



Lab Results Guidelines

CARRIER	GUIDELINES
AIG <small>As of 12/2016</small>	<p>The insured must complete the lab card included in the policy or final decision letter to request results. All CRL lab results will be accessible through AccessMyLab online. Applicants will view or print their lab results from a secure website using credentials provided at the time of their insurance exam by the examiner. Lab results will be available online approximately two weeks after an exam. Go to http://www.accessmylab.com and enter your Slip ID located on the consent form provided by the examiner at the time of exam.</p>
American National <small>As of 12/2016</small>	<p>To obtain a copy of an abnormal blood profile and/or information from an APS on rated, declined or postponed cases, write to the address below. This written request must be over applicant/insured's signature and contain the name and address of the doctor whose records are in question.</p> <p>John R. White, M.D. Medical Director American National Insurance Company P.O. Box 1720 Galveston, TX 77553</p>
Global Atlantic <small>As of 12/2016</small>	<p>All lab results will be accessible through AccessMyLab online. Applicants will view or print their lab results from a secure website using credentials provided at the time of their insurance exam by the examiner. Lab results will be available online approximately two weeks after an exam. Go to www.accessmylab.com and enter your Slip ID located on the consent form provided by the examiner at the time of exam.</p>
John Hancock <small>As of 12/2016</small>	<p>Lab results will automatically be mailed to client within 15 days after they have been processed.</p>

This information is for general comparative purposes only. If you have a specific case or question for a specific carrier, you are encouraged to contact the carrier or TMA's Support Desk for confirmation. This information is believed to be accurate as of the date listed. Carriers can make changes without notifying TMA or other distribution.

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<p>Legal & General America As of 12/2016</p>	<p>A copy of the lab results are provided to the GA automatically on all AppAssist business.</p> <p>Copies are mailed to the client for both traditional and AppAssist business.</p>
<p>Lincoln National As of 12/2016</p>	<p>Lincoln will no longer provide a printed copy of Lincoln ordered lab results with the policy delivery package. Information will be provided to the client directly about viewing their lab results online. If your client would like to request a paper copy of their lab results, please contact the exam vendor directly.</p>
<p>MetLife As of 12/2016</p>	<p>When an applicant completes a life insurance examination, he or she will be given a brochure with instructions regarding how to access their lab results online. He or she can then visit www.MyExamOne.com/Results to create an account. An email notification will direct the applicant back to the website to view the lab results when ready.</p>
<p>Minnesota Life As of 12/2016</p>	<p>Client may request lab results by either calling 866-284-6584 Opt. 7 or e-mail to lifenebusiness@minnesotalife.com</p>
<p>North American As of 12/2016</p>	<p>Lab results will be sent to the applicant upon written request.</p>
<p>OneAmerica As of 12/2016</p>	<p>Medical requirements, such as, paramed exams, blood and urine, may be ordered by the marketing organization or producer. If a marketing organization or producer, prefers to order exam requirements, we ask that they notify OneAmerica of this processing and that they indicate such on the case coversheets that they are ordering these requirements.</p> <p>Medical records are ordered by OneAmerica. Access to our vendor web site in order to track status may be requested by contacting Diana Cole at diana.cole@oneamerica.com.</p>
<p>Protective Life As of 12/2016</p>	<p>When an applicant completes a life insurance examination, he or she will be given a brochure with instructions regarding how to access their lab results online. He or she can then visit www.MyExamOne.com/Results to create an account. An email notification will direct the applicant back to the website to view the lab results when ready.</p>
<p>Prudential As of 12/2016</p>	<p>The client must go to www.AccessMyLab.com and enter Slip ID, located on the consent form provided by the examiner at the time of clients exam. When prompted, enter the last four digits of client's phone number. A PIN will be provided to you via text or voice message from an Interactive Voice System. Enter the PIN to view your lab report online. Save or print.</p>

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<p>SBLI As of 12/2016</p>	<p>The client can request lab results by sending a request to records@sbli.com</p> <p>Client should have received a brochure from the examiner which has information on how they can log into Exam One's website and view their lab results online.</p>
<p>Symetra As of 12/2016</p>	<p>A written request from the insured is required to release lab results.</p>
<p>Transamerica As of 12/2016</p>	<p>A written, verbal or e-mail request is required to release lab results. The request can be made by the client or agency, however, the results will only be sent to the insured or their doctor.</p> <p>Submit the request to New Business at 800-295-3990 or tiig-nbuw@transamerica.com</p>
<p>United of Omaha As of 12/2016</p>	<p>Results are automatically sent 5 days after the policy has been issued. If the insured would like the results prior to this, a written request is required.</p>

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