

LIFE SOLUTIONS

The Lincoln Leader

MARCH 14, 2022
VOLUME 20, ISSUE 5

Digital Underwriting and *Lincoln TermAccel*® Expansion Coming Soon – March 28, 2022

In today's rapidly changing digital world, life insurance customers increasingly expect a purchase experience more consistent with those offered by "born digital" companies. Lincoln is leading the way in creating an end-to-end experience for financial professionals and clients that makes doing business easier, faster and more convenient.

Over the last several years, Lincoln's Underwriting & New Business department has significantly ramped up new technological capabilities to improve the speed, accuracy and efficiency of our processes, from quick quotes and new business submission all the way through policy delivery.

Today, we are pleased to announce the next milestone in our "Digital Underwriting Evolution" journey, along with a product enhancement to expand the maximum face amount for *Lincoln TermAccel*® policies.

What You Need to Know

The following product and process enhancements are effective beginning March 28, 2022:

Product Update

The maximum face amount for *Lincoln TermAccel* cases will increase to \$2.5 million (up from \$1 million)

Process Updates

For all *LincXpress*® (Term, UL, IUL, VUL) and *Lincoln TermAccel* ticket submissions ages 18-60:

- **Automated Underwriting** and **Lab-Free consideration** will be expanded to face amounts through \$2.5 million (up from \$1 million), and
- **Medical Claims Data (Dx)** will now be leveraged on cases through \$2.5 million to enable quicker underwriting decisions while reducing the need for Attending Physician Statements

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There will be no changes to the ticket submission process for these cases.

- eTicket submission: Available for *LincXpress* and *Lincoln TermAccel*
- Paper ticket submission: Available for *LincXpress* only

Additional details and transition guidelines will be provided in the Lincoln Leader on March 28, 2022.

Understanding Terminology

Automated Underwriting (AU)	A rules-based system utilizing a “Digital Underwriter” designed to mimic the exact rate class decision of a human underwriter.
Accelerated Underwriting (Lab-Free)	Consideration for the lab- and exam-free process is determined by the rate class decision and predictive modeling.
Electronic Health Records (EHR)	<p>Electronic Health Records (EHR) are a digital version of an applicant’s health records that can be used to create streamlined summaries, Continuity of Care Documents, or a full reproduction of the information traditionally obtained from an Attending Physician Statement (APS).</p> <p>EHRs include electronic medical records received from health care provider systems or Health Information Exchanges, as well as patient portal data with permission from the insured to access the patient portal(s) of their health care provider(s).</p>
Medical Claims Data (Dx)	<p>Medical Claims Data (Dx) includes any billed diagnostic, procedural, or durable medical equipment (DME) codes incurred by an applicant during health care visits, hospital admissions, and other methods of care. Dx, in combination with Prescription Data (Rx), can be incorporated into rules that identify the likelihood and severity of specific impairments.</p> <p>The information provided by Dx may provide enough information to eliminate the need for EHR and/or an APS. Additionally, this information may provide validation for a case that may otherwise be declined, to now be eligible for an offer.</p>

To learn more about Lincoln’s Digital Underwriting Evolution, view our [timeline](#):



eNIGO Expansion

Coming soon – availability for trust and entity-owned policies

Starting March 28, 2022, Lincoln is excited to announce the expansion of our popular eNIGO tool to trust and entity owned life insurance cases, including Lincoln *MoneyGuard*®. This will allow clients of these pending policies to complete and sign outstanding form requirements electronically from the pending website. We are confident that by expanding the capacity of eNIGO our partners will enjoy bringing the benefits of our electronic capabilities to all their business.

Why eNIGO?

This feature helps close the gap from submission to placement by offering electronic signature (eSignature) capability through DocuSign, resulting in:



Fewer In-Person Client Touchpoints

Eliminates the need for wet signatures to update forms after application packet submission



Quicker Turnaround & Reduced Cycle Times

Form NIGOs are resolved more quickly and efficiently



Reduced Exception Requests

eSignature capability makes it easier for the agent and client to resolve NIGOs prior to policy issue

Please contact your dedicated Lincoln Underwriting & New Business team with any additional questions.

Only 2 Weeks Until the New Unified Application Launches

The new application launches March 28, 2022. Get the details [here](#).

New Lincoln Concierge Care Coordination Website

Launching March 14, 2022

As we continue to find innovative ways to evolve how we meet customers' needs, we are pleased to announce we are launching a new Lincoln Concierge Care Coordination site in partnership with The Helper Bees, an insurtech company delivering solutions that allow older adults to successfully age in place.

The new Lincoln Concierge Care Coordination site will provide policyholders with up-to-date, relevant content with the value of self-initiated access to expert guidance. Through the site, policyholders can contact The Helper Bees staff who will help find care providers or assist in the development of an action plan that empowers the policyholder to remain safe and retain their independence at home. These tools and resources are available before people are eligible for or need long-term care services.

Access to the site will be granted to policyholders at policy issue and will be solely through the LincolnFinancial.com policy details login. This allows policyholders to have one sign-in and offers enhanced security for their Lincoln policy. The service is available to new and existing policyholders of a Lincoln *MoneyGuard* or life and long-term care combination product.

Long-Term Care Claims Updates

Starting March 2022

We are pleased to announce that we have partnered with a third-party, LTCG, to handle the long-term care claims process, including notice of claim, eligibility decision, invoice management and recertification, effective March 2022.

Lincoln strives to continuously improve the experience and by partnering with LTCG, Insureds and their families will benefit from:



Simpler client experience – LTCG will handle the claims process, focusing on reducing customer effort and helping customers appropriately manage their benefits.



Robust online functionality – LTCG has functionality that will allow our customers to submit and track their claim status online.

No action is needed from you or your clients at this time. If you have any questions, please contact our Customer Contact Center at 800-487-1485.

Reminder: New York *MoneyGuard*® Product Suspension

Last day to submit applications is March 25, 2022. Important Placement Guidelines included below.

Reprinted from the Feb. 28, 2022 Lincoln Life Leader

Due to the existing regulatory environment in New York, Lincoln Life & Annuity Company of New York (Lincoln) is unable to maintain a modern portfolio of *MoneyGuard*® hybrid life insurance products in the state and will be suspending new *MoneyGuard*® sales in New York until further notice. These changes do not impact existing policyholders.

The following product currently sold in New York will be suspended after March 25, 2022:

- Lincoln *MoneyGuard*® II NY

Submission and placement deadline

- All New York applications for the product listed above must be received in-good-order at Lincoln by March 25, 2022, and
- All pipeline cases for the New York product listed above must be placed inforce, or 1035 exchange initiated by June 30, 2022
- Any case not placed inforce or 1035 exchange initiated by June 30, 2022 will be cancelled

As a reminder, [New York Solicitation and Situs guidelines](#) must continue to be followed. For any New York resident (Proposed Insured or Owner) applying for life insurance coverage outside of New York no part of the sale can take place in the state of New York. All sales activities including solicitation, paperwork signing, and policy delivery must be conducted in the state of situs, and all paperwork and forms must align to the state of situs. Additionally, the New York resident (Proposed Insured or Owner) must sign the Out of State Verification Form. An article [with important New York Situs reminders](#) is also available as a reference.

At this time, there is no date set for the future availability or reintroduction of *MoneyGuard*® products in New York. Any updates will be communicated through the Lincoln Life Leader. Please contact your Lincoln representative with any questions.

Lincoln *MoneyGuard* II NY – Placement Guidelines

Applications for Lincoln *MoneyGuard*® II NY – 07/12/21 will be accepted until March 25, 2022 with policies needing to be placed in force or 1035 exchange initiated by June 30, 2022. Please see below for important information associated with these dates.

- For applications to qualify for *MoneyGuard*® II NY, a projection of values and the completed application Part 1 must be signed, dated and received in-good-order by Lincoln’s home office by Friday, March 25, 2022.
- As of March 26, 2022, *Lincoln DesignIt*™ and WinFlex will be updated to no longer allow for new submissions. Between March 26, and June 30, only Revised illustrations will be allowed.
- Ensure that you are appropriately credentialed. Clients of financial professionals who are not properly credentialed to solicit business when the paperwork is submitted will be subject to product availability in effect on the date when the financial professional becomes properly credentialed and resubmits the paperwork.
- New York Reg 187: Please note that effective February 1, 2020, financial professionals are now required to complete two presale training courses prior to soliciting new business or servicing existing business in New York. Specifically, the trainings include:
 - NY Regulation 187 Best Interests Training; AND
 - Carrier Specific Product Training
 - You will not need to retake these trainings if you have already completed them. In accordance with NY Regulation 187, the enhanced documentation and suitability review are still required before policy issue.

State Approvals

Updates since Feb. 14, 2022

No Updates

[View State Availability Grids](#)

Products and features are subject to availability and may vary by state.

Contractual obligations and Guarantees are subject to the claims-paying ability of the issuing company:

- The Lincoln National Life Insurance Company of Fort Wayne, IN; or
- Lincoln Life & Annuity Company of New York of Syracuse, NY.

Variable products distributed by Lincoln Financial Distributors, Inc., Members of Lincoln Financial Group.

Lincoln Financial Group® affiliates, their distributors, and their respective employees, representatives, and/or insurance agents do not provide tax, accounting, or legal advice. Please consult an independent financial professional as to any tax, accounting, or legal statements made herein.”

The Lincoln National Life Insurance Company does not solicit business in the state of New York, nor is it authorized to do so.

Variable insurance products are sold by prospectus. Consider the investment objectives, risks, charges, and expenses of the variable product and its underlying investment options carefully before investing. The prospectus contains this and other information about the variable product and its underlying investment options. Please review the prospectus available online for additional information. Read it carefully before investing.

Only registered representatives can sell variable products.

Not a deposit
Not FDIC-insured
Not insured by any federal government agency
Not guaranteed by any bank or savings association
May go down in value

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LCN-4500050-030922



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