

Telelife Update

Important changes and tips for “making life simpler!”

WWW.PROTECTIVEPRODUCER.COM

Protective is updating their pending business site to be more user friendly. Upcoming improvements will include hyperlinks to email case managers and telelife directly.

VOICE SIGNATURE

Telelife has implemented ***voice signature*** to help expedite ordering medical records before the paramedical examination is completed. You may also submit a HIPAA form with the Telelife Fax application to accomplish this as well.

“PUSH E-MAIL”

This feature allows you to select proactive daily emails on the status of your pending business. Go to “User Settings.” Under the “User E-mail Notifications,” select “Maintain Pending Business Email Notifications.”

INTERVIEW ATTEMPTS

Telelife will now call you client 5 times. The first call will occur within 24 hours of receiving the application. Subsequent attempts will occur 48 hours apart. Telelife will call every phone number the client provides with each attempt.

ELECTRONIC POLICY DELIVERY

This is a convenient option for you to deliver a policy online. The client can review and accept their policy 24/7. Delivery times have been faster than the traditional method, which means you get paid faster!

IMPORTANT CONTACT INFORMATION FOR AGENTS

1-888-800-6608

Option 1: Clients can call to complete their interview

Option 2: Clients can schedule their paramedical exam

Option 3: Agents can call for telelife status (Before it is set up with a case manager)

1-800-567-8247

Option 1: Agents can call for status (After the case manager is assigned)

Telelife@protective.com: Agents can e-mail information during the telelife process

