

TravelConnect® employee verification process

Get help to employees faster by designating an employer contact

We've created a simple process to verify eligibility and ensure your Lincoln-insured employees and/or their dependents get the assistance they need as fast as possible with *TravelConnect*.

Intake

When assistance is needed, an employee contacts On Call International, which administers travel support services. A representative collects basic information to identify the individual and understand their needs. On Call then reaches out to a designated employer contact and/or Lincoln to confirm coverage.

Confirming eligibility

Before services can begin, the employer must verify eligibility. Because emergencies can happen at any time, employers need to provide a 24/7 employer contact who can confirm eligibility, even at odd hours. This person will be responsible for answering three questions about the affected employee:

- Is the person a current employee?
- What's the employee's date of hire?
- In which plan/product is the employee enrolled?

24/7 employer contact

To save time in an urgent situation, having a designated contact helps the process run smoothly. To ensure they can be reached to complete the employee verification process, the designated employer contact will need to provide On Call with their contact information, including:

- Name
- Email
- Phone
- After hours contact information

Please note: In urgent situations, On Call will provide the necessary services to keep the insured and/or their dependents safe if the designated employer contact can't be reached.

Intake information collected

- Insured's name
- Employer
- Birthdate
- Address
- Current location
- Description of emergency



For more information on the verification process, please contact your Lincoln representative.

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The *TravelConnect*® program is not available to insured employees and dependents of policies issued in the state of New York and Washington. Access only program available to insured employees and dependents of policies issued in the state of Missouri and Texas. Benefits provided under the Access only program exclude payment for paid services. **Not for use in New York or Washington.**

State limitations apply. Beneficiary grief counseling is the only benefit available to a beneficiary(ies) of policies issued in the state of New York. Online will prep is the only benefit available to insured employee and dependents of policies issued in the state of Washington.

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