How to report your absence online

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 register using company code **LF1596ARH** and by providing 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 short-term 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. The confirmation page will provide a PDF document of your submittal. Save it for your records. You'll need your claim or leave number to view the status for the first time.
5. Check the status of your claim online at **LincolnFinancial.com**. There, you can also opt in to text messaging. 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 or leave by calling Lincoln at **877-325-4460** and speaking with a representative.



Arhaus, LLC provides these benefits through Lincoln:

STD

LTD

FMLA

NY PFL/DBL

Accommodations

Paid Parental Leave

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.

Lincoln Financial℠

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After submittal, log in to LincolnFinancial.com. Navigate to your claim to view status and manage it:



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 or leave 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 5 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.

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LCN-7621518-021025
MAP ADA 3/25 **Z10**
Order code: AM-REPCL-FLI001