

SHORT-TERM DISABILITY AND FAMILY MEDICAL LEAVE



Mister Car Wash, in partnership with Lincoln Financial, offers short-term disability benefits and family medical leave for eligible employees. This document provides information about short-term disability benefits and family medical leave and explains how to file a claim with Lincoln Financial.

SHORT-TERM DISABILITY AND FAMILY MEDICAL LEAVE

Short-Term Disability	Family Medical Leave
A form of income replacement you may be eligible for if you are medically unable to complete your job duties for longer than 14 consecutive calendar days . Short-term disability does not offer any job protection, but FMLA might.	The Family and Medical Leave Act of 1993 (FMLA) requires that covered employers give eligible employees up to 12 work weeks of unpaid family medical leave during any 12-month period.

Short-term disability and family medical leave will run concurrently (at the same time) if you are eligible for both.

ELIGIBILITY

All full-time Mister employees working a minimum of 30 regularly scheduled hours per week are eligible for short-term disability benefits. Employees become eligible on the first day of the month following 30 days of employment.

To be eligible for family medical leave, employees must have worked at Mister for 12 months and for at least 1,250 hours in the 12-month period immediately preceding the leave.

Call the HR Helpline at 844-529-7392 if you have questions about your eligibility for short-term disability benefits and/or family medical leave.

WHEN TO FILE A CLAIM

You may file a claim with Lincoln Financial up to **30 days before** a planned medical absence of 14 or more calendar days (e.g., childbirth, scheduled surgery).

You may also file a claim as soon as you are aware you will be hospitalized or disabled for 14 or more days due to illness or injury.

Family medical leave applies to other circumstances apart from personal illness, including bonding with a newborn, foster, or adopted child and caring for a spouse, parent, son, or daughter with a serious health condition. Call the HR Helpline at 844-529-7392 if you are unsure whether family medical leave applies to your situation.

FILING A CLAIM

Follow these steps to file a claim:

1. Contact your supervisor to report your absence or leave.
2. Submit your claim online or call the telephonic reporting number (see below for details).
3. Print a copy of the *Authorization to Release Information* form (the last page of this document) and sign and date it. If you file a claim online, you will be able to download and print a copy of this form.
4. Schedule an appointment with your physician or medical provider.
5. At the appointment, give the signed and dated medical authorization form to your physician or medical provider. Let your physician or medical provider know it is **very** important to release your medical information to Lincoln Financial. You should follow up with your physician or medical provider to make sure they have released your medical information as requested.

File Online

Follow these steps to file a claim online:

1. Log in to MyLincolnPortal.com. If you are a first-time user, you will need to register using the company code **Mister**.
2. Select "Report a New Leave or Claim" and provide the following information as requested:
 - Your 7-digit employee ID number
 - The reason for your absence or leave
 - The dates of your absence or leave
 - Your physician or medical provider's diagnosis of your condition (if applicable)
3. Click "Submit".
 - You will be prompted to print, sign, and date a medical authorization form. You should plan to give this form to your physician or medical provider as described above.
4. Keep a record of your claim or leave number.
 - You can log in to MyLincolnPortal.com at any time and use your number to check on the status of your claim or leave, retrieve contact information for your case manager or absence specialist, check your family leave absence balance to avoid exceeding your leave duration, and access claim forms.

File by Phone

You can call 1-800-713-7384 and file a claim with a Lincoln Financial Intake Specialist. You will need to provide the same information as when filing online (see above).

After filing online, you can check on the status of your claim by calling 1-800-320-7585.

WHAT HAPPENS AFTER YOU FILE A CLAIM

As the table below indicates, it is important to make sure your physician or medical provider releases your information to Lincoln Financial in a timely fashion.

1-2 Days After Filing	Your case manager will call you for an initial interview. They will also contact your physician to confirm your medical status. Your case manager will follow up until the necessary information is received.
3-7 Days After Filing	You must provide the medical authorization form to your physician during this time period.
21 Days After Filing	Your case manager will follow up with you and your physician to obtain your medical records.
46 Days After Filing	Your claim will be denied if Lincoln Financial has not received your medical records by this day.

TIPS TO SPEED CLAIM PROCESSING

Do the following to speed up processing of your claim:

- File your claim as early as possible (but no earlier than 30 days before your absence or leave of 14 or more days).
- Give your physician or medical provider a signed and dated medical authorization form.
- Let your physician or medical provider know Lincoln Financial will be contacting them for your medical records. Encourage your physician or medical provider to release your records in a timely fashion.

Note: Your claim will not be approved until the date of disability has occurred **and** Lincoln Financial has received your medical records.