John Hancock®

Human API

A quick and secure way to share your health data

In order to expedite access to the health records that are required at this stage of the life insurance application process, John Hancock is working with Human API, one of our most trusted service providers. This platform gives you a safe and secure way to electronically share your health data.

To use Human API, you will need your login credentials for your providers' patient portal system(s). A "patient portal" is a secure site where providers store medical information related to doctor's visits, test results, health reminders, etc. You will be asked to connect patient portal accounts for providers you've seen in the past five years.
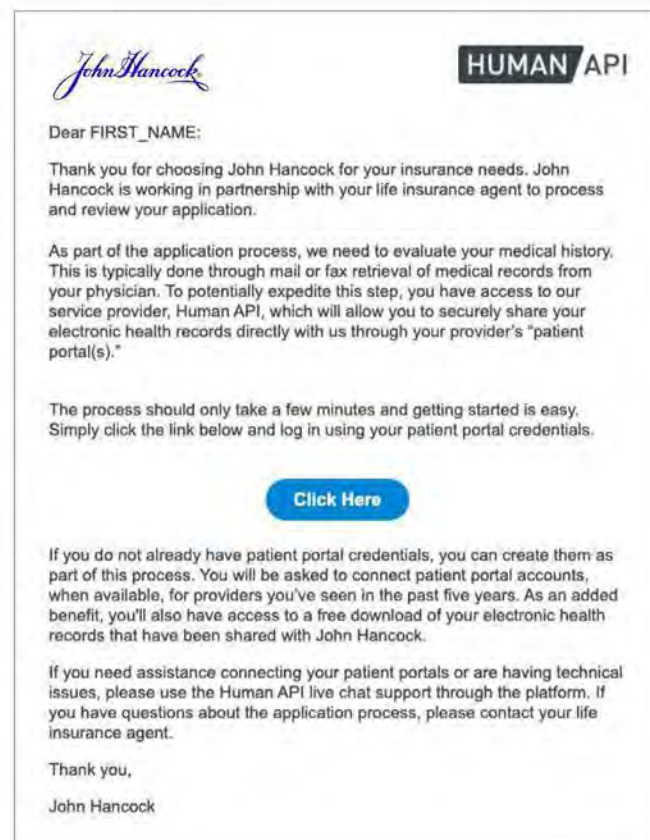
Keeping your information safe

With Human API, you are always in control of your personal information. You can connect and disconnect any data sources, authorize or revoke access to any company, and save or delete all of your health data at any time. Human API encrypts your personal data on its HIPAA-compliant platform and does not share your identifiable data with any third party without your consent.

How it works

1

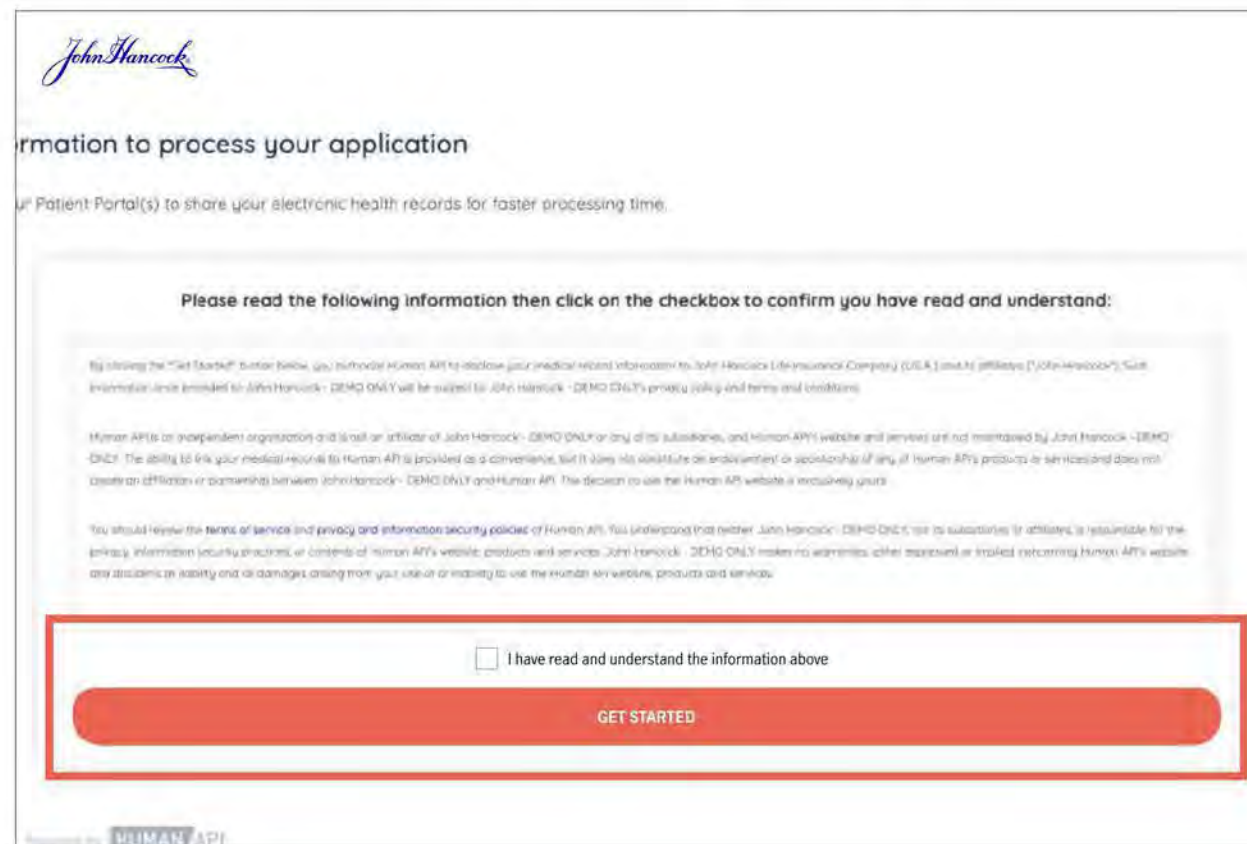### Visit the Human API site

You will receive a notification from **"Human API <notifications@humanapi.co>"** when it is time to connect your patient portals. Select **"click here"** from the email to access the platform.

2

Get started

On the landing page, read the overview, **check the box** confirming you've reviewed the information, and click **"get started"**.
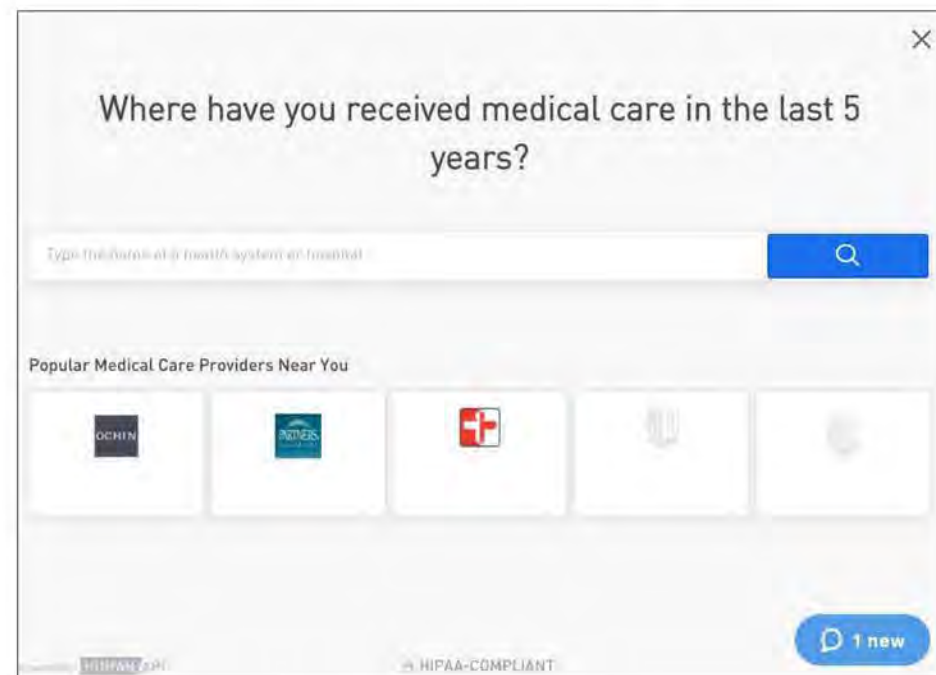

Tips

It is helpful to mark *notifications@humanapi.co* as a "safe" contact within your email platform so you don't miss any important communications.

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You will have five days from the initial request to connect your patient portals.
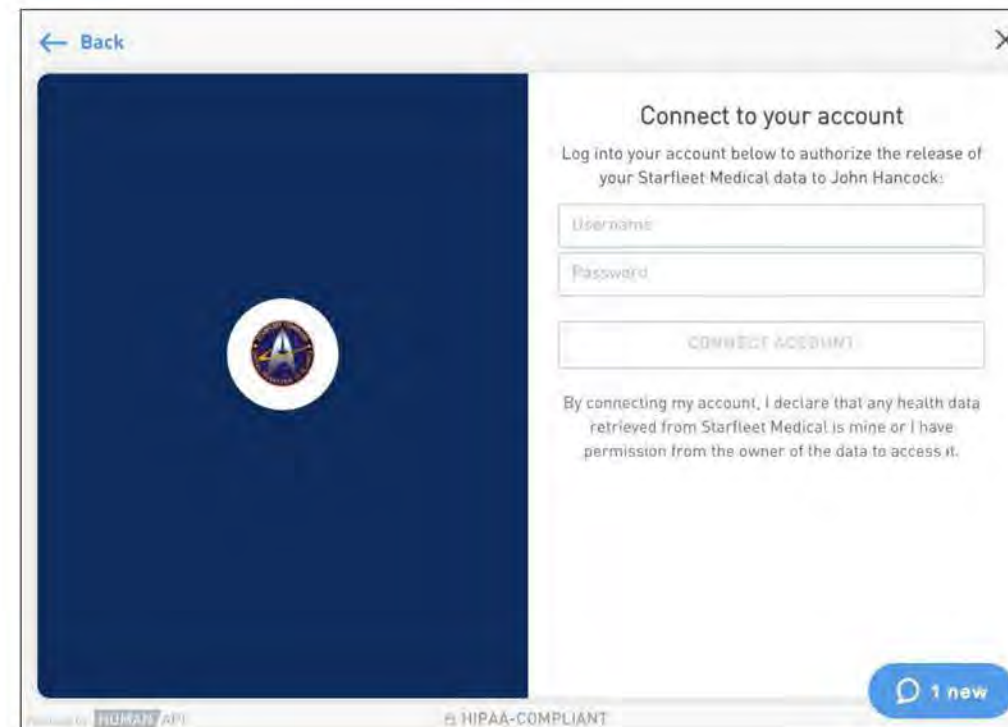
3

Search for a provider

Search for your hospital system(s) or medical provider(s). You can also search by physician name.

4

Connect accounts

Once you have located your hospital system(s) or medical provider(s), **enter your patient portal login credentials** and **click "Connect Account."**


Tip

Need to stop and finish connecting your accounts later? No problem. If you exit Human API, you will receive an email notification containing a personalized link to your account. When you're ready to resume, simply click on the link in the email to pick up where you left off.

5

Connect additional accounts

If you have additional patient portal accounts to connect, click on **"Select another source"** then **"Add new connection."** Follow steps 3-4 to connect the additional account(s).
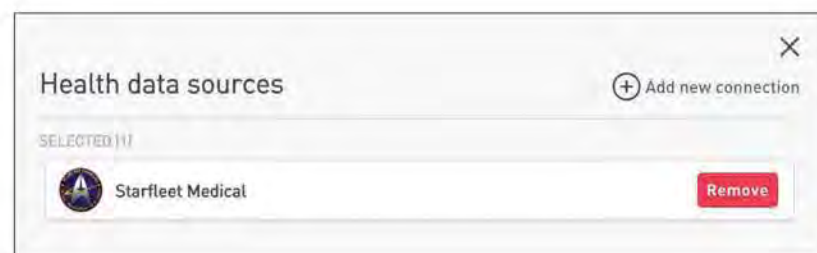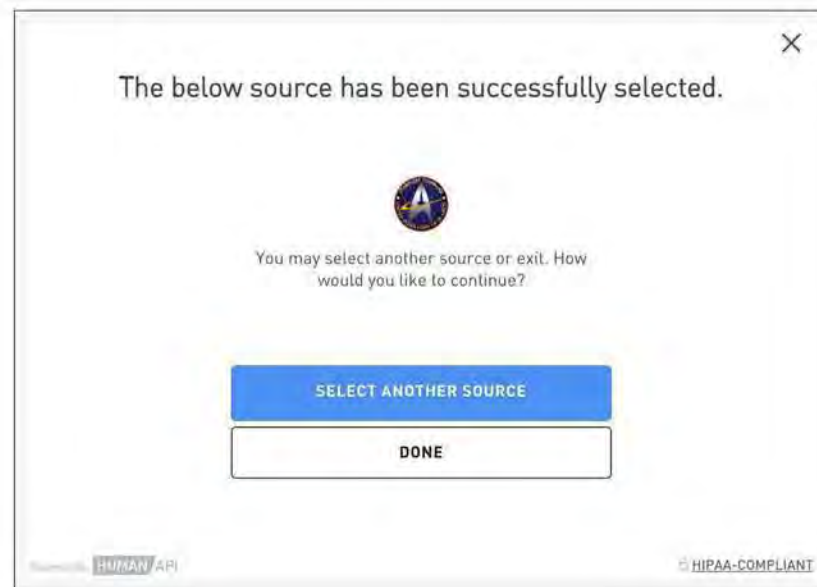
Once you have successfully linked all of your patient portal accounts, click "I'm finished connecting accounts." After John Hancock has conducted an underwriting review of your health records, your financial professional will provide you with an update.

Need help?

If you need 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 a.m. – 8:00 p.m. EST. Alternatively, you may send an email to help@humanapi.co.

Contact Human API here