


MassMutual Coverpath New Business for NBCs

This document provides you with information about SLAs, new business support, case status messages and tracking tips.

Topic	Details										
<div style="background-color: #003366; color: white; padding: 10px; text-align: center; border-radius: 5px;">Service Level Agreements</div>	<ul style="list-style-type: none"> • Life Touch Underwriting Review: Within 48 hours • Exam Results: Within 5 business days • APS: Dependent on facility and vendor (parameds.com). • Final Underwriting Decision: Within 5 calendar days of the complete file being received 										
<div style="background-color: #003366; color: white; padding: 10px; text-align: center; border-radius: 5px;">Support</div>	<ul style="list-style-type: none"> • How to Contact the Digital Operations Team: <ul style="list-style-type: none"> ○ Email: support@coverpath.com ○ Phone: 1.866.957.5347 ○ Live Chat: From Coverpath.com click the Chat icon at the bottom left of the page • For support hours and more, click here. 										
<div style="background-color: #003366; color: white; padding: 10px; text-align: center; border-radius: 5px;">Case Statuses</div>	<ul style="list-style-type: none"> • How to Find and Filter Cases • Managing Cases: Editing and Deleting • Case Status Definitions • Case Statuses that require advisor attention/action include: <table border="1" data-bbox="573 1108 1511 1690" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #003366; color: white;">Status</th> <th style="background-color: #003366; color: white;">Sub-Status</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Application</td> <td> <ul style="list-style-type: none"> • "App Submitted" • "TLIC Offer: (rate class): Client acceptance needed by (MM/DD) at (##:##pm)" • "TLIC Offer Accepted: Client signature needed by (MM/DD) at (##:##pm)" </td> </tr> <tr> <td style="text-align: center;">Exam Scheduling</td> <td> <ul style="list-style-type: none"> • "Exam: (status from vendor)" </td> </tr> <tr> <td style="text-align: center;">Underwriting</td> <td> <ul style="list-style-type: none"> • "Underwriting requested operations support" • "Underwriting sent follow-up questions to client" • "Underwriter ordered APS" </td> </tr> <tr> <td style="text-align: center;">Issue</td> <td> <ul style="list-style-type: none"> • "Final Offer: (Rate Class): Send to client by (MM/DD)" • "Final Offer: (Rate Class): Client acceptance needed by (MM/DD)" </td> </tr> </tbody> </table> 	Status	Sub-Status	Application	<ul style="list-style-type: none"> • "App Submitted" • "TLIC Offer: (rate class): Client acceptance needed by (MM/DD) at (##:##pm)" • "TLIC Offer Accepted: Client signature needed by (MM/DD) at (##:##pm)" 	Exam Scheduling	<ul style="list-style-type: none"> • "Exam: (status from vendor)" 	Underwriting	<ul style="list-style-type: none"> • "Underwriting requested operations support" • "Underwriting sent follow-up questions to client" • "Underwriter ordered APS" 	Issue	<ul style="list-style-type: none"> • "Final Offer: (Rate Class): Send to client by (MM/DD)" • "Final Offer: (Rate Class): Client acceptance needed by (MM/DD)"
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<div style="background-color: #003366; color: white; padding: 10px; text-align: center; border-radius: 5px;">Tracking Tips</div>	<ul style="list-style-type: none"> • How to Track Cases on Coverpath for New Business Coordinators <ul style="list-style-type: none"> ○ NBC Video with Jodi Moss ○ NBC Sample Tracking Sheet 										

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