

OCTOBER 18, 2021



# LIFE ESSENTIALS

## Life New Business Update – Medical Records Process

Life New Business is now several months into our new Medical Records process with Human API. Here are a few reminders:

- Human API is our sole source of medical records for all cases \$3 million and under. The requirement is named **Medical Records**.
- When an Underwriter creates the Medical Records requirement, they will have the option to request Electronic Health Records (both patient portal and other EHR sources) or an APS. Regardless of which type of record they order, it will be handled by Human API. If there are no EHR records available, Human API will pivot and order the APS directly from Release Point on Day 8. Please note that you can confirm that the order has transitioned from electronic records to an APS by accessing the Vendor link within WCS.
- Remember that your primary point of contact for inquiries or escalations about the status of any APS order is your New Business Case Management team. **PLEASE DO NOT CONTACT Release Point for questions about the APS or the Special Authorization, if the requirement name is Medical Records.** Contacting Release Point directly, whether for an escalation or to send the Special Authorization form to them, interferes with the Human API process and results in APS records being delayed and/or cancelled.
- When a **Special Authorization** is needed, Human API will email the client with a link to complete the form. The email provides specific instructions on how to complete the form. If a client has questions, they can utilize Human API's portal chat function and/or utilize [help@humanapi.com](mailto:help@humanapi.com). Good news: An enhancement is forthcoming that will include the producer on the email communication.

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