

# Navigating Your Producer Website Series

## Part 3: Understanding Case Requirements

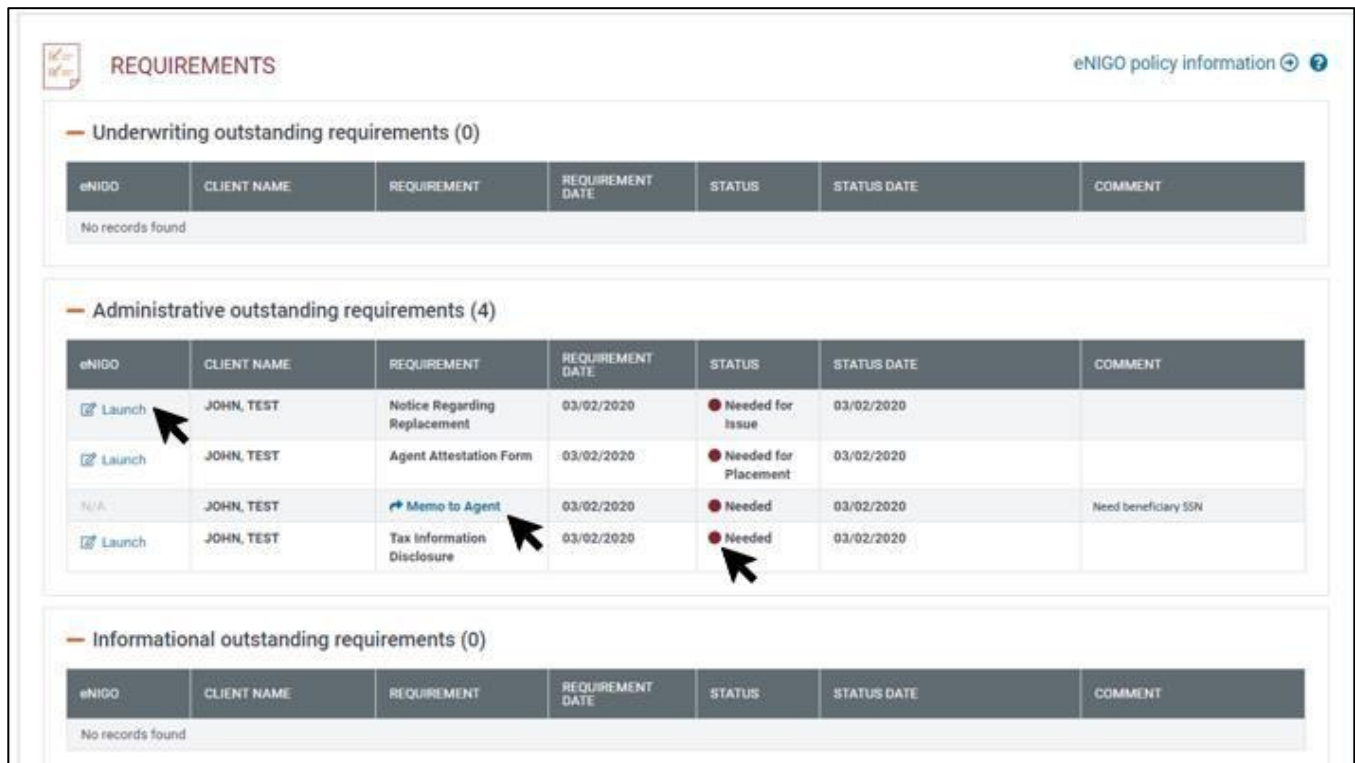
Once your case is received by Lincoln, how do you determine what is needed to complete underwriting, issuing and placing the case in force? Our pending case status tools, located on the Lincoln producer website, are designed to help you more efficiently manage your business and reduce turnaround times. This series of job aids will provide a quick reference on how to locate your pending cases, navigate the requirements and cross the finish line to placement.

### Outstanding Requirements

Within the pending details view, you will be able to see all the requirements for your case, including Underwriting outstanding requirements, Administrative outstanding requirements, Informational outstanding requirements and Completed requirements. From the requirements section you can launch eNIGO, respond to questions or requests through the Memo to Agent feature as well as to view the status of the requirement to determine what has been completed and what is still needed for the case.

The Status Indicators are as follows:

- New Requirements in **Bold**
- **Red** = Needed
- **Yellow** = Awaiting Review
- **Green** = Complete



eNIGO	CLIENT NAME	REQUIREMENT	REQUIREMENT DATE	STATUS	STATUS DATE	COMMENT
No records found						
<b>Administrative outstanding requirements (4)</b>						
<a href="#">Launch</a>	JOHN, TEST	Notice Regarding Replacement	03/02/2020	● Needed for Issue	03/02/2020	
<a href="#">Launch</a>	JOHN, TEST	Agent Attestation Form	03/02/2020	● Needed for Placement	03/02/2020	
N/A	JOHN, TEST	<a href="#">Memo to Agent</a>	03/02/2020	● Needed	03/02/2020	Need beneficiary SSN
<a href="#">Launch</a>	JOHN, TEST	Tax Information Disclosure	03/02/2020	● Needed	03/02/2020	
<b>Informational outstanding requirements (0)</b>						
No records found						

- **Needed for Issue**- Requirements that are needed by Underwriting and New Business prior to a policy being issued. These items must be reviewed to make an Underwriting offer. Examples include: Inforce/replacement information, Replacement forms, Rate Acceptance, Personal History Interview, Blood-4Hfast, Paramed, Supplemental forms (Aviation, Avocation, Financial, etc.), Suitability forms, etc.
- **Needed for Placement**- Requirements that are needed to place a case in force. Examples include Agent Certification, Amendments, Declaration of Insurability, all forms included in the ePolicy delivery envelope for eSignature, including the following:
  - Delivery Notice
  - Signed Application Part II (Medical Supplement)
  - Signed Application Part I: ICC18LFF11693 Application for Life Insurance
  - Application Part II- Continuation of Details Supplement
  - Term Disclosure
- **Needed**- Requirements needed to satisfy administrative and informational needs to process and underwrite the case. Examples include: Answers to questions on Application, Completed Agent Report, Follow Up Memo to agent, etc.
- **Ordered**- Informational status indicator showing that Lincoln has ordered required tests, records or information, typically from a third-party vendor. Examples include: APS records, Lab work, etc.
- **Awaiting Review**- Indicates that a requirement has been received by Lincoln and is currently pending review by New Business and/or Underwriting.

The Policy details view will include a Requirement Date field which indicates when the requirement was added as well as a Status date. If the policy includes more than one of the same status, the requirement will display by the Requirement date in descending order (oldest to newest)






— Underwriting outstanding requirements (15)


CLIENT NAME	REQUIREMENT	REQUIREMENT DATE	STATUS	STATUS DATE	COMMENT
CHECK, CELL	➔ Answer to question on app	04/29/2019	● Needed for Issue	04/29/2019	Primary beneficiary Relationship
CHECK, CELL	MG Agent's Report	04/29/2019	● Needed for Issue	04/29/2019	MoneyGuard Agent's Report MG
CHECK, CELL	Signed Application Part II (Medical Supplement)	04/30/2019	● Needed for Issue	04/30/2019	
CHECK, CELL	📄 MG Application Part II	04/29/2019	● Needed for Placement	04/29/2019	MGF11612B-25 MoneyGuard Ap Term Care - Part II
CHECK, CELL	📄 MG LTC Supplement	04/29/2019	● Needed for Placement	04/29/2019	MGF11640-25 MoneyGuard Mec
CHECK, CELL	Signed Application Part I	04/30/2019	● Needed for Placement	04/30/2019	
CHECK, CELL	➔ Answer to question on app	04/30/2019	● Order	04/30/2019	
CHECK, CELL	➔ Memo to Agent - for Underwriting	05/28/2019	● Order	05/28/2019	
CHECK, CELL	➔ Answer to question on app	04/29/2019	● Ordered	04/30/2019	Need contact correspondence a
CHECK, CELL	Interview Process	04/29/2019	● Ordered	05/02/2019	Interview Process
CHECK, CELL	➔ Owner	04/30/2019	● Ordered	04/30/2019	
CHECK, CELL	MG Application Part I	04/29/2019	● Awaiting Review	04/29/2019	MGF11612A-25 MoneyGuard Ap Insurance and Individual Long-T
CHECK, CELL	➔ Answer to question on app	04/29/2019	● Awaiting Review	04/30/2019	Primary Beneficiary Tax ID or SS
CHECK, CELL	➔ Answer to question on app	04/29/2019	● Awaiting Review	04/30/2019	Insured Social Security Number
CHECK, CELL	Blood - 4Hfast	04/30/2019	● Awaiting Review	04/30/2019	

## Vendor Status

Click on the hyperlinked vendor status requirements, such as Blood/Urine or APS requirements, to open the status pop up window.

Here is an APS example:

REQUIREMENT	REQUIREMENT DATE	STATUS	STATUS DATE	COMMENT
 Application Part II - Continuation of Details Supplement	05/16/2021	● Needed for Placement	05/16/2021	ICC18LFF11651-PtII3 Continuation of Details Supplement - PtIIA3
 Signed Application Part II (Medical Supplement)	05/16/2021	● Needed for Placement	05/16/2021	ICC18LFF11694 Medical Supplement
 Application Part II - Continuation of Details Supplement	05/16/2021	● Needed for Placement	05/16/2021	ICC18LFF11651-PtII2 Continuation of Details Supplement - PtIIA2
 Application Part II - Continuation of Details Supplement	05/16/2021	● Needed for Placement	05/16/2021	ICC18LFF11651-PtII1 Continuation of Details Supplement - PtIIA1
 Signed Application Part I	05/16/2021	● Needed for Placement	05/16/2021	ICC18LFF11693 Application for Individual Life Insurance
<a href="#">Lincoln Ordered APS3</a>	08/27/2021	● Ordered	08/30/2021	PHYS: Trusted Physician



This window will display the status of Lincoln ordered requirements.



## Vendor information

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**Vendor Information - Policy#** VUL123456

VENDOR NOTES	RECEIVED DATE
Status: 1 - Pending SubStatus: 23 - Awaiting Facility Processing StatusDate: 2021-08-30 ReceivedDate: 2021-08-27 ScheduledDate: 2021-08-30 StatusEventDate: 2021-10-04 09:09:00-05:00 Detail: The copy service is still processing the records	10/04/2021
Status: 1 - Pending SubStatus: 23 - Awaiting Facility Processing StatusDate: 2021-08-30 ReceivedDate: 2021-08-27 ScheduledDate: 2021-08-30 StatusEventDate: 2021-09-30 10:12:00-05:00 Detail: We are waiting to hear back from the copy service.	09/30/2021
Status: 1 - Pending SubStatus: 23 - Awaiting Facility Processing StatusDate: 2021-08-30 ReceivedDate: 2021-08-27 ScheduledDate: 2021-08-30 StatusEventDate: 2021-09-29 09:38:17-05:00 Detail: We emailed a status check to the copy service.	09/29/2021

Here is a Paramed/Bloodwork Lab example:

**REQUIREMENTS** eNIGO policy information ⓘ ?

— Underwriting outstanding requirements (5)

eNIGO	CLIENT NAME	REQUIREMENT	REQUIREMENT DATE	STATUS	STATUS DATE	COMMENT
N/A	Valued Client	Signed Application Part I	09/10/2021	● Needed for Placement	09/10/2021	ICC18LFF11693 Application for Individual Life Insurance
N/A	Valued Client	Signed Application Part II (Medical Supplement)	09/10/2021	● Needed for Placement	09/10/2021	ICC18LFF11694 Medical Supplement
N/A	Valued Client	Blood/Hfast	09/13/2021	● Ordered		
N/A	Valued Client	Urinalysis	09/13/2021	● Ordered		
N/A	Valued Client	Vitals/Physical Measurements	09/13/2021	● Ordered		

This window will display the status of Lincoln ordered requirements.

## Vendor information

**Vendor Information - Policy#** VUL123456

VENDOR NOTES	RECEIVED DATE
Status: 1 - Pending Requested Date: 2021-09-13 Status Date: 2021-09-16 ----- StatusEvent: 69 - Paramed Scheduled ProviderEvent: 4Y StatusEventDate: 2021-09-16 16:13:45.0600000-04:00 Detail: Case Appointment set to 2021/11/05 09:00 AM - 09:30 AM ----- StatusEvent: 23 - Exam Assigned ProviderEvent: 3 StatusEventDate: 2021-09-16 16:13:48.6330000-04:00 Detail: Examiner changed to : ----- StatusEvent: 23 - Exam Assigned ProviderEvent: 4 StatusEventDate: 2021-09-16 16:13:48.8500000-04:00 Detail: AutoReleased to examiner : ----- StatusEvent: 69 - Paramed Scheduled ProviderEvent: 4Y StatusEventDate: 2021-09-16 16:13:49.0830000-04:00 Detail: Case Appointment set to 2021/11/05 09:00 AM - 09:30 AM ----- Branch Office: Seattle, Washington Branch Office Address: 13401 Bel-Red Rd, Suite Suite A-1, Bellevue, WA 98005 Branch Office Phone: 206-7812777 Branch Office Email: nwapps@nwapps.com	09/17/2021
Status: 1 - Pending Requested Date: 2021-09-13 Status Date: 2021-09-16 ----- StatusEvent: 55 - Left	09/17/2021

**Please contact your dedicated Lincoln Underwriting & New Business team with any questions.**

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