

## 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 (The Standard).

### What Is Evidence of Insurability?

Evidence of Insurability (EOI) is documented proof of good health. An applicant begins the EOI/medical underwriting process by submitting a Medical History Statement (MHS), which along with other information obtained during the underwriting evaluation is used by The Standard to make the underwriting determination.

### When is Evidence of Insurability required?

EOI is generally required for late entrants, reinstatements if required and re-applications for previously-declined coverage.

Please contact KeepingLAwell or see the Evidence of Insurability portion of your group's certificate for the requirements specific to your policy.

### Where do I get the Medical History Statements?

If you elect coverage that requires evidence of insurability (EOI), you will receive an invitation to apply message from The Standard. It will be sent to the email address on record or, if one isn't available, the member's address on file. The application will contain prefilled personal information and elected amounts for ease in completion. A link and log on instructions will be included in the invitation to access. Any coverages subject to EOI will pending until your application is submitted and approved by The Standard.

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 to know that information to provide products or services to you. Please read our privacy policy for more details [www.standard.com/eforms/9542.pdf](http://www.standard.com/eforms/9542.pdf).

### What information do I need to get started?

Before you begin, please have the following information available:

- Physician names and addresses
- Personal identification information (Social Security Number, Date of Birth, etc.)
- Your group name and six-digit policy number: **City of Los Angeles – 630363**

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

### 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. 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.

**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. Applications requiring additional information such as obtaining medical records, will take longer to process.

**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.

**When is approved coverage effective?**

Generally, coverage becomes effective on the date you are approved for coverage or January 1<sup>st</sup> of the next plan year if approved prior to January 1<sup>st</sup>. Premium deductions begin the first of the following month. Refer to your group's certificate or contact KeepingLAwell for the specifics of your policy.

**If my application is declined, do you take my existing coverage away?**

No. If some amount of coverage is already in force, any declination decision will apply only to the portion of coverage that is actually subject to EOI.

**What happens if you don't get the information you need to make a decision?**

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

**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. 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.