



Insurance Testing Services

Life, Entrusted to Our Care



High Quality Science with a Human Touch

Clinical Reference Laboratory, Inc. (CRL) provides a full range of blood, urine and oral fluid testing for the life, disability, LTC and health insurance industries. From cardiac risk to viral infection, we have the capabilities, backed by our own research and data, to manage all of your insurance testing needs and ultimately, to help improve your risk selection. With a comprehensive test menu ranging from routine laboratory services to the latest in molecular testing, we are committed to providing high quality science with a human touch.

Customer Service Based on Choice

Personalized customer service has always been a hallmark of CRL. Our focus is on giving our customers the most choice in their service experience with CRL.

Choice simply means meeting operational needs in whatever form preferred by our clients. We have invested heavily in technologies to make our service more efficient and more effective and we are committed to a personal customer service approach.

Your inquiry or service request will be handled in whatever manner best fits your needs. That includes a real voice on the end of the phone and a pleasant "thank you" along the way.

Have a Customer Service Need?

Contact our Insurance Services Customer Service department.

Email: InsuranceCS@CRLcorp.com
Phone: 800.882.1922
Fax: 913.492.8880

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CRL has pioneered Smart Profile[®], a process to define comprehensive risk assessment testing customized to fit the needs of the carrier by utilizing extensive evidence based research to improve overall risk selection.

Every aspect of our testing process is monitored and evaluated to ensure accuracy. We are committed to developing flexible business processes to address the industry's ever changing technical and information requirements.

CRL Services

Swift Screen[™]

Allows carriers to outsource the screening of ECG's using qualified physician's well known in the industry. The results are returned quickly and inexpensively.

iHealth Savvy[®]

Lab results are made available online for the applicant to view and print. CRL can also mail a copy of the laboratory report to the applicant.



CLINICAL REFERENCE
LABORATORY®

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MVR's

CRL can order MVR's upon receipt of the lab sample or upon special request. Results are quickly delivered electronically.

Data Entry Services

The CRL lab slip includes valuable health history information. This health history can be displayed on the lab report to assist underwriting.

Document Imaging

All documents received at CRL can be imaged and transmitted electronically.

ASAP™

Document imaging with a QA/QC process performed to ensure that documents are in good order before the images are transmitted.

Zip zAPP®

A simple, yet powerful web based tool that allows life insurance agencies to submit images of applications and case documents to an insurance carrier's home office.

Specimen Tracking

Underwriters, examiners and agents have the ability to track the status of each specimen at Status.CRLcorp.com.

Web Oasis®

CRL's secure internet based reporting system that allows users fingertip access to lab results, imaged documents and the ability to order additional tests.

If you would like to explore how these services would bring added value and efficiencies to your operation, please contact a team member today for more information and a demo.

Phone: **800.445.6917**

Email: **InsuranceSales@CRLcorp.com**

Web: **www.CRLcorp.com**

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