

# Diligent Follow-Up A-Team

## What Diligent Follow-Up Means

During the first 7 business days, we make 11 attempts to complete the application and order and schedule the medical exam for your client.

<b>Status:</b> Submit to App Team	
<b>Day 1 (first 24 hours)</b>	<ul style="list-style-type: none"><li>• 1st call to client (phone message left if contact is attempted but not successful)</li><li>• Followed immediately by text message</li><li>• System-generated email goes out to the client</li></ul>
<b>Status:</b> A-Team Follow-up 2	
<b>Day 2</b>	<ul style="list-style-type: none"><li>• 2nd call to client (2nd phone message)</li></ul>
<b>Status:</b> A-Team Follow-up 3	
<b>Day 3</b>	<ul style="list-style-type: none"><li>• 3rd call to client (3rd phone message)</li><li>• Followed immediately by text message</li><li>• System-generated email goes out to both client and agent</li></ul>
<b>Status:</b> A-Team Follow-up 4	
<b>Day 4</b>	<ul style="list-style-type: none"><li>• Call one time per day - alternate calling morning and evening, leaving no messages</li></ul>
<b>Status:</b> A-Team Follow-up 5	
<b>Day 5</b>	<ul style="list-style-type: none"><li>• Call one time per day - alternate calling morning and evening, leaving no messages</li></ul>
<b>Status:</b> A-Team Follow-up 6	
<b>Day 6</b>	<ul style="list-style-type: none"><li>• Call one time per day - alternate calling morning and evening, leaving no messages</li></ul>
<b>Status:</b> A-Team Follow-up 7	
<b>Day 7</b>	<ul style="list-style-type: none"><li>• 7th call to client</li><li>• <b>If no response from client, phone message left stating file will be placed on hold until we hear back from them</b></li><li>• Followed immediately by text message</li><li>• Case status email to the agent</li><li>• <b>If client is unresponsive to our contact attempts, case will be closed. If client has engaged in our contact attempts, we will continue our attempts</b></li></ul>
<b>Status:</b> • If client unresponsive: Client Unresponsive to A-Team, Referred to Agent	
• If client has responded at any point, we will continue attempting to contact them	

Once we complete the application, we will follow up directly with the client for additional items.

You will receive a notification regarding your case a minimum of:

- Once every 5 business days
- Whenever the case is touched
- When there is a change in status

Feel free to check your case status anytime online!