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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.

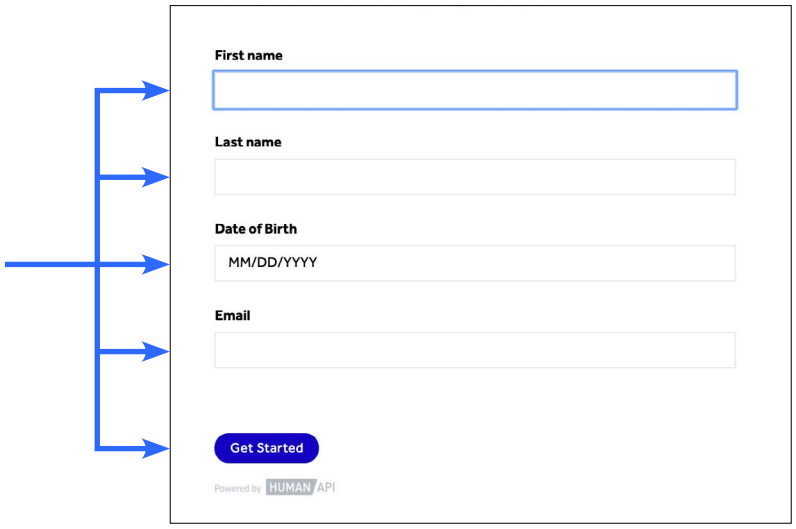
How it works

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

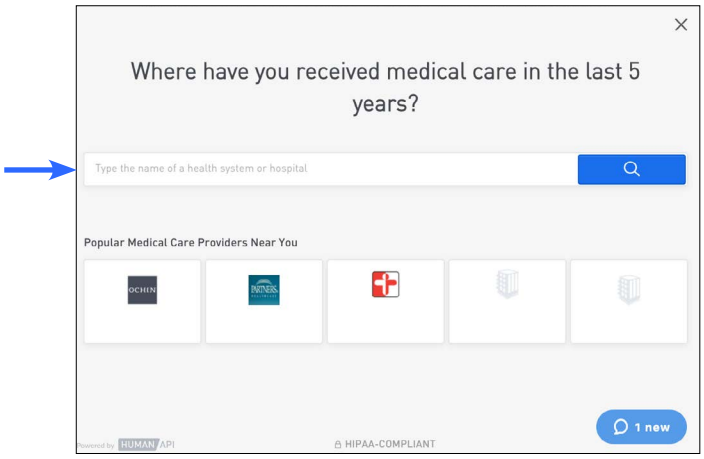
Once your client has accessed the Human API site, they will be asked to provide some basic details (e.g., first name, last name, date of birth, and email address) **before clicking "Get Started"**



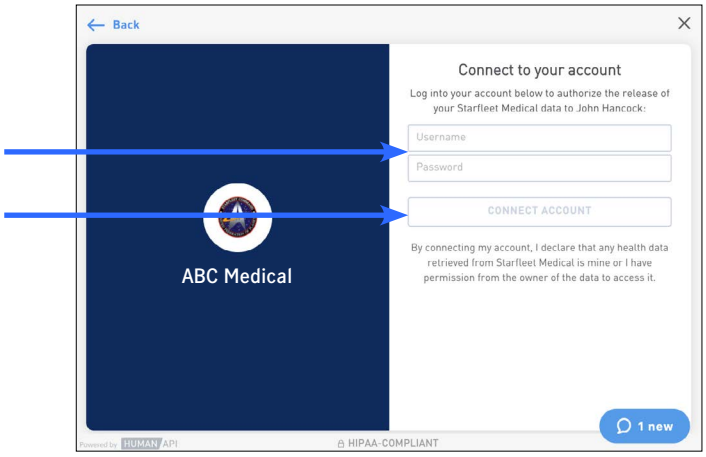
Tip
Have your clients gather a list of the providers they've seen in the past 5 years.

3 Connect accounts

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



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"**.



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.