

# Need to Order Medical Records? Human API makes it Quick, Easy & Secure!

The carriers have partnered with Human API to empower applicants to quickly and securely share their electronic health data.

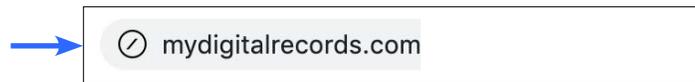
Before getting started, it is helpful if your clients collect their provider's patient portal system login credentials. A "patient portal" is a secure site where providers provide medical information related to medical visits, test results, health reminders, etc.

See below for additional information on how the Human API process works.

## How it works

### 1 Share the Human API link

Send your clients to **mydigitalrecords.com** to begin the process. For added convenience, you can use the email template on page 3 when sending the link to your client.



### 2 Client enters basic information

Once your client has accessed the Human API site, they will be asked to provide some basic details (e.g., first name, last name, date of birth, and email address) **before clicking "Get Started"**

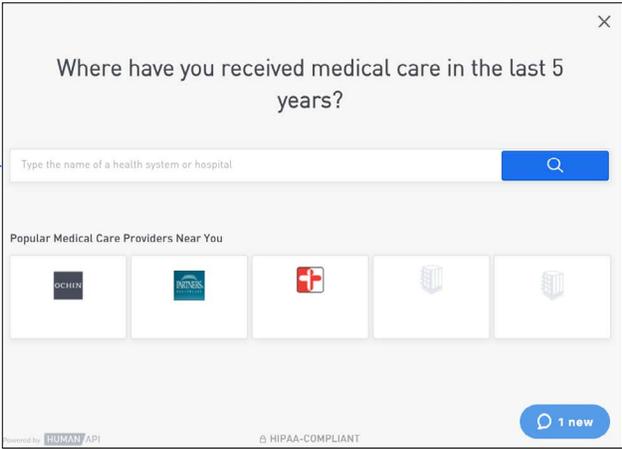
A screenshot of a registration form with four input fields: "First name", "Last name", "Date of Birth" (with a placeholder "MM/DD/YYYY"), and "Email". Below the fields is a blue "Get Started" button and a small logo that says "Powered by HUMAN API". Blue arrows point from the text in step 2 to each of the four input fields.

### Tip

Have your clients gather a list of the providers they've seen in the past 5 years.

### 3 Connect accounts

a. Your client will search for their hospital system(s) or medical provider(s). They can also search by physician name.



Where have you received medical care in the last 5 years?

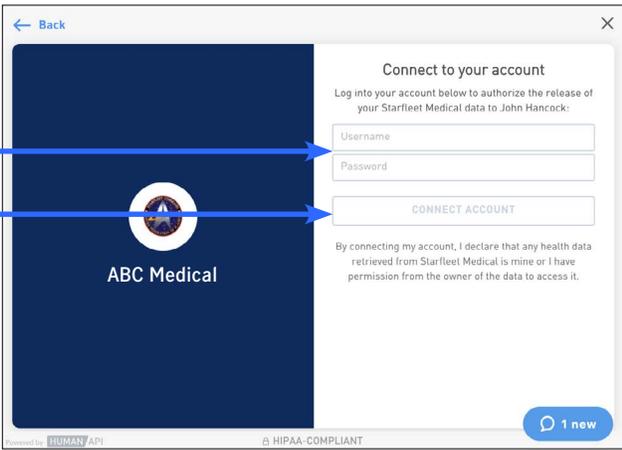
Type the name of a health system or hospital

Popular Medical Care Providers Near You

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This screenshot shows a search interface. At the top, it asks 'Where have you received medical care in the last 5 years?'. Below this is a search bar with the placeholder text 'Type the name of a health system or hospital' and a magnifying glass icon. Underneath the search bar, there is a section titled 'Popular Medical Care Providers Near You' which displays five icons representing different medical providers. At the bottom of the interface, there is a footer that reads 'Powered by HUMAN API', 'HIPAA-COMPLIANT', and a blue button with a magnifying glass icon and the text '1 new'. A blue arrow points to the search bar.

b. Once your client has located their hospital system(s) or medical provider(s), they will **enter their patient portal login credentials** and **click “Connect Account”**.



Connect to your account

Log into your account below to authorize the release of your Starfleet Medical data to John Hancock:

Username

Password

CONNECT ACCOUNT

By connecting my account, I declare that any health data retrieved from Starfleet Medical is mine or I have permission from the owner of the data to access it.

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ABC Medical

This screenshot shows a 'Connect to your account' form. On the left side, there is a dark blue vertical panel with a white circular logo containing a star and the text 'ABC Medical'. On the right side, there is a white form with the title 'Connect to your account' and a sub-header 'Log into your account below to authorize the release of your Starfleet Medical data to John Hancock:'. The form contains two input fields: 'Username' and 'Password', followed by a 'CONNECT ACCOUNT' button. Below the button, there is a disclaimer: 'By connecting my account, I declare that any health data retrieved from Starfleet Medical is mine or I have permission from the owner of the data to access it.' At the bottom of the form, there is a footer that reads 'Powered by HUMAN API', 'HIPAA-COMPLIANT', and a blue button with a magnifying glass icon and the text '1 new'. Two blue arrows point to the 'Username' and 'Password' input fields.

Once the accounts have been successfully linked, your client will receive an on-screen confirmation message. We will receive notification when the electronic health records are available to retrieve (usually within 24 hours) and will attach to the case for underwriting review.



#### Need help?

If your client needs assistance at any point during the authorization process, Human API's site offers a Live Chat feature. Their dedicated support team is available to help on business days between 9:00 AM – 8:00 PM EST.