



When it's time for your telephone interview and health exam, it's only natural for you to have questions. At American General Life, we want to make sure you are prepared and have answers to your questions before the process begins.

## Tips for a successful exam

- Drink plenty of fluids prior to the exam.
- Fast for at least eight hours prior to exam unless otherwise medically prescribed.
- Avoid strenuous exercise or activities for 24 hours prior to the exam.
- Prepare doctor, clinic, diagnoses and prescription information.
- Have a government issued ID available.
- Allow an extra 15–20 minutes for an EKG (if required).

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### Client Preparation Guide

Policies issued by American General Life Insurance Company and The United States Life Insurance Company in the City of New York.

## Preparing for your telephone interview and exam



## What you can expect

Within 24 hours, you will be contacted by a trained professional to begin your paramedical process. At this time, your 20–30 minute interview will begin.

## How to prepare for your telephone interview

Having the following information available will help you keep your interview as short as possible:

- Your driver's license number.
- Names, addresses and phone numbers of doctors and clinics visited in the past 5 years.
- Names and dosages of all prescription and nonprescription medications you take.
- List of medical conditions or diagnoses including date of diagnosis, treatment, result of treatment and treating physician information.
- Personal calendar or several times available for the paramedical exam.

## How to prepare for your exam

Your paramedical exam should take about 20 minutes. A trained medical technician will show you a photo ID confirming their employer and provide you with an application package. You will need to review and provide your signature to complete your paperwork, if you did not sign electronically. If your policy type allows the option of signing electronically, you can request this option during the telephone interview.

## In addition to the application, your exam will include:

- Height and weight – a calibrated scale and measuring stick/tape will be used to accurately collect measurements.
- Three blood pressure and pulse readings at different times during the visit.
- Urine and blood samples.
- Depending on your age and medical history, an EKG may be required.

## Access your lab results online

Your health exam is a good opportunity for you to get a "snapshot" of your health and condition. As an additional service, we've partnered with Clinical Reference Laboratory (CRL<sup>®</sup>) to deliver your lab results securely and conveniently online via AccessMyLab<sup>™</sup>.\*

Getting your results through AccessMyLab is fast and easy. No user name or password is required, and you can save and print the results for your records and future reference.

Lab results should be available no later than 14 days after your exam. Here's how to use AccessMyLab to view results\*\*:

- Go to [www.AccessMyLab.com](http://www.AccessMyLab.com) and enter the Slip ID number, located on either the consent form or the yellow AccessMyLab document provided by the examiner at the time of your exam.
- When prompted, enter the last four digits of your personal phone number. This should be the phone number indicated on the lab slip and the yellow AccessMyLab document provided by your examiner.
- A PIN will be provided to you via text or voice message.
- Enter the PIN to view your lab report online.
- Save or print.

\* If your paramedical exam is conducted at a Quest Diagnostics PSC center, lab results will not be available online. Instead, your final policy paperwork will include a short form you can fill out and send to the laboratory to obtain your exam results by mail.

\*\* While most laboratory testing results will be available online, there may be some scenarios where this information cannot be provided due to the sensitive nature of the test results.

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