

New agent training toolkit

Meet your
ExamOne
guide, Alex.

Let's learn how to
work together, smarter
and faster!



New agent toolkit

As you begin your journey as an agent, we want to be here to help. Our job is to help you **Always be Learning with EXamOne**. That's why we have **ALEX** to help you navigate our systems and workflows, and to provide resources to help you be the best agent you can be.

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Always Learning with
EXamOne. That's why
you have **ALEX**.



Coverage



We have you covered

Locations, people, expertise, and the resources you need



FACTS AND STATS ABOUT EXAMONE:

Our mission is to help you make the best decisions for your applicants and your business by expediting accurate health data collection for life insurance distribution, while delivering superior service with a convenient and positive applicant experience.

- Serving the life insurance industry **since 1972 – for more than 45 years.**

2 life insurance laboratories

- 6 call centers



Exam sites across the country

MADE UP OF:

- 120 ExamOne offices
- 1,600 ExamOne partnered Quest Diagnostics Patient Service Centers (PSC)

6,000 mobile examiners

- 3,600 employees



More appointment options for you and your applicants

Full integration with Quest Diagnostics platforms and exam centers enables enhanced scheduling capabilities for life insurers.

AVAILABILITY

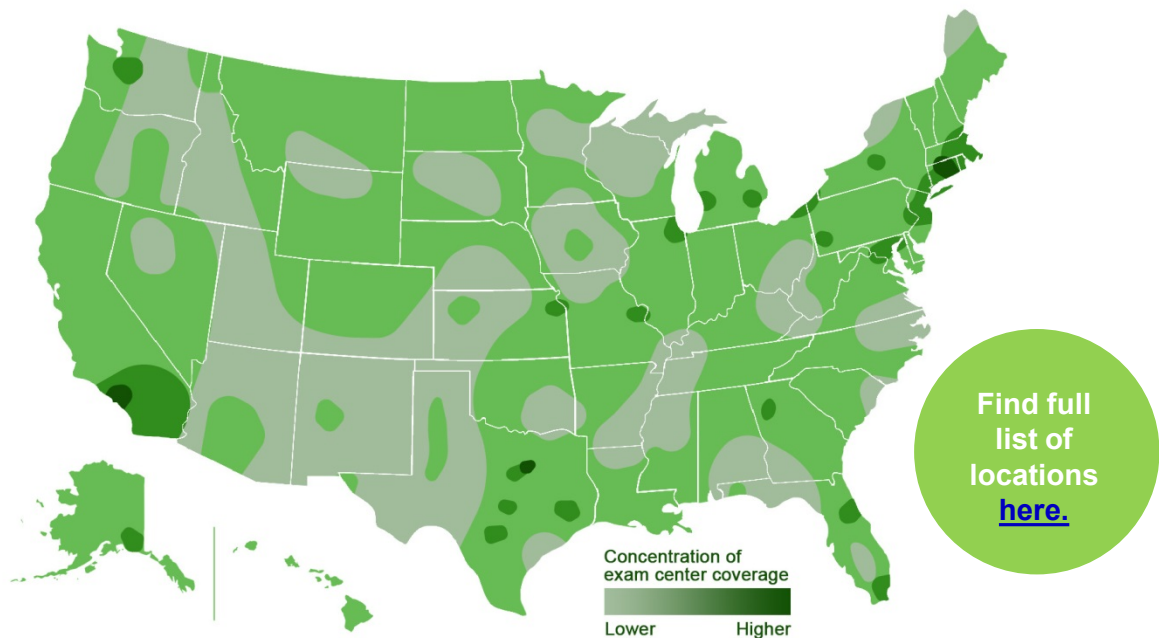
An expanded network of exam centers provide more appointment options for scheduling exams.

CONVENIENCE

With approximately 1,700 exam centers across the country, your applicants can choose the time and location most convenient for their schedule.

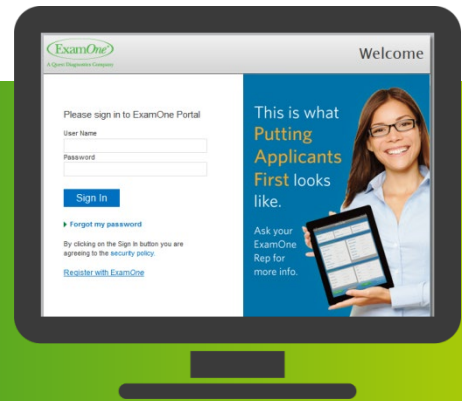
QUALITY

The clinical setting drives a consistent applicant experience and reliable specimen quality.



*Approximations for Q3 2021. Subject to change.

How do I order?

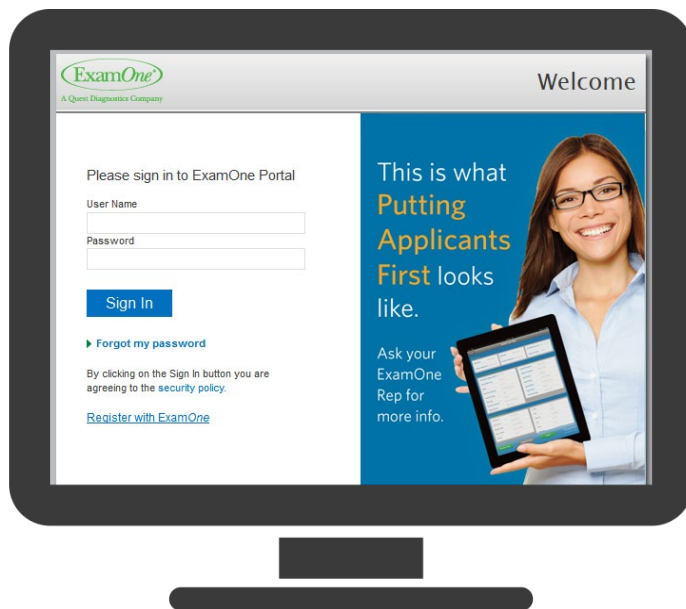


Online ordering made easy

Using the ExamOne portal at ExamOne.com

The ExamOne portal is available to place and schedule orders online 24/7. ExamOne portal features include

- A customizable dashboard
- ScheduleNow to schedule/reschedule, cancel and manage your exams online
- Detailed case and status information
- Daily email status with updates for each case



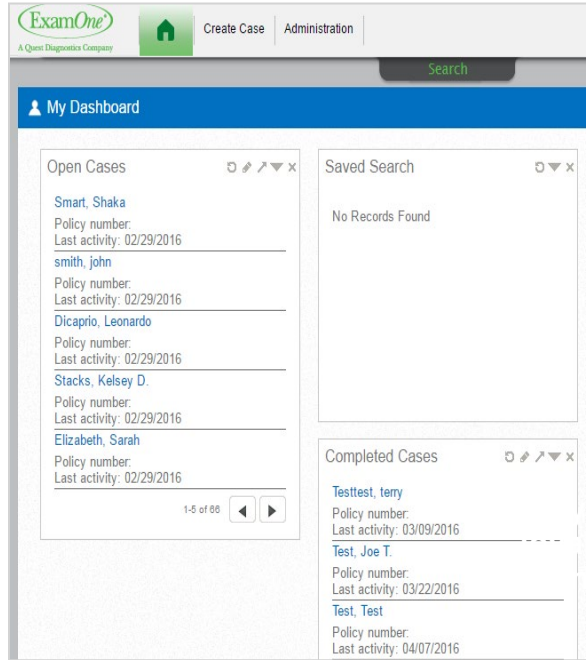
Now, let's walk you through how the portal can make things easier for you.

Let's get started

HOMEPAGE:

Once you have been set up in our portal, this homepage is customized to you. It shows you:

- Case statuses
- Personalize your dashboard
- Announcements

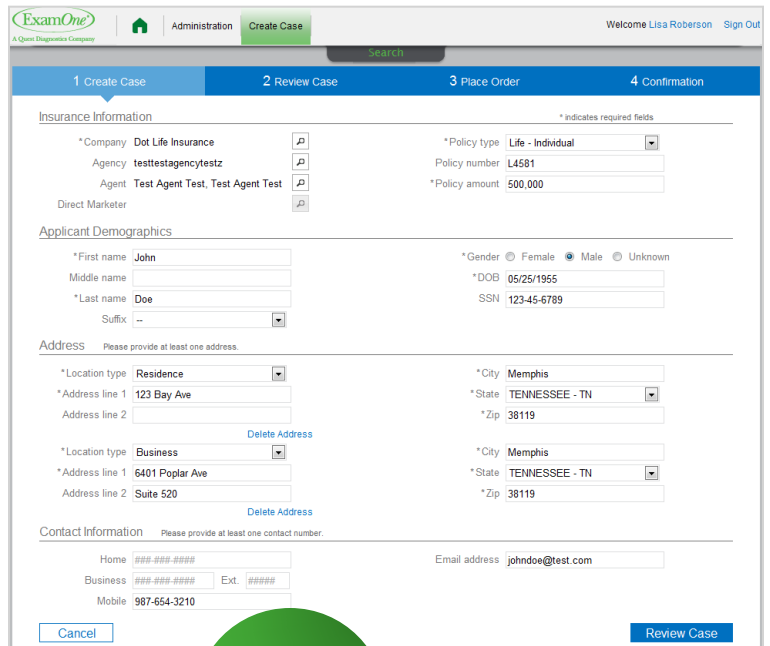


PLACE AN ORDER:

Follow the instructions on this page to quickly and easily send us your order online.

This page starts you on our 4-step easy process for:

1. Creating a case
2. Reviewing a case
3. Placing an order
4. Confirming an order



1,2,3,4
You are
done!

Online scheduling with ScheduleNow™

Say goodbye to phone tag.

With just a few clicks, ScheduleNow allows clients and applicants to make an appointment at an ExamOne office, Quest Diagnostics patient service center (PSC), or with a mobile examiner

Don't see a time that works?

Clients and applicants can submit a suggested appointment timeframe, and our team will contact the applicant directly to schedule.

Need to change the appointment?

You can access ScheduleNow at any time to reschedule or cancel the appointment.



This user-friendly scheduling tool helps move the process forward and makes setting an exam appointment easy and convenient.

Let us help you find an appointment

Would you like to come into one of our offices?

Yes No

Would you like a location near your home or work?

Home
303 N High Dr
Raymore, MO 64028

Work
1001 Bentree Cir
Anchorage, MO 64028

Let us help you find an appointment

Selected location: [Change](#)

Test INC
10101 Renner Blvd
Lenexa, KS 64013

26.2 mi from home
Approx. driving time: 30 mins

Available appointments:

November 2020 ▶

Tue	Wed	Thu	Fri	Sat	Sun
24	25	26	27	28	29

07:15 AM

07:30 AM

07:45 AM

08:00 AM

08:15 AM

08:30 AM

08:45 AM

Watch our video to see how to get the most convenient appointment for you applicant using our real-time examiner scheduling feature – ScheduleNow. [CLICK HERE](#)

ExamOne portal training videos

VIDEOS OF MORE DETAILED TRAINING FOR PORTAL FUNCTIONS:

- Creating cases and placing orders
https://www.youtube.com/watch?v=AP1v_ig_FsE
- Searching and viewing cases
<https://www.youtube.com/watch?v=VyXEwRV9rIM>
- Online Ordering Portal: Administrative Functions
https://www.youtube.com/watch?v=sNYhCc_S5K8
- Online Ordering Portal: Dashboard
<https://www.youtube.com/watch?v=PacleTKP5B8&t=11s>
- Enhanced ScheduleNow demo
<https://www.youtube.com/watch?v=lojYJ0b9DoU?rel=0>

If you'd like more in-depth training on online ordering, watch the above videos or ask your local representative to set more time to demo the portal's features.



Tools & resources



Be a resource for your applicants.

Online tools and resources At your fingertips on MyExamOne.com

VISIT MYEXAMONE.COM AND EXAMONE.COM TO FIND:

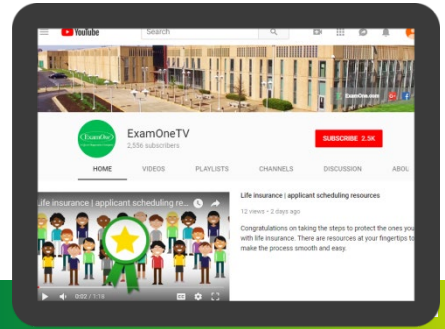
- FAQs on what to expect:
<https://www.myexamone.com/what-to-expect/>
- Checklist prep list:
<https://www.myexamone.com/life-insurance-exam-preparation/>
- Informative brochures available in 16 different languages:
<https://www.myexamone.com/applicant-brochures/>
- A video lab tour:
<https://www.examone.com/see-our-lab/>
- Testimonials:
<https://www.examone.com/inside-look-testimonials/>
- Exam site locations:
<https://www.examone.com/locations/>
- COVID-19 updates and office closings
<https://www.examone.com/locations/>

APPLICANT REGISTRATION FOR LAB RESULTS:

Applicants go to MyExamOne.com to register for online laboratory results. Or they can sign up for text alerts to be notified when results are ready. Find out more about Inside Look® [here](#).

POST EXAM SURVEY:

We want to hear about your applicant's experience. After they view results, please let your applicants know they can participate in our applicant survey.
<https://www.examone.com/applicantsurvey/>



See and share resource videos for you and your applicants on: ExamOneYouTube page

[SUBSCRIBE HERE](#)

Including this applicant video that helps you and your applicants find resources and exam information

[APPLICANT TOOLS VIDEO](#)

How we gather
medical history



Gathering your applicant's information

Medical history information is an important part of every life insurance application. Depending on carrier's requirements, many orders start with medical history collection from one of three primary methods.

TELEUNDERWRITING:

- Recorded calls
- Reduce APSs ordered
- Streamlines the case
- Eliminates buyer's remorse
- Increases comfort level for applicant

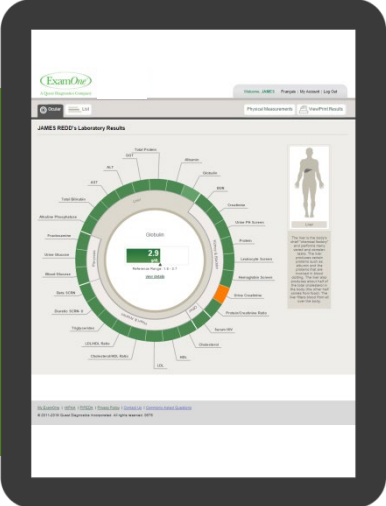
IPAD PART 2:

- Less room for errors
- Prepopulated data
- Improves specimen matching
- Electronic signature

PAPER COLLECTED IN FIELD:

- If above methods are not utilized, then the required questions will be asked at the time of exam.

Online lab results



Online laboratory results

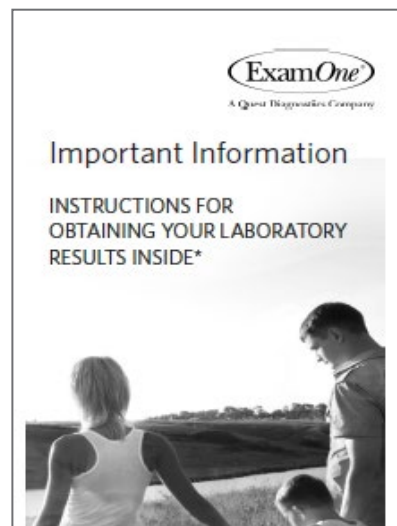
Valuable-added benefits for your applicants

Our online laboratory results tool, InsideLook®, is a secure and comprehensive resource for applicants to become more aware of their health, while giving you the opportunity to strengthen relations with your clients.

It's also an additional benefit for completing the life insurance exam process; the results can empower applicants to maintain or improve their health by providing a complete picture of their current health status.

THE EXAMINER PROCESS WITH APPLICANT:

- Applicant completes their paramedical exam
- Examiner presents the brochure to the applicant and outlines the content, including obtaining mobile phone number for text notifications, and how to access their laboratory results online
- Examiner places the ticket number on the inside flap in the indicated space
- Examiner explains the results will be available 7–10 days after collection
- Examiner highlights the applicant survey on the back page
- Applicants are told to register for their results at <https://applicant.examone.com>



HOW TO GET YOUR RESULTS*

The method may vary depending on the insurance company you are applying with; you may wish to check with them. If your insurance company participates in our online service, your results should be available within 7 to 14 days.*

Can I access results online?*

For participating companies, register today and receive an email notification when your results are ready. Here's how:*

1. Go to www.MyExamOne.com/results.
2. Register and be sure to include the ticket number on the sticker that was affixed to this brochure.
3. You will need to read and accept the Terms of Use on the site.
4. Follow instructions on username and password. Fill out below as a reminder for later.
5. You will receive an email notification when results are available.
6. Simply follow the link in the email, and log in using the username and password.

Results will be available online for one year. If you have any questions about obtaining results please contact your insurance company or agent.

Can I access results by text?*

Follow these steps to access your laboratory results from your phone. This service is subject to participating companies.

1. Complete your exam and provide your mobile phone number on the laboratory slip.
2. A text message will be sent to you when your laboratory results are ready.
3. Click the link in the text to verify your identity and access your results.

* Results are only available for blood specimens obtained via venipuncture and/or urine specimens and subject to the insurance company's participation in the program.

USERNAME

PASSWORD

EXAMINER INSTRUCTIONS: Place Ticket Number Below.

myExamOne.com/results

Leave
behind
instructions
for your
applicants

Online laboratory results

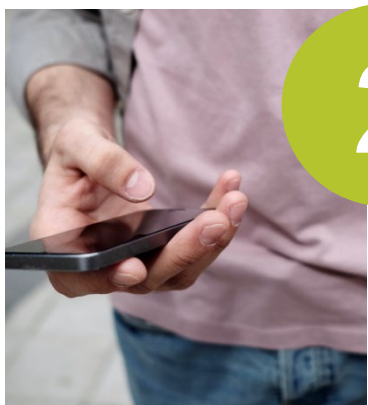
Empowering your applicants with InsideLook

How to opt-in for texting results



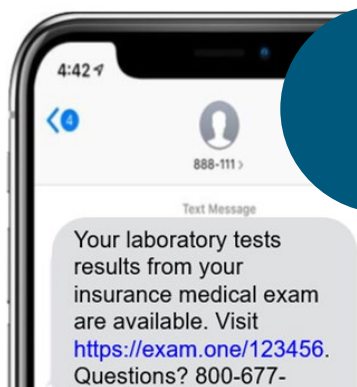
1

During the exam, the applicant will provide their cell phone number and authorize ExamOne to contact them via text.



2

A text message will be sent to the applicant when the laboratory results are ready.



3

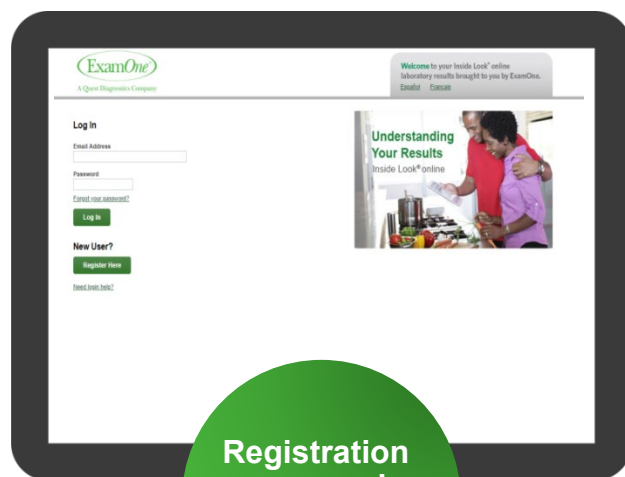
The applicant will click the link in the text to verify their identity and securely access their results.

Online laboratory results

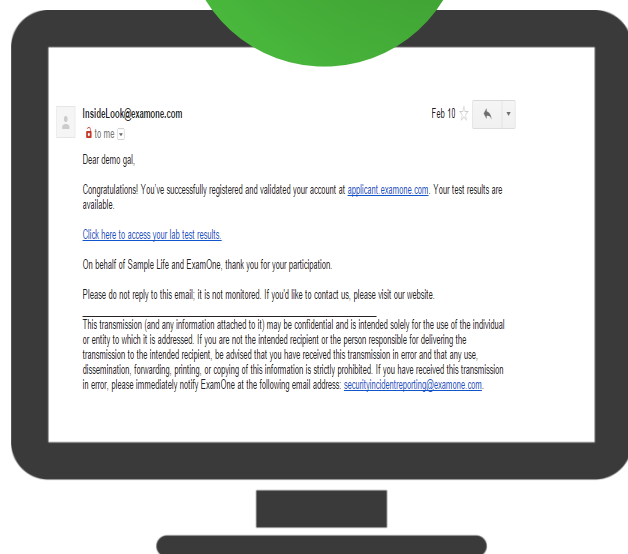
Empowering your applicants with InsideLook

How to access the online interactive report

- Applicant goes to <https://applicant.examone.com>
- Clicks on **“Register Here”**
- Applicant enters: insurance company name
- Applicant enters; email address, password, ticket number provided by examiner, last name, first name, date of birth and zip code
- Accepts the terms of use
- Clicks on **“Register”**
- Applicant receives an email to validate their account
- Applicant receives a notification email when results are available
- After receiving notification email, the applicant can log in with their username and password
- Applicant views the welcome letter and clicks **“Continue”** to view results



Registration page and email notification



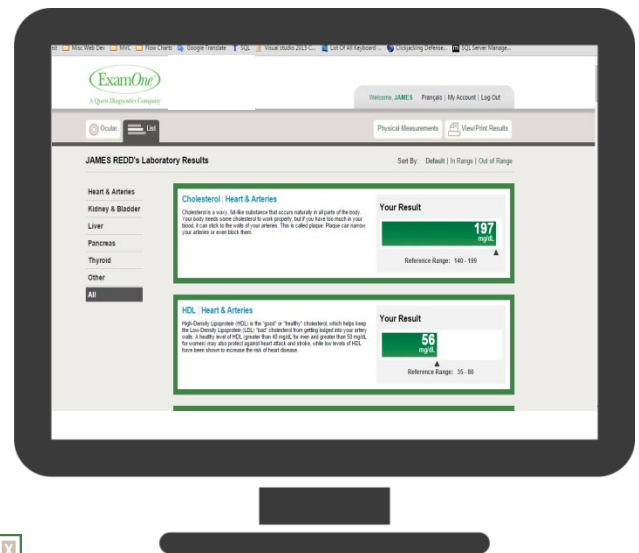
See and share the online laboratory results demo video at:

<https://www.youtube.com/watch?v=MUE6EwUuYpA>

Empowering your applicants with InsideLook

WHAT YOUR APPLICANTS WILL SEE:

- Your applicant will initially see the **“Ocular View”** of their laboratory results. There they can:
 - Scroll and see all test results
 - Click in the center to see a short test description
 - Graphical representation of body part and organ function is also displayed with the associated laboratory results
- Applicant also has the option to change to a **“List”** view. There they can:
 - Control how they want to view their results by changing the **“Sort By”**
 - Click on **“Physical Measurements”** tab to review exam data results



Physical Measurements and Examination Data	
Name: JAMES REDD	Test Date: Mar 19, 2013
Age: 37	Last Food/Drink: Mar 14, 2013 10:00 PM
Gender: Male	Specimen Collected: Mar 15, 2013 11:00 AM
Bar Code: 0000010001	Control Number: 12345678
Height - standard: 5' 7"	Blood Pressure Reading 1: 104 / 74
Height - metric: 170.2 cm	Blood Pressure Reading 2: 110 / 70
Weight - standard: 186 lbs.	Blood Pressure Reading 3: 102 / 66
Weight - metric: 84.4 kg	Pulse Reading 1: 687.ToString("G")
BMI: 29.17.ToString("G")	Pulse Reading 2: 07.ToString("G")



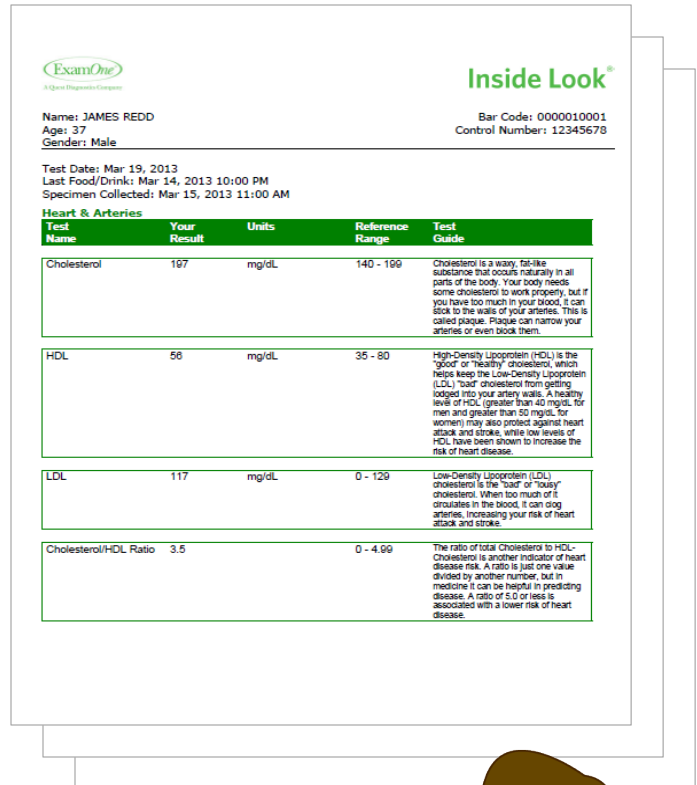
Empowering your applicants with InsideLook

WHAT YOUR APPLICANTS CAN DO WITH THEIR RESULTS:

- Select to print their results from the ocular or list view
- Save the PDF to their computer
- Print and share the results with their doctor

HOW TO REQUEST HELP:

- From the log in screen, or from the footer on all the screens.
- Select subject from drop down menu, complete the contact form and “**Submit**”
- ExamOne’s Client Solution Group will respond to the applicant’s request

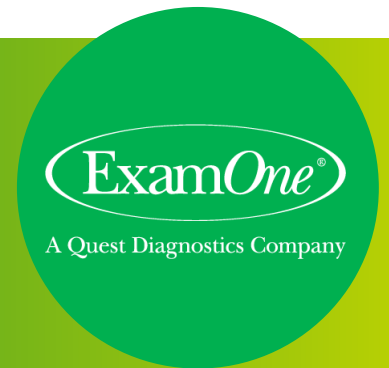


The screenshot shows a patient results page for James Redd. It includes personal information, test date, and a table of cholesterol-related tests with their results and reference ranges. The tests listed are Cholesterol, HDL, LDL, and Cholesterol/HDL Ratio.

Test Name	Your Result	Units	Reference Range	Test Guide
Cholesterol	197	mg/dL	140 - 199	Cholesterol is a waxy, fat-like substance that occurs naturally in all parts of the body. Your body needs some cholesterol to work properly, but if you have too much in your blood, it can stick to the walls of your arteries. This is called plaque. Plaque can narrow your arteries or even block them.
HDL	56	mg/dL	35 - 80	High-Density Lipoprotein (HDL) is the "good" or "healthy" cholesterol, which helps keep the Low-Density Lipoprotein (LDL) "bad" cholesterol from getting lodged into your artery walls. A healthy level of HDL (greater than 40 mg/dL for men and greater than 50 mg/dL for women) may also protect against heart attack and stroke, while low levels of HDL have been shown to increase the risk of heart disease.
LDL	117	mg/dL	0 - 129	Low-Density Lipoprotein (LDL) cholesterol is the "bad" or "lousy" cholesterol. When too much of it circulates in the blood, it can clog arteries, increasing your risk of heart attack and stroke.
Cholesterol/HDL Ratio	3.5		0 - 4.99	The ratio of total cholesterol to HDL-Cholesterol is another indicator of heart disease risk. A ratio is just one value divided by another number, but in medicine it can be helpful in predicting disease. A ratio of 5.0 or less is associated with a lower risk of heart disease.



Connect with us



Regularly share our LinkedIn and other industry posts to your followers.

Be social with us

More ways to stay connected with ExamOne

Get the latest industry and ExamOne news in life insurance lab testing? See why you should follow us on social media below – just click on each icon to connect!



DISCOVER THE LATEST INNOVATIVE TOPICS

Check out our [blog](#) for regular posts about the latest life insurance lab testing topics and trends to keep you in the know.



REAL TIME NEWS

Follow ExamOne on [Twitter](#) to get valuable tips on applicant exam prep and breaking news such as product maintenance schedules and inclement weather office closings.



THE PLACE WHERE PROFESSIONALS NETWORK

Follow us on [LinkedIn](#) for company news and product updates. Join our 9,000+ followers to receive the latest posts on life insurance lab testing news.



EVERYONE "LIKES" NEWS ON FACEBOOK

Stay in the know and like ExamOne on [Facebook](#) to receive more industry news, trade show and event pictures, maybe even a picture of you from this visit!



SEE FOR YOURSELF

Visit the ExamOneTV channel on [YouTube](#) to watch product demos and view a tour of our innovative laboratory. Videos are a great resource for you and your applicants to find out more about our process and products.



WE CAN SHOW YOU ON INSTAGRAM

On our [ExamOne Life Instagram page](#) you can get a peek into our culture, people, and processes. See more about our industry and people @ExamOneLife.

Thank you for joining ALEX and learning more on how to work with ExamOne.

Find more resources or to ask Alex additional questions, please visit ExamOne.com/Agent-Toolkit or feel free to reach out to your local representative.

