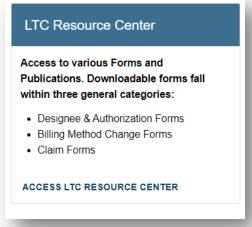
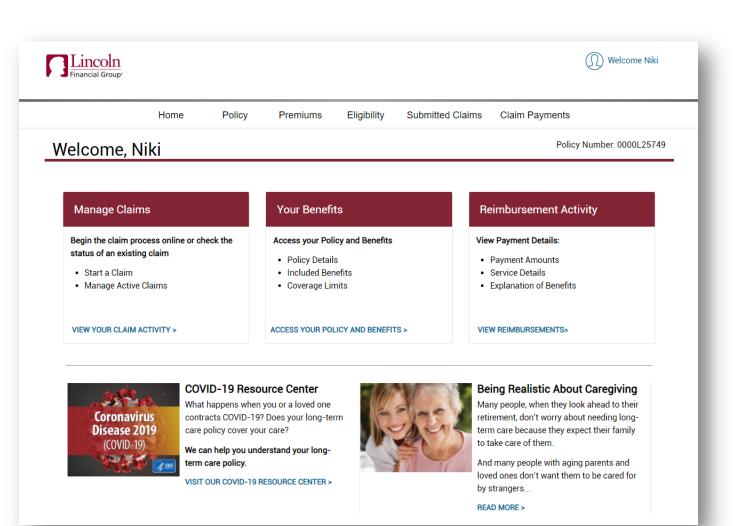


# **Home Page**

- Three quick access links to the most frequently used locations in the portal
- Flex spaces that can be customized with articles, current events, announcements, videos, etc., chosen by carrier
- Optional- "LTC Resource Center"
  - This can replace one of these spaces to offer downloadable forms and helpful information to Policyholders

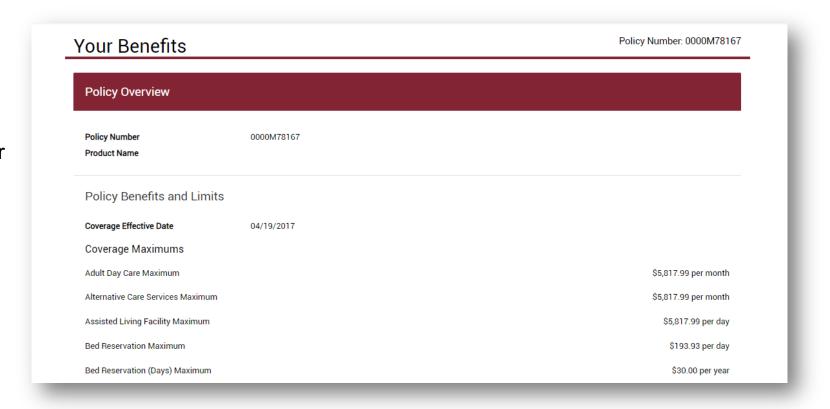






# **Policy and Benefits**

- View policy benefits and coverages
  - Benefit Maximums
  - Policy Features
- Benefits included on this page can be modified per the needs of each carrier





# **Starting a Claim**



Back to lincolnfinancial.com



Policy Number: 0000P31042

Home Policy Starting a Claim Submitted Claims Claim Payments My Documents

## Starting a Claim

If you would like to begin the claim process, here is how you can get started:

- 1. Click the Start a Claim button below to begin the process. You will be asked to provide information regarding your living situation, medical provider(s), and long-term care provider(s).
- 2. Once your information is submitted, a representative will contact you to gather additional information required to open your claim.
- 3. If we determine that you meet your policy's benefit eligibility requirements and your provider(s) are qualified, we will provide you instructions on how to submit invoices for consideration for benefits.

#### Start a Claim

You should already have long-term care services in place or plan to put services in place shortly to start a claim.

I confirm that I have or plan to have long-term care services in place.

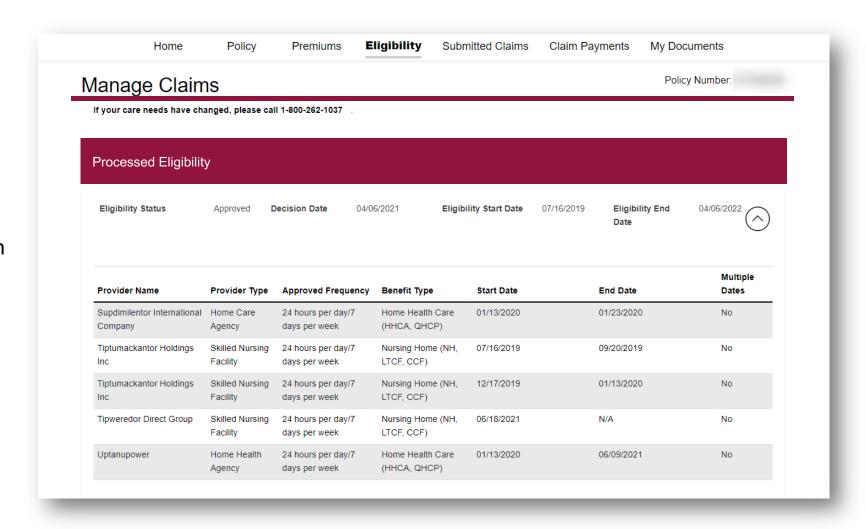
Start a Clai

All of the terms and conditions of your policy (including, but not limited to, your benefit eligibility and your receipt of qualified care by a qualified long-term care provider) must be met before benefits may be paid. Please refer to your policy for all applicable terms, definitions, amounts, conditions, and exclusions.



# **Eligibility – Currently on Claim**

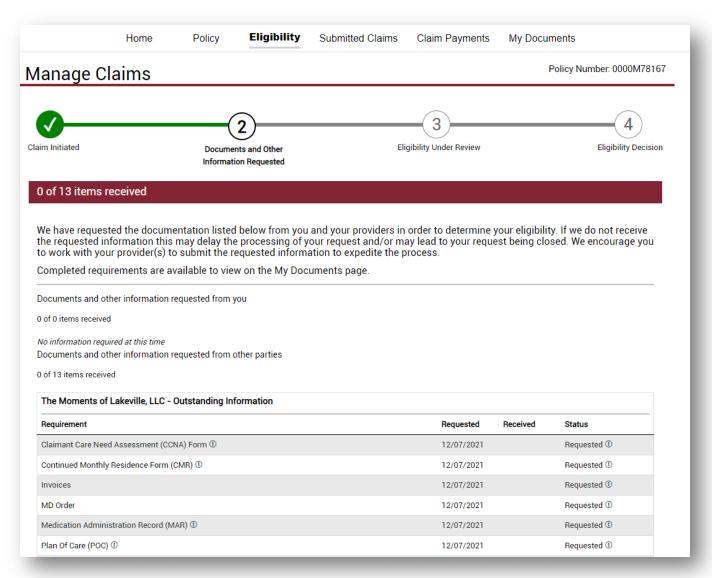
- View processed benefit eligibility
  - Dates of eligibility
  - Approved providers
  - Approved benefits
- This page also shows any previously approved benefit eligibility information





# **Eligibility – Pending Claim**

- Access current status of claim
  - Initiated
  - Requirements ordered
  - Requirements received/pending decision
  - Eligibility decision completed
- If user is opted in to receive email notifications, they will receive an alert each time there is an update made to their claim status





## **Submitted Claims**

Home Policy Eligibility Submitted Claims Claim Payments

### **Submitted Claims**

Policy Number: 0000L03391

### **Processed Claims**

The information below is a summary of your processed claims. For complete details and important information regarding your claim, including billed charges and payments, please refer to your Explanation of Benefits. Please visit "Claims Payments" to view and download your Explanation of Benefits

Claim ID	Requested Amount	Approved Amount	Service Start Date	Service End Date
1318	\$17,658.14	\$0.00	09/01/2021	09/30/2021
1319	\$2,490.30	\$2,490.30	09/01/2021	09/30/2021
<u>1316</u>	\$17,826.90	\$0.00	08/01/2021	08/31/2021
<u>1317</u>	\$2,573.31	\$2,573.31	08/01/2021	08/31/2021
1314	\$16,936.43	\$0.00	07/01/2021	07/31/2021

The information provided refers to claims submitted by you (or on your behalf). Our acknowledgement that a claim has been submitted is not a guarantee of benefit payment. Please refer to your policy for all applicable terms, definitions, amounts, conditions, and exclusions.

Previous 1 2 3 4 5 6 7 8 9 10 Next



# **Claim Payments**

 Access claim payment details and download Explanation of Benefits Home Policy Eligibility Submitted Claims Claim Payments

Reimbursement Activity Policy Number: 0000L03391

### **Processed Payments**

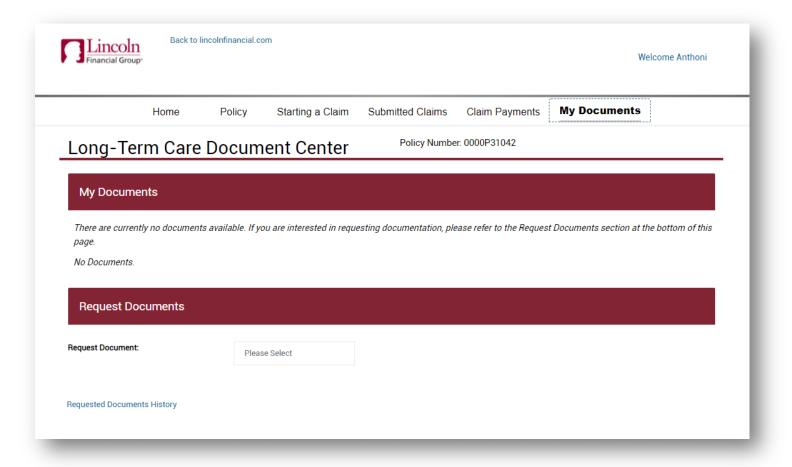
The information below is a summary of your processed payments. Please select a payment below to see the payment details and download your Explanation of Benefits. Your Explanation of Benefits provides complete details and important information regarding your claim, including billed charges and payments.

Payment Amount	Payment Status	Date Issued	Service Start Date	Service End Date	Payee
\$2,490.30	Cleared	09/30/2021	09/01/2021	09/30/2021	Claimant
<u>\$2,573.31</u>	Cleared	08/31/2021	08/01/2021	08/31/2021	Claimant
<u>\$2,573.31</u>	Cleared	07/31/2021	07/01/2021	07/31/2021	Claimant
\$2,490.30	Cleared	06/30/2021	06/01/2021	06/30/2021	Claimant
<u>\$2,573.31</u>	Cleared	05/31/2021	05/01/2021	05/31/2021	Claimant
\$329.34	Cleared	04/30/2021	04/01/2021	04/30/2021	Claimant
<u>\$2,160.96</u>	Cleared	04/30/2021	04/01/2021	04/30/2021	Claimant
<u>\$2,573.31</u>	Cleared	03/31/2021	03/01/2021	03/31/2021	Claimant
<u>\$2,324.28</u>	Cleared	02/28/2021	02/01/2021	02/28/2021	Claimant
<u>\$2,573.31</u>	Cleared	01/31/2021	01/01/2021	01/31/2021	Claimant



# **My Documents**

- View/Download/Print documents associated to policy such as:
  - Claim related documents
  - Explanation of Benefits
- Users can request certain documents from the portal instead of calling Customer Service

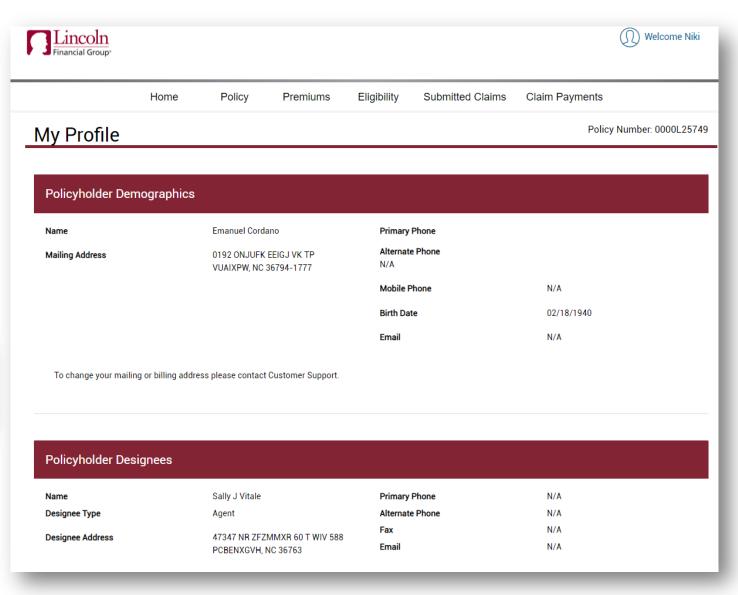




# Policyholder Profile

- Demographics
  - Optional to allow edits to demographics
  - List of designees
- Optional POA Access
  - Policyholder's can send a registration email to their Financial/Durable POA via their profile section.
  - POA's have the same view of the portal as the policyholders
  - POA's have view only access









LCN-4020653-122221