Third Party Caller Designation

Introduction

Use this form to authorize individuals to whom John Hancock may disclose information regarding your Long-Term Care policy.

Questions about this form?
☎ 1-800-377-7311

To email this form:
LTCForms@jhancock.com

See the end of this document for return instructions

1. Policy Information

Insured's Name: First ____ Middle ____ Last ____

Insured's Address: Street ____ City ____ State ____ Zip ____

Policy Number(s): ____

Home Phone Number: ____ Cell Phone Number: ____

2. Authorized Individuals

John Hancock is authorized to disclose, telephonically, information about my Long-Term Care policy to the individuals designated below:

Designee Name: ______________________________ Designee Name: ______________________________

Designee Name: ______________________________ Designee Name: ______________________________

Designee Name: ______________________________ Designee Name: ______________________________

4. Authorization

The information is limited to: policy benefit information, premium payment information, benefit period, claim approval, dates of service, provider approval status, and payment mail dates. CSR cannot provide full SSN or bank account number.

I understand that:

1. By signing this document I am providing written authorization to disclose policy specific information to the designee(s) listed above on an ongoing basis. In order to release any medical related information, the Policyholder must complete the HIPAA release form.
2. The caller must be able to authenticate via our Call Center guidelines.

SIGN HERE

Insured's Signature (Or Legal Representative) ____ Today's Date (MM/DD/YYYY) ____

Submission Instructions

To mail this form:
John Hancock Financial Services
PO Box 55978
Boston, MA 02205

To email this form:
LTCForms@jhancock.com

To fax this form:
1-617-572-6010

Need more information? Call:
Monday through Friday
8:00 A.M. to 6:00 P.M. Eastern Time
John Hancock Long-Term Care: 1-800-377-7311
TTD Hearing/Speech Impaired: 1-800-832-5282

Long-term care insurance is underwritten by John Hancock Life Insurance Company (U.S.A.), Boston, MA 02117 (not licensed in New York) and in New York by John Hancock Life & Health Insurance Company, Boston, MA 02117