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. 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.

See below for a simple step-by-step guide to using Human API.

How it works

(1) Visit the Human API site

Go to **mydigitalrecords.com/ johnhancock** to begin the process. Your financial professional may also send you an email with instructions to visit the site.

(i) Tip: It is helpful to gather a list of the providers you've seen in the past five years before getting started.

(2) Enter some basic information

Once you have accessed the Human API site, you will be asked to provide some basic details (e.g., first name, last name, date of birth, and email address) **before clicking "Get Started."**
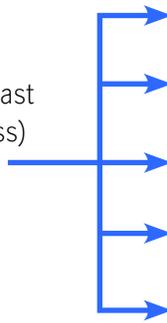
First name

Last name

Date of Birth

MM/DD/YYYY

Email

Get Started

🔒 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.
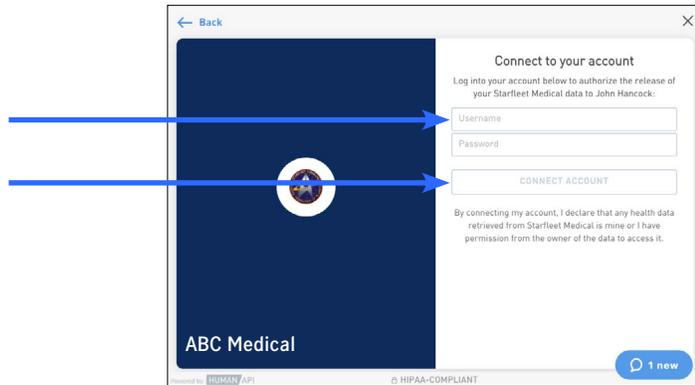
(3) Search for a provider

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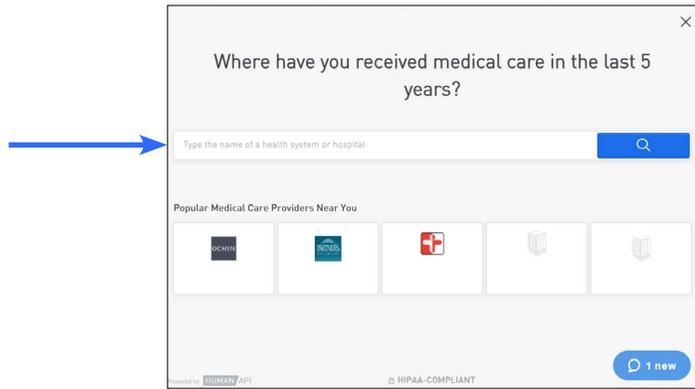
(4) Connect accounts

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

(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).

(i) 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.

Once you have successfully linked all of your patient portal accounts, click "I'm finished connecting accounts." After John Hancock has retrieved your electronic health records and conducted an underwriting review, 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.com.