

Important Information: Medical Records

November 30, 2005

New Business Operations has been working with a second medical records vendor, WFI. Results have been very favorable and some important procedures have recently changed.

You normally submit a signed HIPAA Authorization form (#62397) with applications so medical records can be ordered. Some doctor's offices require separate, non-standard medical information release forms.

- ✓ When WFI encounters this situation, the release form will be sent to Case Managers who will forward the form to the respective agent for completion with the client. If agents prefer, Case Managers are available to contact the customer for form completion. Requests to involve the Case Manager can be made on a case-by-case basis.
 - **Please be sure to respond to the Case Manager's request if you'd like him or her to follow up with the client!**
 - **Please be sure to follow up with clients to ensure they send in the form!**
- ✓ As previously indicated, you will no longer need to complete the MRR form (#81800 4-03) when submitting applications, and this form will be removed from our Forms Book effective 1/1/2006.

Long Term Care Insurance underwritten by:

General Electric Capital Assurance Company
In New York, GE Capital Life Assurance Company of New York

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