

Mental Health Leave of Absence Support

Spring Health can help you get the care and support you need for a mental health-related Leave of Absence.

Note: You will need to initiate a leave with Lincoln Financial Group, Duke Energy's disability and leave administrator, by calling 866-502-8823 or submitting the leave request online at www.mylincolnportal.com Registration Code: DukeEnergy

Take these steps to submit for LOA

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If you have already signed up for a Spring Health account

1. Log in to your Spring Health account at **dukeenergy.springhealth.com**
2. Contact our Care Team by clicking "Help" and choosing among our contact options.
3. If you are seeing a Spring Health provider already, confirm that your provider is able to provide leave of absence assessment and paperwork services. If not, then our Care Team can connect you with a provider who can help.

If you haven't signed up for your Spring Health account yet

1. Create your Spring Health account at **dukeenergy.springhealth.com**. Please use your work email address when creating your account. You may switch to a personal email address during the account creation process.
2. Complete your online assessment. After answering a few questions, you'll receive a personalized care plan and gain access to Spring Health services.

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After that, you will need to...

1. Submit your intake questions at **www.springhealth.com/support** and select Paperwork Requests.
2. Wherever you're at in the process—whether you've already connected with a provider or are seeking support in obtaining one for your documentation needs—complete the intake questions via the support form, and a member of the Care Team will reach out to assist you with next steps.

Please note:

Your provider may require at least three appointments to determine whether you meet the criteria to support an absence recommendation. This process could take several weeks.

When you seek LOA support, you'll need ...

Your provider type

If you're pursuing extended leave of absence or disability insurance, your treating provider must be a licensed healthcare provider who can provide the appropriate assessment and documentation. Our Care Team can help ensure your provider meets the requirements.

Release of information

You'll be required to sign a release-of-information document indicating to whom and for how long your information can be released. The form must be completed in full and include all stakeholders involved in your leave process; it may be beneficial to include yourself, your leave of absence team, and Lincoln Financial Group.

Extension deadline

Be aware of the timeline to complete leave extension assessment and paperwork. Once assessment sessions and release of information are completed, providers strive to submit paperwork within one week of the final evaluation.

Get Started

dukeenergy.springhealth.com

Contact Spring Health: springhealth.com/support

1-855-629-0554

General support: M-F, 8am-11pm ET

Crisis support: 24/7 (option 2)



Additional questions about the status of your claim's approval, deadlines, or other claim-specific question should be directed to the entity organizing your absence. Questions about your care or Spring Health documentation for your absence should be directed to the Care Team.