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July 2, 2010

## **Informal Inquiry Quote Process Information**

Effective July 6th, The Hartford will introduce a revised Inquiry Quote Request form to make submitting business easier.

Changes/Additions include:

- Increased font size for ease of readability
- A producer information section
- Removal of personal information questions
- Check boxes to indicate product type
- Streamlined client history and medical information sections
- Optional medical history page to allow additional space when needed

The new Inquiry Quote Request will be available on Smartforms from HartfordInvestor.com on July 6th.

## **Authorizations on Informal Inquiry Business**

When submitting informal inquiries, remember proper authorization is required to allow review/ordering of medical records. To avoid delays, please ensure that appropriate authorizations are included at time of submission. Acceptable authorizations include:

- MIB Authorization (ILO-1000) or Firm authorization indicating The Hartford as a carrier; required to review the client's information
- The Hartford HIPAA form (LCM-03-167-3-03) authorizing release of information to The Hartford if medical records will be ordered

Multiple authorizations may be required; one to allow review of the client's file and the HIPAA authorization allowing The Hartford to obtain medical records.

## **Informal Inquiry Cases Available on App Status on HartfordInvestor.com**

Effective July 6th, inquiry cases will be viewable on App Status by the submitting firms. Cases will reflect current information including updated status and provide details on the inquiry requirements received that were used in assessing the offer. This information will also be available to Sales Field Office staff through their staff code roll up view.

### **Questions?**

For questions, please contact the New Business Contact Center at 1-800-246-4819.

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