

SecureCare: How it works

Online part 2 application and underwriting process

Our SecureCare product line, which consists of SecureCare (available in all states except CA and NY) and SecureCare Universal Life (available in CA only), is underwritten using a streamlined process. This describes the process of submitting an eApp for one of our SecureCare products and having your client complete the underwriting questionnaire (part 2 of the application) online. Please see [SecureCare: how it works - tele-interview application and underwriting process](#) if you'd like to submit a paper application or if you'd like your client to complete part 2 of their application by phone.

Application process

1. Complete Part 1 of the application via eApp and, when prompted, invite your client to collaborate on the application with you, which will allow them to complete the underwriting questionnaire (part 2 of their application) online. Please note: the client must have a valid cell phone number and email address. WriteFit Underwriting™ is not available for SecureCare.
 - Backdating to save age may be available for your client. Please see ["SecureCare: How it works - backdating"](#) for more information.
2. Client will receive an email with a link to complete their application online. The link will expire after 14 calendar days. It can be resent from the "case details" screen if it expires.
3. When the client clicks on the email link, they will be asked to enter their cell phone number and they will receive a text message with a code. Once they enter the code, they will be prompted to enter the last four digits of their Social Security number for verification.
4. The client will then be able to complete part 2 of the application online at a time that is convenient for them. They do not need to complete the questionnaire all at once, as they are able to save their work and return to finish it later.
5. Once the client is done with part 2 of their application, they will also digitally sign all forms.



Contact information

Underwriting pre-screens

1-888-405-5824
8 a.m.-3:30 p.m. CST,
Monday-Friday or

securecarequickquote@securian.com
(provide reference number when submitting an application)

Case inquiries

1-800-328-6124, option 5
8 a.m.-5 p.m. CST,
Monday-Friday

Tele-interview services

1-866-544-1614
7 a.m.-7 p.m. CST,
Monday-Friday

6. The application will be returned to you for signature before being submitted to Minnesota Life.
7. If the client is age 60 or older, or if their responses in part 2 of the application necessitate it, they will be required to take a cognitive assessment by phone.
8. Once Minnesota Life receives the application, we verify life and long-term care (LTC) licensing.
 - a. You must be appointed with Minnesota Life to sell both life and LTC products, prior to the application being underwritten.
 - b. Life, health and LTC license required at the time of application. If proper licensing is not in place a new application will be required.
 - c. As a best practice, if this is your first application in a particular state, please include a copy of your LTC certification to prevent any underwriting delays.
 - d. To verify your licensing please contact central licensing at 1-866-889-6107, option 2, then option 1 and option 1 again for status/forms/contracting.

Once application is in good order, **clients can schedule their cognitive assessment online or by phone.**

Scheduling the cognitive assessment, if necessary

If a cognitive assessment is necessary, the client will be contacted to schedule it within 24 hours of the application being received by underwriting in good order. The client will receive an email directing them to schedule their assessment via our online portal or by calling an assessment services representative.

If the client does not schedule their assessment within 24 hours of receiving the email, we will send them a reminder. If the client does not respond to these messages, they will be contacted by phone to schedule their tele-interview. Please Note: Agents/Back Office staff – DO NOT ORDER ANYTHING.

1. To use the online portal, client can go to scheduling.ltcg.com/securian.

- Please note: if your client tries to schedule their assessment before being contacted, they will receive an error message saying “contact record not found.” To avoid this confusion, it’s important they wait until they are contacted before trying to schedule.
2. In order to find their application the client will need to enter their name and date of birth, no case number or additional information is necessary.
 3. Once in the portal, the client can select a specific date and time to check the timeslot’s availability. Please note: the home address listed on the application will determine the time zone used in the online portal.

The online portal schedules appointments in real time so if a timeslot becomes unavailable, the client will be prompted to choose a different day/time.

4. If selected timeslot is available, client will be taken to an appointment summary page where they will need to confirm the details of the appointment are correct to complete the scheduling process.
5. After appointment is scheduled, client will receive a confirmation email with appointment details as well as a confirmation number, which can be used in the event the client needs to change their appointment.
6. If your client has any questions during this process, they can call 1-866-544-1614.

Underwriting process

The underwriting process includes:

1. Part 2 of the application, which the client can complete online.
 - There may also be a cognitive assessment required, which the client must complete by phone. The cognitive assessment is required for individuals ages 60 and older. Depending on the results in part 2 of their application, it may also be required for individuals younger than 60.
2. MIB and Rx are ordered immediately and an Attending Physician Statement is requested by Underwriting only for cause.
3. **Paramedical exam and labs are not required.** Underwriting requirements performed for other life products offered by Securian Financial cannot be utilized for SecureCare.

Underwriting decision

1. **Once all requirements are received, underwriting decisions are typically reached within six days.** Status updates can be found in Vista/online.
2. Once an underwriting determination is made:
 - a. **If approved**, the contract will be issued and mailed. The owner pays the premium (EFT/ACH, 1035 exchange or check).
 - b. **If declined**, a letter detailing the reasons for the decision is mailed directly to the proposed insured, including the appeals process.

Appeals process

The appeals process is outlined in the declination letter. The client must respond within 60 days of the underwriting decision.

- Client name, policy number and supporting information needed to help the underwriter review the decision should be included.
- Appeals can be faxed to 952-833-5311 or mailed to P.O. Box 64935, St. Paul MN, 55164-0935.

Please keep in mind that the primary reason to purchase a life insurance product is the death benefit.

Life insurance products contain fees, such as mortality and expense charges, and may contain restrictions, such as surrender periods.

Insurance policy guarantees are subject to the financial strength and claims-paying ability of the issuing insurance company.

Additional agreements may be available. Agreements may be subject to additional costs and restrictions. Agreements may not be available in all states or may exist under a different name in various states and may not be available in combination with other agreements.

SecureCare may not be available in all states. Product features, including limitations and exclusions, may vary by state.

SecureCare includes the Acceleration for Long-Term Care Agreement and Extension of Long-Term Care Agreement. These two agreements are tax qualified long-term care agreements that cover care such as nursing care, home and community-based care, and informal care as defined in the agreement. These agreements provide for the payment of a monthly benefit for qualified long-term care services. These agreements are intended to provide federally tax qualified long-term care insurance benefits under Section 7702B of the Internal Revenue Code, as amended. However, due to uncertainty in the tax law, benefits paid under these agreements may be taxable. Please ensure that your clients consult a tax advisor regarding long-term care benefit payments, or when taking a loan or withdrawal from a life insurance contract.

INSURANCE PRODUCTS ARE ISSUED BY MINNESOTA LIFE INSURANCE COMPANY in all states except New York. In New York, products are issued by Securian Life Insurance Company, a New York authorized insurer. Minnesota Life is not an authorized New York insurer and does not do insurance business in New York. Both companies are headquartered in St. Paul, MN. Product availability and features may vary by state. Each insurer is solely responsible for the financial obligations under the policies or contracts it issues.

Securian Financial is the marketing name for Securian Financial Group, Inc., and its subsidiaries. Minnesota Life Insurance Company and Securian Life Insurance Company are subsidiaries of Securian Financial Group.

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