

TeleApp Instructions for Producers



Using TeleApp can speed up the underwriting process, reduce call-backs to customers for additional information and help you deliver a policy sooner.

The easiest way to order a TeleApp? Use The Standard's eApp.

The Standard's eApp automatically orders the TeleApp when you submit an application. Then LTCG, our third-party vendor, will email and text your client an online link and information to schedule the telephone interview.

Ordering a TeleApp If Not Using eApp

1. **Complete** the Application for Individual Disability Insurance.
2. **Have your client sign** the application agreement and other required forms and authorizations.
3. **Call LTCG — The Standard's TeleApp vendor** — at 844.276.1330 to schedule the interview while your client is still with you (or on the telephone).



The LTCG representative will confirm the state of the application and ask your client for basic information. (The state of application is the state in which your client lives.) The representative will then schedule the interview with your client, providing an overview of what to expect in the interview.

4. **Add the time and date** of the scheduled interview, along with the referral number LTCG will give you, to your Producer Information Report.
5. **Submit** the completed application packet, requirements and Producer Information Report to your General Agent.

Scheduling the Telephone Interview Post-Application

If you don't schedule the telephone interview with your client present, submit the completed application packet, requirements and Producer Information Report to your General Agent. The TeleApp will be ordered and LTCG will email and text your client information and a link to schedule the interview.

Prepare Your Client

To ensure your client is prepared for the interview, please review the questions listed on the reverse of this flyer. Also provide your client a copy of the flyer [Telephone Interview - What to Expect](#).

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TeleApp Producer Flyer
16501 (8/21) SI/SNY

Review Interview Questions With Your Client

In addition to employment and lifestyle questions, your client will be asked a series of medical questions.

Be sure your client is prepared to provide names and addresses of all medical professionals and facilities. The interviewer will ask about diagnoses, dates, treatments, etc.

Below are question examples:

General

- Date you last saw your primary medical provider or other health care practitioner, including reason seen, treatment provided or prescribed, and results
- Have you within the last three years taken any prescription or nonprescription medicine or supplement?

Have you been diagnosed, treated, given advice or tested positive for any of the following in the last 10 years?

- Disorder of the eye, ear, nose throat or skin?
- 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?
- 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?

In the last five years, have you:

- Been hospitalized or been seen by a physician, chiropractor, counselor, psychiatrist, therapist or other medical professional?
- Had an EKG, blood test or sleep study or other medical procedure, study or test?
- Been advised by a medical professional to have any diagnostic test, medical care surgery or hospitalization that was not completed