

# Launch Electronic Medical Questionnaire

## For Your Agency

Thank you for choosing to submit your client's Full Underwriting Application Supplement using The Standard's<sup>‡</sup> Electronic Medical Questionnaire.\*

### 1 To start the Electronic Medical Questionnaire, your producer needs to provide this client information to you:

- State in which the applicant lives
- First and last name
- Date of Birth (mm/dd/yyyy)
- Last four digits of Social Security Number
- Email address
- Cell phone number

These details are needed to send the Electronic Medical Questionnaire to the client for completion.

### 2 Go to The Standard's eApp platform.

- From the same list used to launch eApp, you can select to launch the Electronic Medical Questionnaire.

Select the **Electronic Medical Questionnaire**, then click **Create**.

In the **Create Activity** dialogue box, **rename** "New Application" to your client's name.

For example, **rename** "New Application" to "Smith, John."

**Note:** Renaming the application with your client's name in the Create Activity dialogue box allows your agency and The Standard to match the questionnaire with the corresponding application and PIR.

If not renamed, this may cause processing delays.

- You'll fill in the client information on the initial screen.

The image shows two screenshots of the Electronic Medical Questionnaire interface. The top screenshot is the 'Create Activity' dialog box, which has a title bar 'Electronic Medical Questionnaire' and a 'Required Forms' section. It contains a 'Welcome Page' checkbox and a 'Producer Information' checkbox. A 'Name' input field is highlighted with a red dashed box, containing the text 'Smith, John - Electronic Medical Questionnaire'. Below the input field are 'Create' and 'Cancel' buttons. The bottom screenshot is the 'Producer Information' form, which has a title bar 'Producer Information' and a 'Jurisdiction' section with an 'OR' input field. Below that is a 'Producer Information' section with 'First Name' and 'Middle Name' input fields.

\* The Electronic Medical Questionnaire is not available for use in SC.

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of White Plains, New York.

**3 Generate the Electronic Medical Questionnaire link to send to the client:**

- Request the **Fill and Sign** option from the **Other Actions** drop down at top right of screen.

Note: You must select **Fill and Sign** to enable your client to sign and submit the questionnaire.

If another option is selected, your client will not be able to complete or submit their questionnaire.

Home	Other Actions ▾	Log Off
	Rename/Summary	
	Display/Print PDF	
	History	
	Documents	
	Requests	
	Manage Optional Forms	
	Request Client to Fill App	
	<b>Request Client to Fill &amp; Sign</b>	

- The client information prepopulates here:

You can send the Electronic Medical Questionnaire to your client with an email greeting and the link or create a unique questionnaire link to send via text or email from the agency or producer.

**4 The client has up to 30 days to complete the Electronic Medical Questionnaire.**

If your client has any questions, they may send a message from inside the questionnaire. All communications in the questionnaire will be directed to the person who initiated the questionnaire.

**5 After the client signs the questionnaire, the Electronic Medical Questionnaire is submitted to The Standard.**



**Producer**

Submits request to the agency to launch the Electronic Medical Questionnaire.  
Provides applicant's first name, last name, last 4 of SSN, state of residence, email address and cell phone number.



**Agency Staff**

Launches the Electronic Medical Questionnaire, including the client info provided. Next, sends questionnaire email or link to client.



**Client**

Client completes the Electronic Medical Questionnaire and signs.



**Home Office**

Standard Insurance Company | The Standard Life Insurance Company of New York | [standard.com/di](http://standard.com/di)

‡ The Standard is a marketing name for StanCorp Financial Group, Inc. and subsidiaries. Insurance products are offered by Standard Insurance Company of 1100 SW Sixth Avenue, Portland, Oregon, in all states except New York, where insurance products are offered by The Standard Life Insurance Company of New York of 445 Hamilton Avenue, 11th floor, White Plains, New York. Product features and availability vary by state and company, and are solely the responsibility of each subsidiary. Each company is solely responsible for its own financial condition. Standard Insurance Company is licensed to solicit insurance business in all states except New York. The Standard Life Insurance Company of New York is licensed to solicit insurance business in only the state of New York.