



## Frequently Asked Questions About Evidence of Insurability for Applicants

The following questions and answers will help guide you through the process of applying for group coverage with Standard Insurance Company.

### What Is Evidence Of Insurability?

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Evidence of Insurability (EOI) is an application process in which you provide proof of good health in order to obtain insurance coverage. An applicant begins the EOI process by submitting a Medical History Statement (MHS), which along with other information obtained during the underwriting evaluation is used by The Standard's medical underwriters to make the underwriting determination.

### When Is Evidence Of Insurability Required?

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EOI is generally required for coverage in excess of any guarantee issue amount, for those that are applying late or after their initial new hire window or outside of annual enrollment. It may also be required if you are reinstating employment or were previously declined coverage. Please contact your MOSERS/HR Contact or see the Evidence of Insurability portion of your group's contract for the requirements specific to your policy.

### Where Do I Get The Medical History Statements?

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You are encouraged to use The Standard's Online EOI system which allows you to submit your application electronically, directly and securely to The Standard.

To submit Evidence of Insurability online, visit [myeoi.standard.com/604201](http://myeoi.standard.com/604201).

The information you are submitting through this site is protected by encryption technology to ensure your confidentiality. We restrict access to information about you to those employees who need that information to provide products or services to you. Please read our privacy policy for more details at [standard.com/eforms/9542.pdf](http://standard.com/eforms/9542.pdf).

Hardcopy medical history statements are also available, if preferred. You may access hardcopy MHS forms at [standard.com/forms/ebid/mhsonly](http://standard.com/forms/ebid/mhsonly). Please be sure to select the correct form for your state of residence. Upon completion, print, sign and mail the form to The Standard at the address on the form.

### What Information Do I Need To Get Started?

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Before you begin, please have the following information available:

- Types and amounts of coverage you are requesting
- Physician names and addresses
- Personal identification information (Social Security Number, Date of Birth, etc.)
- Your group name: **Trustees of the Missouri State Employees' Retirement System (MOSERS)**
- Your six-digit policy number: **604201**

Once you have the required information, you are ready to begin the process.

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## **If My Spouse Is Also Applying, Will They Need To Submit A Separate Medical History Statement?**

Your spouse may be subject to EOI (please check with your HR Contact if unsure). Your spouse should complete and sign his/her own medical history statement. EOI is never required for children.

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## **What Can I Expect From Medical Underwriting?**

Once an application is reviewed, we will either approve, decline or request more information. We may request additional information from you, copies of medical records from your physician and/or a paramed exam. You will be advised by mail of any request, the process involved and the date by which the information must be received. Our 800 number will be provided in the letter requesting information in the event you have any questions.

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## **How Long Does The Underwriting Process Take?**

The busy annual enrollment season runs from November through March each year. The initial review may take 6–8 weeks during these months. For applications submitted April–October, you can expect a response in 3–4 weeks. Applications requiring additional information will be in addition to these times.

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## **How Will I Know The Decision?**

You will receive a letter notifying you of the decision. In the event of a declination, you will be told the medical reason(s) for the decision and be advised of the reconsideration process. The medical reason(s) for the declination will not be shared with anyone but you.

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## **When Is Approved Coverage Effective?**

An increase in your Life insurance subject to Evidence of Insurability becomes effective on the first day of the pay period following the date MOSERS receives notice of The Standard's approval of your Evidence of Insurability.

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## **If My Application Is Declined, Do You Take My Existing Coverage Away?**

No. If some amount of coverage is already in force through a guarantee issue provision or other means, any declination decision will apply only to the portion of coverage that is actually subject to EOI.

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## **What Happens If You Don't Get The Information You Need To Make A Decision?**

In this case, the application will be closed due to Lack of Information (LOI). You will be advised that the application is closed, but we will also let you know that if the needed information is received in a reasonable timeframe, your application will be re-opened.

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## **What Do I Do If I Have A Question Regarding The Status Or Decision On My Application?**

Call the Medical Underwriting Department at 800.843.7979 or email [MUSC@standard.com](mailto:MUSC@standard.com). We are happy to discuss any questions you might have. If your application was declined and if there is any information you could provide that might lead to a favorable decision, we will let you know.