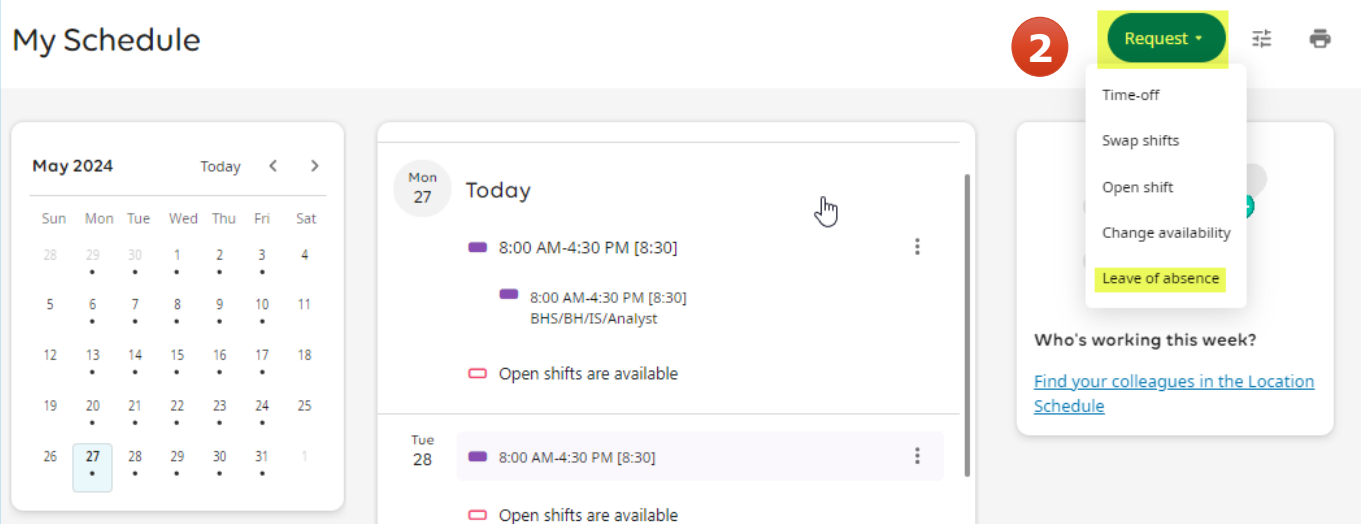
Submitting an Employee Leave Request

This Job Aid walks you through the process of submitting a Leave of Absence (LOA) Request.

1. Navigate to the My Calendar view the arrow on the **My Schedule Tile**.



2. Click the **Request** button. Select **Leave of Absence**.



Submitting an Employee Leave Request

This Job Aid walks you through the process of submitting a Leave of Absence (LOA) Request.

- 3. The Request LOA fly-out menu displays on the right.
 - 4. Enter a **Start Date** and **End Date** by keying in or selecting from calendar.
*****Note** these dates can be updated after case is submitted.
- If you are unsure of the End Date and this is for a:
- Continuous Leave: enter 30 days after the Start date
 - Intermittent Leave: enter 1 Year from the Start date

3

Request Leave of Absenc... X

4

Start Date *

6/14/2021

End Date

6/14/2022

Clear

Category *

Select Category

Reason *

Select Reason

Frequency *

Select Frequency

- 5. Select the applicable Category. Note that the Category you select will drive the options available for your reason in the following Step.
- 6. Select a reason for the leave from the drop down menu.

Category *

Family

Family

Personal - LOA

Self

VESSA

Military

Reason *

Care for Spouse

Care for Child

Care for Parent

Care for Spouse

Military Caregiver Leave

Parental - Care for Newborn

Submitting an Employee Leave Request

This Job Aid walk you through the process of submitting a Leave of Absence (LOA) Request.

- 7. Select Leave Frequency, either **Continuous** or **Intermittent**.
- 8. Click the **Continue** button.

Frequency *

Intermittent

Continuous

Intermittent

Cancel

Continue

9. Complete Additional Information:
- Contact Number
 - Reason for Leave (free text)
 - Supplement STD w/ PTO (free text) this is only applicable in Continuous Leave Cases. If you are submitting an Intermittent Case enter "No or N/A".

Review and Click Submit.

Upon Submission, the HR Leave Administrator will be in contact with you.

Request Leave of Absenc... X

Category: Family

Reason: Care for Spouse

Frequency: Intermittent

Start Date: 6/14/2021

End Date: 6/14/2022

Best Contact Number *

217-222-1234

Reason for Leave *

Spouse- Spine Surgery

Supplement STDw-PTO if avail? Self-Cont Cases Only *

No

Cancel

Submit

DIRECT DEPOSIT APPLICATION



Lincoln Financial Group
Disability and Life Claims
PO Box 2578
Omaha, NE 68172-9688
Phone No.: (800) 210-0268
Secure Fax No.: (603) 334-0401

Return To:

EMPLOYEE/CLAIMANT NAME: _____
CLAIM NO: _____
EMPLOYER/SPONSOR: _____ DATE OF BIRTH: _____

CHECK ONE: ☐ New ☐ Change

YOUR TELEPHONE NUMBER: () _____

ADDRESS: _____ CITY: _____ STATE: _____ ZIP: _____

AUTHORIZATION AGREEMENT FOR PRE-AUTHORIZED DEPOSITS

I (We) hereby authorize and request Lincoln Financial Group, to make payment of Disability payments owing to me (either of us) by initiating credit entries or adjustment entries to my account indicated below in the bank named below, hereinafter called BANK, and I (we) authorize and request BANK to accept any credit entries or adjustment entries initiated by Lincoln Financial Group to such account and to enter the same to such account without responsibility for the correctness thereof.

REQUIRED FIELDS ARE BOLDDED BELOW

*****All must be completed or your form will be rejected*****

TYPE OF ACCOUNT: ☐ Checking ☐ Savings BANK NAME: _____
9 DIGIT ABA ROUTING NUMBER: _____ BANK ADDRESS: _____
YOUR ACCOUNT NUMBER: _____ CITY: _____ STATE: _____ ZIP: _____
BANK PHONE: () _____

*****You must check yes or no to BOTH of the following two questions*****

WILL THESE DIRECT DEPOSIT BENEFIT PAYMENTS BE SENT TO A BANK OUTSIDE THE U.S.?

☐ YES ☐ NO

DOES YOUR BANK HAVE STANDING ORDERS FROM YOU TO MOVE FUNDS FROM THE ACCOUNT WE CREDITED TO A BANK OUTSIDE THE U.S.?

☐ YES ☐ NO

It is my understanding that this agreement may be terminated by me (either of us) at any time by written notification to Lincoln Financial Group or BANK. Any such notification to Lincoln Financial Group shall be effective only with respect to entries initiated by Lincoln Financial Group after receipt of such notification and a reasonable opportunity to act on it. Any such notification to BANK shall be effective only with respect to entries credited to my (our) account by BANK after receipt of such notification and a reasonable time to act on it. I also understand that it is my responsibility to confirm payments or funds have been deposited into the specified account before authorizing payment or making withdrawals from specified account.

Signed: _____ Date: _____

The term "BANK" as used on this application includes Credit Unions, Savings and Loans, etc



Lincoln Financial Group
Disability and Life Claims
PO Box 2578
Omaha, NE 68172-9688
Phone No.: (800) 210-0268
Secure Fax No.: (603) 334-0401

Lincoln Financial Group is pleased to offer you the security and convenience of having your Disability Benefit check deposited electronically to your bank account. Direct Deposit, often referred to as electronic fund transfer (EFT), means no more mail delays or trips to the bank to cash your check.

How does direct deposit work?

Lincoln Financial Group's bank will transfer your benefit payment directly into your bank account. Lincoln Financial Group recommends this payment option because it is predictable, safe and convenient.

How do I sign up?

Complete the enclosed Pre-Authorized Direct Deposit Application. Place in an envelope addressed to the return address at the top of this form and drop in the nearest mailbox. Be sure to print all the information clearly, and sign the application.

How soon can my direct deposits begin?

Direct deposit accounts are active as soon as they are entered into the system. Please allow 3-5 days for processing.

Can I sign up for Direct Deposit and forward my benefit payment to a foreign bank account?

No, at this time Lincoln Financial Group will not allow benefit payment to be paid via EFT if they are funded to a foreign bank or intended to be forwarded to a foreign bank account.

What if I move to a non US State or territory and receiving Direct Deposit payments?

You will receive a notification that your direct deposit is being deactivated and provided a new form to complete for consideration of ongoing direct deposit payments.

Will I continue to receive an Explanation of Benefits (EOB) Statement in the mail?

No. Your Explanation of Benefits (EOB) Statement is accessible on our website at www.lincolffinancial.com. Each deposit will also be confirmed by your bank on your regular bank statement each month. Funds will be deposited to your account within 3 - 5 days after the payment date shown on the Explanation of Benefits (EOB) Statement.

What happens if I am out of town when the payment is due?

Your deposit is in your account. You may access it any time after it is deposited.

What if I change bank accounts?

Notify your Disability Case Manager and a new form will be sent to you for completion with the information about your new account. We can continue the direct deposit process with your new bank following notification to and verification from your new bank. You may receive several benefit checks by mail in the interim. Do not close your original bank account until you confirm that we have discontinued the Direct Deposit process to that account.

Can I change my mind?

Yes. You can start or stop Direct Deposit at any time. Just notify your Disability Case Manager.

What if I have questions?

Call your assigned Disability Case Manager. They are available Monday through Friday from 8:30 - 4:30 P.M EST.

What happens if I fail to complete my direct deposit application?

Incomplete applications will be mailed back to you along with a new application for you to complete.



Enroll in Your Benefits on the Mobile App



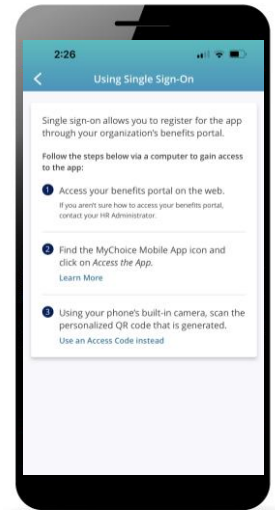
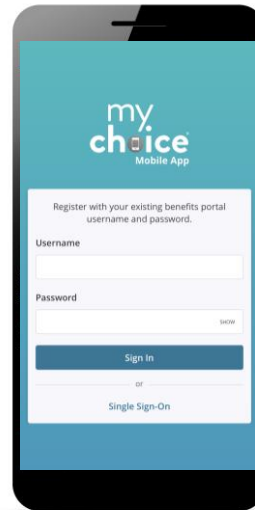
GET THE APP

Scan the QR Code:



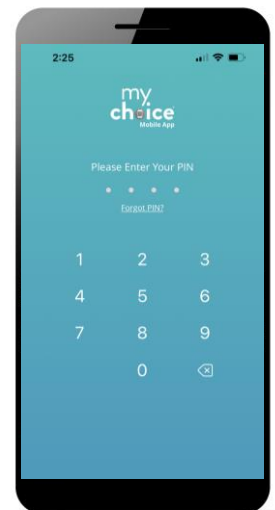
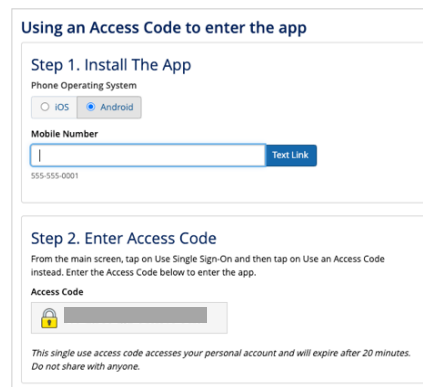
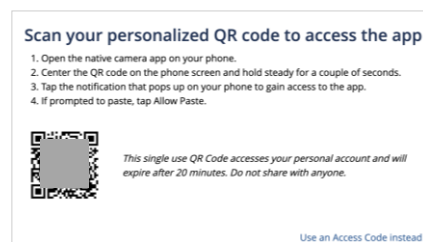
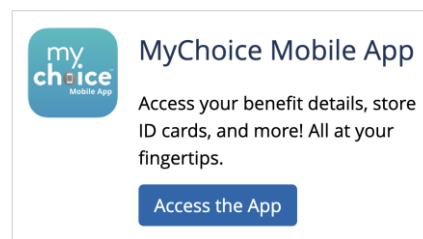
1. Open your mobile device and point your camera at the QR code to the right. Touch the pop-up website on your screen.
2. Instantly **Download** the free app from your device's store.
3. Log in using your Benefitsolver username and password, and click **Sign In**.

To access the app via Single Sign-On, log in to your benefits portal.



Download from Benefitsolver:

1. Log in to www.benefitsolver.com using your username and password.
2. Click the **Access the App** button. A pop-up window will give you the following options to get the app:
 - a) Scan your personalized QR code with your phone's camera to open your device's app store and download the app.
 - b) Use an Access Code Instead: Select your phone's operating system (iOS/Apple or Android), enter your mobile number, and click the blue **Text Link** button. You will receive a text message on your device to download the app. Enter your time-sensitive **Access Code** in Benefitsolver.
3. Answer a few security questions and set your 4-digit PIN.
4. Log in using your PIN.



Forgot your PIN?

Click the link, answer your security question(s), and provide the multi-factor authentication code to reset your mobile app account.

EXPLORE YOUR OPTIONS

Explore the **Benefits** tab to review your current coverage.

Find plan details in the **Reference Center**.

START YOUR ENROLLMENT

My Tasks will alert you that Annual Enrollment is available. Tap **Start Here** to begin.

Click the **Start Enrollment** button to review your personal information and add or edit any dependents you wish to cover.

If you are adding dependent(s) to your coverage, you will need to provide each dependent's legal name, Social Security number, and birth date.*

**You may be required to provide documentation to prove your relationship to each dependent.*

ENROLL IN COVERAGE

Use the **Next** and **Back** buttons to review and elect options available to you. Choose or decline coverage for each option and select which family members you want to cover.

Review plan documents and use the **Compare** and **Plan Details** tools to view details and costs for the options available to you.

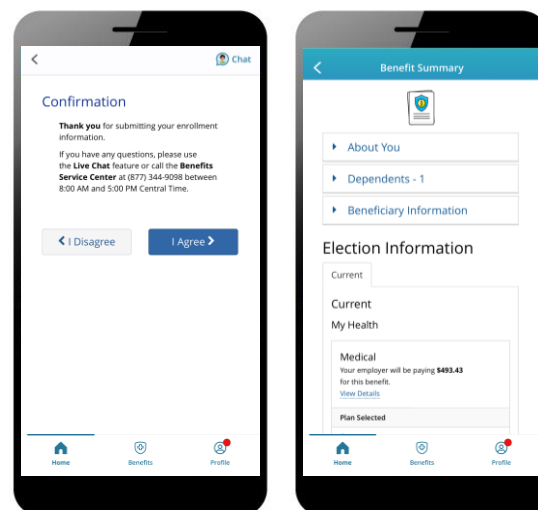
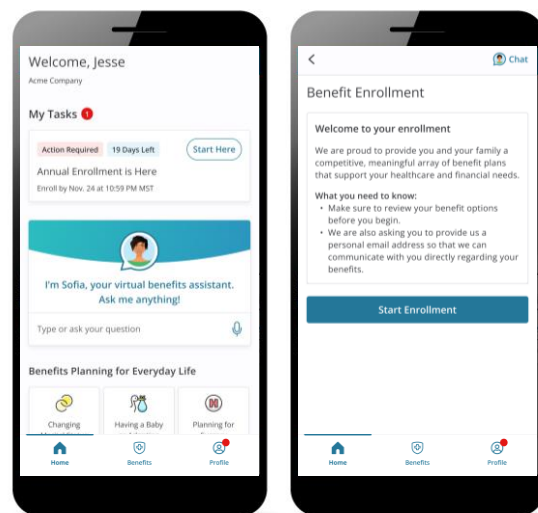
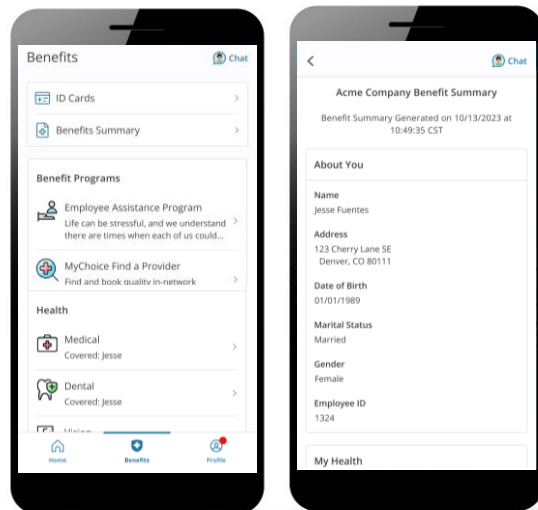
REVIEW AND FINALIZE YOUR ELECTIONS

Make sure your personal information, elections, dependents, and beneficiaries are accurate, then **Approve** your elections.

To finish, click **I Agree**. When your enrollment is complete, you will receive a confirmation number and can review your **Benefit Summary**.

AFTER YOU ENROLL

Return to the **Home** page to check for any additional tasks needed to complete your enrollment.



mychoice
Mobile App

Scan the code to download the MyChoice benefits app to your device today!

SOFIASM

Your personal benefits assistant is standing by to answer your benefits questions.

Sofia uses machine learning to assist you in your needs which means she learns from every interaction and grows her knowledge over time!



Hi!
I'm Sofia..

How Can I Use Sofia?

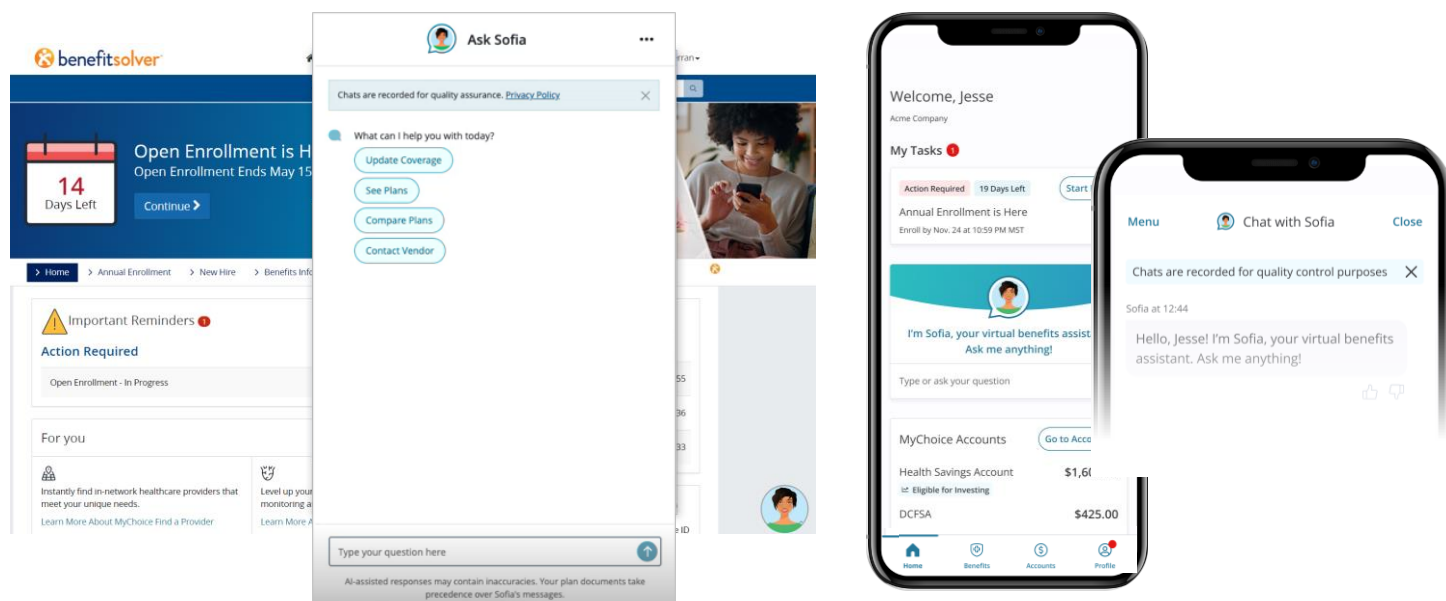
Simply click on the **Sofia** icon in the bottom right corner and ask your question. You can chat with her by typing your questions or using the microphone feature.

Sofia is available to you 24/7, every day of the week. She also speaks multiple languages, just select that option right at the start.

What Can Sofia Answer?

- Plan details
- Vendor contact information
- Verification status
- Benefits information
- HSA balances
- And much more!

Sofia
by benefitsolver



My Lincoln Portal®

A self-service experience that is highly personal, actionable, and convenient.

For employers

Gain direct access to your plan and claims data, streamline benefit program administration, and simplify daily processes:



24/7 claim reporting and status



Document upload



View and download forms



Status watchlist



On-demand reporting

For Employees

Empower your Employees to understand and manage their group benefits through valuable resources and tools, providing a seamless claim experience:



24/7 claim reporting and status



Document upload



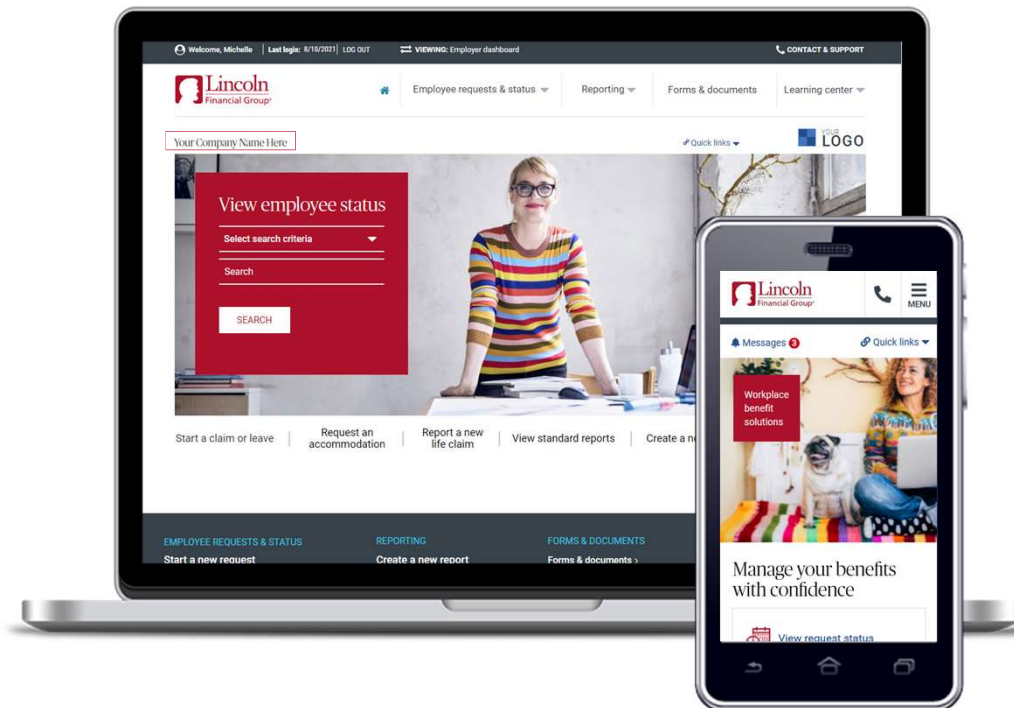
View and download forms



Online EOI access with real-time decisions



Opt-in to text alerts and manage communication preferences



LCN-3942166-120221

Employee tools

Offering easy and convenient ways to stay informed



Employee access to *My Lincoln Portal*®

- Report a claim or leave
- Track the status of a claim or leave, including dates and payment information
- Complete an EOI application
- Manage beneficiary information
- Download forms and resources



Employee notifications:

- Acknowledgement
- Approval
- Extension
- Claim closure/return to work
- Payment details



Phone and IVR

- Report a claim
- Confirm a return-to-work date
- One-on-one support

