

## SERVICE

## AccessMyHealth™



AccessMyHealth™ should be used for lab results posted after 3/31/23. Financially protecting those who are important to you began when you applied for life insurance. The next step, your health exam, includes laboratory testing. Keeping you informed every step of the way is part of the service experience you can expect from Prudential. That's why we've partnered with Clinical Reference Laboratory (CRL®) to deliver your lab results in a secure and convenient way via AccessMyHealth™, and now it's easier than ever to get a free copy of your results.

### AccessMyHealth™ Offers You:

- ▶ **Convenience:** No paper forms, no registration, no user name or password to remember.
- ▶ **Online availability\*:** Unique process delivers quick, secure results from any device connected to the internet.
- ▶ **Flexibility:** View your results online, print them for your records, and/or share them with your personal physician.

\*While most laboratory testing results will be available online, there may be some scenarios where this information cannot be provided due to the sensitive nature of the test results.

SECURE.  
CONVENIENT.  
SIMPLE.

### Using AccessMyHealth™

1. Upon receiving a text message or phone call indicating lab results are available, follow the link provided. Clients can also visit **AccessMyHealth.com** anytime after they are notified the report is available.
2. When prompted, enter your date of birth. (Phone # should be pre-populated.)
3. A personal identification number (PIN) will be provided to you via text or voice message from an interactive voice system.
4. Enter the PIN to view your lab report online.
5. Save or print your results.

### Security Is a Top Priority

Prudential and CRL are committed to ensuring lab and health information is protected by state-of-the-art security measures. Keeping your lab results secure is one of our most important responsibilities. AccessMyHealth™ was developed to keep sensitive health information protected through a secure, yet intuitive, interface.

If you have any questions about AccessMyHealth™, please reach out to your Prudential representative.

