



USEFUL TIPS FOR STD, LTD, and FMLA

Short Term Disability (STD) Tips

1. Contact your supervisor.
2. Contact Lincoln Financial Group at 1-844-247-4446 or file your claim online at MyLincolnPortal.com. If you have not registered online before, you will need to register as a new user. Our company code is: VEOLIA
3. STD Elimination Period: Benefits are payable immediately for disability due to injury or due to hospitalization (if admitted for 24 hours or more). For benefits due to sickness, benefits will be paid retroactively to day 1 if you are out for 7 consecutive days.
4. If the STD policy does not pay 100%, contact Payroll Shared Services Center via email at payrollssc@veolia.com or by phone at (800) 646-4601, if you would like to use Sick time to supplement your pay.
5. If you are a nonexempt employee, you may use accrued and unused PTO (Vacation/Sick/Floating Holiday) to supplement your pay unless you have a Collective Bargaining Agreement (CBA) with more specific guidelines. If you are an exempt employee, you may **not** use Flexible Time Off (FTO) to supplement any leave period.
6. Your treating physician's office should have a form that you will need to sign in order to authorize Lincoln Financial Group to request your medical records directly from your physician. If they do not provide a form, you may click here and print out a generic form to take to your physician's office.
7. Follow up with your physician's office to make sure they are sending all of the information requested by Lincoln Financial in order to avoid delays in your short term disability being approved.
8. Make sure your home address and phone number(s) are up to date in One Hub. If they are not, please reach out to the Shared Services Center at: 1-800-646-4601 (option 5) to get your personal information updated.
9. When you return to work, you will need to notify Lincoln Financial of your return to work date along with a physician's release to Lincoln Financial and your supervisor.

Long Term Disability (LTD) Tips

1. Make sure you return the LTD application to Lincoln Financial in a timely manner. If you have any questions in regards to your LTD, you will need to contact Lincoln Financial directly as Veolia does not make any determinations or LTD payments.
2. Make sure your physician is communicating the proper information to Lincoln Financial.
3. Once you are on Long Term Disability, your health and welfare benefits will be billed to you through Veolia's direct bill vendor WEX. You will receive a letter from them indicating your monthly insurance amounts due and instructions on paying your bill. Failure to pay your monthly insurance premiums will result in termination of your benefits.
4. Once you are on leave for a total of 12 months from your Short Term Disability start date, your group life insurance through Veolia ends. You have the option to convert it to an individual policy through Lincoln Financial.



5. Your life insurance conversion letter will be mailed from Lincoln Financial to your home address. You have 31 days to elect the individual policy through Lincoln Financial; if you do not elect to convert the policy, your life and AD&D insurance coverage will end.

Family Medical Leave Act (FMLA) Tips

1. Notify your supervisor that you will be filing for FMLA.
2. Contact Lincoln Financial at 1-844-247-4446 or file your claim online at www.MyLincolnPortal.com. If you have not registered online before, you will need to register as a new user. Our company code is: VEOLIA
3. If you are a nonexempt employee, you may use accrued and unused PTO (Vacation/Sick/Floating Holiday) to supplement your pay unless you have a Collective Bargaining Agreement (CBA) with more specific guidelines. If you are an exempt employee, you **may not** use Flexible Time Off (FTO) to supplement any leave period.
4. For intermittent leave, you must report the time to Lincoln Financial. (Failure to do so could result in disciplinary action determined by your HRBP.)
5. During intermittent leave, PTO is requested as you normally would at your location.
6. If it is long term (more than 2 weeks) FMLA leave, please contact payrollssc@veolia.com or by phone at (800) 646-4601.