

# Vendor Service Impacts

Information as of March 24, 2020

Our approved partner vendors are actively monitoring the impact and spread of the coronavirus (COVID-19) and the safety of our mutual clients and staff is of utmost importance. As a result, many vendors are making updates to their processes and we are committed to helping keep you informed.

**The following information is subject to change at any time and we expect to see similar actions taken across additional vendors and/or states. As updates are received, any impacts will be added to this document.**

## Lincoln Business Impact

Lincoln will work with clients to schedule exams and/or obtain necessary information as business operations begin to resume to normal levels. Life insurance applications are good for 1 year from the date of submission and Lincoln will keep the file open as we work to obtain outstanding requirements. **Please note that exams, medical, and other requirements will not be waived.**

Service	Vendor Impact
<p><b>APS</b></p>	<p>Facility closures are being reported across the US and will impact APS Requests, please refer to the Business Impact for handling of affected cases.</p>
<p><b>Criminal Reports</b></p>	<p><b>EMSI (with Comprehensive EIR's):</b>  Files cannot be ordered in the following states: KY, MA, MD, NC, NJ, RI, VT*  Files cannot be ordered in select counties in the following states: AR, CA, GA, IL, MI, MS, NY, PA, TN, TX  Comprehensive EIR's will be completed, noting that the Criminal Report is outstanding.  *Public access to records in VT has been greatly restricted and turn around times will be adversely impacted.</p>

<p><b>Paramed Exam and Labs</b></p>	<p><b>APPS:</b> CA, CT, KY, IL, KY, LA, MD, MI, NV, NJ, NY, OH, TX &amp; WV have issued the strongest “shutdown” orders &amp; the city of Kansas City, MO and surrounding counties in Missouri/Kansas have ordered a shutdown which may hamper services in some areas. They are also currently unable to complete services in PA &amp; Puerto Rico. Where they are unable to complete orders, they will work to schedule out appointments per the location’s shutdown guidelines.</p> <p><b>EMSI:</b> Orders can be completed in all states, however branch offices in Eau-Claire &amp; La-Crosse, WI have suspended in-home paramedical exams only &amp; exams will continue to be performed in these offices by appointment only.</p> <p><b>ExamOne:</b> Unable to complete orders in PA and offices are closed in CA, IL, NY, NV however they are able to complete “mobile” (in home) exams in these four states.</p> <p><b>IMS:</b>          Pennsylvania: Not scheduling exams until further notice. We are accepting new orders for the entire state.          New Jersey: Scheduling exams and accepting new orders          San Francisco Bay Area: Not scheduling exams in certain counties until April 8<sup>th</sup> (Alameda, San Francisco, Santa Clara, Marin, Contra Costa), scheduling exams outside of these counties and accepting new orders.          Puerto Rico: not performing exams but accepting new orders</p>
<p><b>Tax Returns</b></p>	<p>Experiencing delay is results due to closure of IRS Fresno, CA Processing center.</p>

For more details regarding a specific vendor’s protocol related to COVID-19, please reach out directly to your account representative at that vendor.

If you do not have an established relationship with the vendor, please contact Lincoln’s Vendor Management Team at [NBVendorMgt@lfg.com](mailto:NBVendorMgt@lfg.com) for further assistance.