Email template to send to client

Hello <insert applicant name>,

In order to process your application as quickly and accurately as possible, an insurance company needs to evaluate your medical history. This is typically done through the mail or fax retrieval of medical records from your medical provider and often takes several weeks to complete. However, there’s now a process in place to obtain medical records electronically, which is typically much faster than ordering from the medical provider and can allow a quicker decision on your application.

This process utilizes a third-party service provider, Human API. With your consent, Human API will enable you to share your digital health records to an insurance company directly through your provider’s patient portal(s). A “patient portal” is a secure site where providers provide medical information related to medical visits, test results, health reminders, etc. The process typically takes only a few minutes and you’ll be able to receive a copy of your medical records that you are sharing.

1. You will follow the insurance company’s procedures to start the medical record sharing process
2. Enter your first name, last name, date of birth and email address
3. Search for your hospital system(s) or medical provider(s)
4. Enter your patient portal credentials, (username and password) and click “Connect Account”

Once you have connected your records, the insurance company will be able to continue processing your application.

If you have any questions while connecting your records, or for more information, go to <https://www.humanapi.co/user-experience>.

Please let me know if you have any questions.

Thank you,