



New online EOI process leads to faster decisions

Employers and their employees are busy, and they may not have time to fill out and mail paper evidence of insurability (EOI) forms. But there's good news—the Principal® EOI process can now be completed online.¹

This new process is simple and leads to faster decisions. Here are some of the benefits:

- **More efficient, streamlined process.** Employees enter information directly into the system, so there's a better chance of receiving the information we need to make a faster decision.
- **Immediate responses for approval.** Coverages are auto approved if no additional review is needed, so employees are insured sooner.
- **Readily available status updates.** Employers can monitor the status online through each step of the process.

Eligibility requirements

Here are the requirements for a group to be eligible for online EOI:

- Contract state is not CA, DC, LA, ME, MA, MT, NH, NJ, NY, VA, or WA.
- Existing case—not currently available with new cases.
- Coverages where proof of health is needed.
- Standard accounting customer.
- eService accounts for employer and employees.

This [overview](#) includes detailed information about how the process works and what to expect—and it can also be shared with employers.

Recent news

- **New Emotional Health Support Line.** As of July 1, 2021, group benefits clients² have access to a new Emotional Health Support Line through Magellan Healthcare. Employees covered by any of our group benefits will have access to licensed behavioral health clinicians who provide emotional support, tips for healthy coping, and referrals to local resources.
- **Coming soon: A new effort to update employees' salaries.** We wanted to give you a heads up that we may be [contacting employer clients](#) of yours to ask them to update their employees' salary information if it hasn't been updated in two or more years. Why? Having up-to-date data helps employees to get accurate information about their benefits and helps ensure the claims process goes smoothly.

- **Updated eService demo video.** You and your clients can learn about the benefits of eService by watching [this video](#)—now updated to include the online EOI process.

Let's connect

Contact me if you'd like to learn more about the new online EOI experience.

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¹ Not currently available for third party administrators.

² Not available for group life policies issued in NY.

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EC5126 | 07/2021 | 1703483-072021