

Intelligent Underwriting for BGAs

Frequently Asked Questions



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Intelligent Underwriting BGA FAQ

What is Intelligent Underwriting?

Nationwide® Intelligent Underwriting streamlines the life insurance application process for both you and your clients. It can provide a faster and more efficient underwriting process because it:

- ✓ Reduces the time to an underwriting decision
- ✓ Reduces the number of attending physician statements
- ✓ Eliminates the need to talk to your clients about their personal medical history
- ✓ Accelerates the process for some of the healthiest clients by waiving the abbreviated exam and labs for clients who qualify

Even if traditional blood and urine requirements are needed, the quality and efficiency of the tele-interview reduces the need for medical records and often eliminates the need for requesting additional information from the client, as well as other demands on client's/advisor's time.

What products are eligible for Intelligent Underwriting?

Term Life	Whole Life	Universal Life	Variable Universal Life
Nationwide YourLife® Guaranteed Level Term (10, 15, 20, 30)	Nationwide YourLife WL 100 Nationwide YourLife 20-Pay WL	Nationwide YourLife Current Assumption UL Nationwide YourLife No-Lapse Guarantee UL Nationwide YourLife Indexed UL Accumulator or Protector	Nationwide VUL Accumulator* Nationwide VUL Protector*
Face amounts \$100,000 – \$5,000,000			
Clients must be ages 18 – 70			
Long-Term Care Rider, 1035 exchanges and replacements are eligible and available for potential acceleration			

*Nationwide VUL Accumulator or Protector are available using the Intelligent Underwriting process beginning 05/01/18. All products are subject to state and firm approvals.

Are there any exclusions?

- Survivorship and CareMatters products
- Spouse and Child Riders
- New York applications

What are the steps for Intelligent Underwriting?

Advisors can help their clients better understand how Intelligent Underwriting works by reviewing the following steps with them prior to starting the application process:

- The advisor and client complete and submit the Intelligent Underwriting application
- The client completes a 30-minute (on average) tele-interview; length can vary based on the client's medical history and readiness for the interview
- The client answers questions about their physicians, medical conditions and history, treatment dates, medications (7-year Rx history), and family medical history
- The client should expect an abbreviated exam and labs (height, weight, pulse, blood, and urine samples) if they do not qualify for acceleration

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What is the application process?

There are two methods for submitting an Intelligent Underwriting application:

- For advisors with access to iPipeline, the most streamlined process is completing the eApplication and submitting through iPipeline. After the advisor submits the Part A eApplication via iPipeline, an email will be generated immediately back to the advisor for the eSign process. Both the advisor and client eSign the application through this email. We also offer an in-person eSignature method for advisors who sell face to face and a 'Wet Sign and eSubmit' application for those who are unable to use eSignatures.
- For advisors who do not have access to iPipeline, we offer an alternative paper application. In FormsPipe, select the 'New Business – Intelligent Underwriting – Brokerage Only' bundle to pull the paper application. Once completed, the paper application is submitted via fax.

What is the tele-interview?

The tele-interview is a phone interview between the client and a trained medical professional from a third-party vendor during which the client's medical history is discussed. The tele-interview is available in more than 200 languages including Mandarin, Spanish, and Vietnamese.

How can a client complete the tele-interview?

There are several options for completing the tele-interview, depending on how the application was submitted:

eApplication:

1. Complete the tele-interview immediately after submitting through iPipeline.
2. Use the on-line scheduler through iPipeline to schedule a time to complete it within a 5-day period.

Paper application:

1. Once the paper application has been entered into our system and submitted to the third-party vendor, they will contact the client to complete the tele-interview immediately.
2. If the client is not able to complete the interview at that moment, they can schedule a call back for their preferred day and time.

A client can call the vendor at **1-855-424-4757** to complete the tele-interview during the following hours:

- Mon – Fri: 7:00 a.m. to midnight EST
- Saturday: 8:00 a.m. to 5:00 p.m. EST

If the vendor will be calling to schedule the tele-interview, they'll call the client during the following hours:

- Mon – Fri: 8:30 a.m. to 10:00 p.m. EST
- Saturday: 10:00 a.m. to 5:00 p.m. EST

Our third-party vendor will contact the client daily for the first 15 days via telephone to schedule the call. If they're unable to contact the client after 5 days, they'll send an email notification to the advisor. If the tele-interview isn't scheduled after 30 days, the client will be eligible to submit the application through our regular underwriting process instead of the Intelligent Underwriting process.

What if a client has an issue with the tele-interview process?

If a client has a problem or issue with the tele-interview process, the BGA can contact their Nationwide case manager. Nationwide case managers and underwriters will follow up with the BGA within 48 hours after the completion of the tele-interview to communicate the next steps.

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What is acceleration?

Acceleration is when a client's Intelligent Underwriting application can be expedited (typically within 48 hours), because we've obtained enough information to make an underwriting decision without the abbreviated exam and labs.

Some of the healthiest clients may be accelerated; minimum requirements include:

- Client falls within Preferred guidelines and build chart
- Ages 18 – 60
- Face amounts on eligible products: \$100,000 – \$1 million
- U.S. citizen or permanent resident (with 10-year green card)
- Client has no major medical conditions

Note: Some of the healthiest clients **will not** experience acceleration simply because we do not have enough information to make an underwriting decision without the abbreviated exam and labs, and potentially other underwriting requirements. However, these clients are still eligible for Preferred and Preferred Plus ratings.

Clients who do not qualify for acceleration:

- Will have additional underwriting requirements
- Can still expect a faster process that will reduce the amount of time and requirements needed to reach an underwriting decision

Major medical conditions excluded for acceleration include, but are not limited to:

Alcohol abuse and/or treatment	Epilepsy/seizure	Multiple sclerosis
Atrial fibrillation	Gastric bypass/lap band	Parkinson's disease
Bipolar disorder	Heart disease surgery (all forms)	Peripheral artery disease
Cancer (except Basal cell skin)	Hepatitis	Rheumatoid arthritis
COPD	Hypertension (diagnosed < 6 months)	Sleep apnea
Crohn's disease	Kidney disease	Stroke/transient ischemic attack
Diabetes	SLE/Lupus	Ulcerative colitis
Drug abuse and/or treatment	Melanoma	

What risk classes are available for accelerated clients?

Accelerated clients will receive Tobacco Preferred, Non-Tobacco Preferred, or Non-Tobacco Preferred Plus offers, whichever is the best rate class available for that client.

Intelligent Underwriting BGA FAQ

Who is responsible for ordering the abbreviated exam and lab?

Abbreviated exam and labs are ordered automatically by Nationwide if the client is not eligible for acceleration. Orders go directly to APPS. The client should expect to get a call from APPS within 48 hours as part of the process.

Who is responsible for ordering APS records?

This process has not changed. The BGA will continue to order all APS records as directed by the underwriter, unless the BGA specifically requests that Nationwide do so.

What if the client has already completed a full paramedical exam?

The option for canceling the tele-interview will be given. However, if the tele-interview is not completed, the application would not qualify for acceleration.

Does the BGA have access to the insured's medical requirements?

Yes. If the offer is *Approved Other Than Applied*, Nationwide will release the file to the BGA. This includes a transcript of the tele-interview and abbreviated exam results. An *Authorization to Release Information* form will also be required.

Is temporary insurance available for this process?

Yes. The Temporary Insurance Agreement is available.

Can replacement forms and 1035 forms be eSigned?

In iPipeline, the Existing Insurance screen will ask 1035 and replacement questions. The replacement forms can be eSigned.

If the 1035 is external, the form will not generate because most relinquishing carriers require wet signatures.

Is the Long Term Care Rider available?

Yes. The LTC Rider can be selected and the LTC Supplement is part of the application packet.

Is the Intelligent Underwriting process handled by a separate team of case managers and underwriters?

No. The same dedicated BGA team of underwriters and case managers at Nationwide will handle all applications submitted through the Intelligent Underwriting process, just as they do for cases that go through our traditional underwriting process.

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