

Starting Guide

Streamline the Application Process with the Electronic Medical Questionnaire



When your clients opt to complete their Full Underwriting Application Supplement with the Electronic Medical Questionnaire, they can speed up the underwriting process, reduce requests for additional information and receive a policy decision sooner. The Electronic Medical Questionnaire offers the opportunity for clients to enter their employment, lifestyle and medical information that is needed for full underwriting.

Preparing for the Medical Questionnaire



The Electronic Medical Questionnaire is an end-to-end system built in the same program as The Standard's eApp. If you already have access to or are using eApp, you can simply launch the Electronic Medical Questionnaire from the same screen and enter some basic client information.

If you don't have access to eApp, please contact your General Agent.

Starting the Electronic Medical Questionnaire



Make sure to connect with your client before launching the Electronic Medical Questionnaire. You can help prepare them for what's in the application with the interactive **Getting Started with the Electronic Medical Questionnaire** flyer. Your client can review for possible information they'll need to provide. Find information to review on the back side of this flyer.

With the Electronic Medical Questionnaire there's no need to schedule an appointment. Your clients complete the questionnaire at a time and place that fits their schedules. It should take your clients about 30-40 minutes to complete. And your clients will have access to complete the Electronic Medical Questionnaire for up to 30 days.

Signing Online



The Electronic Medical Questionnaire online is completed, including document signing. Once your client completes all answers and signs the questionnaire, it is submitted to The Standard.

After your client submits the questionnaire, you can access a copy of the completed application as a PDF in your review queue.

Getting Prepared

Make sure your client is prepared to provide this information during their online application:

- Foreign travel history for the last two years
- Names and addresses of employers and dates of employment
- Details of participating in sports or activities
- Date your client last saw their primary medical provider or other health care practitioner, including reason seen, treatment provided or prescribed, and results
- Names, addresses and phone numbers of medical providers visited in the last 10 years
- Approximate dates of injuries, surgeries, emergency room visits, hospitalizations, illnesses and/or conditions
- Prescription history over the last three years, including medication names, dosages, dates taken and reasons for use

Clients will need medical history information for the application

Diagnoses, treatment, medical advice or medical testing within the past 10 years for:

- Anxiety, depression, nervousness, stress or post-traumatic stress disorder (PTSD)
- Disease or disorder of the brain or nervous system
- Disease or disorder of the immune system
- Disorder of the eye, ear, nose, throat or skin
- Kidney, urinary system or prostate disorder
- Disease or disorder of the lungs or respiratory system
- Disease or disorder of the heart, blood or blood vessels
- Disease or disorder of the liver, gallbladder, pancreas or digestive tract
- Disease or disorder of the glandular systems
- Complications of pregnancy, C-section or infertility
- Cancer
- Disease, disorder or injury of the bones, joints, nerves or muscles