

Paramed Exception Instructions

North American appreciates your life insurance business and that you've been using our SimpleSubmit[®] e-app to submit your cases. We understand that there may be situations where the paramed services offered through this process, APPS and Superior Mobile Medics, may be limited in your market area. Because of this, we're offering you an exclusive privilege to schedule paramed exams with another vendor when you use the SimpleSubmit[®] e-app process.

Please note that this privilege should only be used in situations where APPS or Superior Mobile Medics have service limitations. Otherwise, the expectation is that the services of APPS or Superior Mobile Medics should be scheduled within the SimpleSubmit e-app tool. Also, since this an exclusive privilege, we request that you don't share this information with other North American representatives as this privilege may not be appropriate for their business practice.

Instructions for using SimpleSubmit e-app with an alternative paramed service is outlined below.

1. Sign on to SimpleSubmit e-app and complete the case information as you normally would.
2. On the Signature Method page, select either: E-sign Face to Face or E-sign via Email. Do not use the Sign at Paramed option!

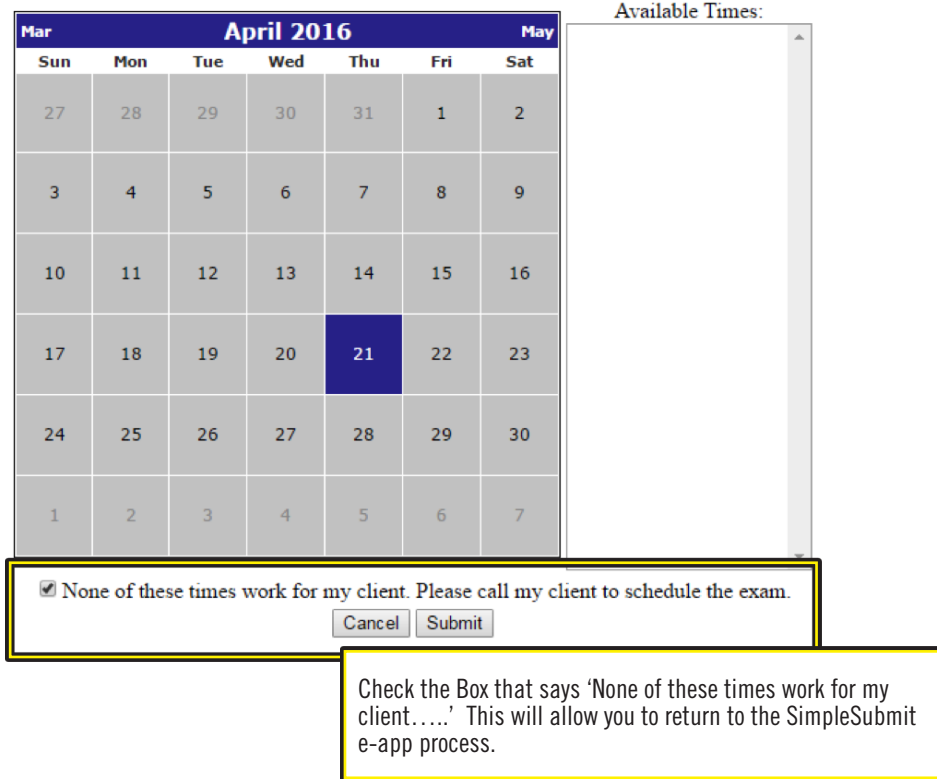
The screenshot shows the 'Signature Method' selection screen in the SimpleSubmit e-app. The interface includes a sidebar with navigation options like 'Pre-Qualification', 'Proposed Insured', and 'Beneficiaries - PI'. The main content area is titled 'Signature Method' and asks the user to specify how the client(s) will be e-signing. There are three radio button options: 'E-sign Face to Face', 'E-sign via Email', and 'Sign at Paramed'. The 'Sign at Paramed' option is crossed out with a large red X. A yellow box highlights the 'E-sign Face to Face' and 'E-sign via Email' options with the text 'Face to Face or Email Signatures ONLY'. A red box highlights the 'Sign at Paramed' option with the text 'DO NOT USE SIGN AT PARAMED! The forms are transmitted to the exam company through the scheduler, so if you don't use the tool, the examiner will not have a way to get the forms.'

3. On the Paramed Schedule page, add special instructions to the examiner as noted below. Also, select APPS as the paramed vendor.

The screenshot shows the 'Paramed Schedule' page in the Simple Submit e-app. The page includes a sidebar with navigation options, a main content area with form fields, and a right-hand sidebar with 'Save', 'View Forms', and 'Attachments' buttons. Three callout boxes provide instructions:

- Special Instructions to the Examiner:** A text box containing the instruction: "Please do not call the client - I will schedule the exam myself." A callout box points to this field with the text: "In Special Instructions to the Examiner: Advise that you will schedule the exam directly with the paramed vendor on your own. Also include your contact information for any questions."
- Schedule an appointment with:** A dropdown menu is set to 'APPS' with a link to 'APPS Scheduler' below it. A callout box points to this dropdown with the text: "Select APPS as the paramed vendor."

4. At the bottom of the appointment calendar, check the box that says: “None of these times work for my client.”



April 2016						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	3	4	5	6	7

Available Times:

None of these times work for my client. Please call my client to schedule the exam.

Cancel Submit

Check the Box that says 'None of these times work for my client.....' This will allow you to return to the SimpleSubmit e-app process.

5. Schedule a “full” paramed exam with your preferred vendor.

- Part 2 Medical Questions MUST be taken by the Paramedical examiner. You MUST specifically ask for this. If the paramed examiner does not obtain answers to the medical questions, those items will be outstanding requirements.
- Sign at Paramed signature option is NOT available if you choose to use your own paramed. The scheduling tool transmits the correct forms to the paramed examiner so if you do not use the tool, the forms will not be sent to the examiner. There are NO EXCEPTIONS to this rule.