You're applying for SecureCare – what's next?

Thank you for choosing Securian Financial for your individual long-term care needs. Now that you have submitted an application for SecureCare, what's next?

Schedule your cognitive assessment, if necessary

If you are age 60 or older, you are required to complete a cognitive assessment.

A cognitive assessment may also be required if you're younger than age 60, based on your answers in the underwriting questionnaire (part 2 of the application).

You will be contacted to schedule your cognitive assessment by text message, email and/or phone.

Complete a cognitive assessment if you're age 60 or older

The cognitive assessment will be completed by phone interview and generally takes about 20 minutes to complete.

Please note: Your cognitive assessment will be considered invalid if you take notes or write anything down as it's conducted.

Complete final underwriting requirements

After reviewing your application, we may require additional information. In some cases, this information may be obtained through a follow-up phone call; in others, medical records may be ordered. Lab results or additional exams are not required.

A note on scheduling the cognitive assessment

If you provided a cell phone number and/or email address on the application, you will be contacted by text message or email (or both) directing you to schedule a tele-interview via our online portal or by calling an assessment services representative. If you miss either of these messages - don't worry! We'll follow up with a reminder text and/or email within 24 hours. And if we still haven't heard from you 24 hours after that, we'll call you by phone.

If you did not provide a cell phone number or email address on your application, an assessment services representative will call you to schedule your tele-interview. If you miss our phone call, you can either call us back or use our online portal to schedule your appointment. Our voicemail will include the contact information for both options.

Using our online scheduling portal:

1. To enter the portal, you just need to enter your name as it appears on your application and your date of birth. (Please note: we'll send you the portal's web address when our underwriting department receives your application in good order.)
2. You'll need to select a date and time to check the timeslot's availability. Times will be shown in the same time zone as the home address listed on your application.
3. Once you've selected an available timeslot, you'll be taken to a summary page and you will need to confirm the details of your appointment are correct to complete the scheduling process.
4. You will receive a confirmation email containing your appointment details and a confirmation number, which can be used if you need to change your appointment.

Questions?

For more information about SecureCare or the application process, please contact your financial professional.

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