



Frequently Asked Questions

Dynacare Insurance Solutions – Scheduler

Why was the DIS Scheduler Developed?

This tool was developed as a self-serve option for applicants, advisors, and MGAs to schedule and self-manage applicant's Tele-Interview appointment.

Do applicant's need an iCare user account to be able to schedule their appointment?

No – Applicant's will receive an email and/or SMS message with a unique link to access the scheduling tool. The applicant will be required to enter their DOB and last name to confirm their identity before being able to schedule their appointment.

What information do you need to contact the applicant?

Please provide the applicants valid cell phone number and email address.

What if the applicant does not have a cell phone number or an email address?

We will revert to calling every 48 hours for a period of 10 days. We strongly suggest the advisor gets involved and schedules the appointment on behalf of their applicant.

If no action is taken by the applicant or advisor, how long before the order is closed?

The order will be placed on hold after 10 days. If we are sending text messages and emails, the applicant will receive 5 more daily messages during the hold period. The hold and invoicing process remains unchanged.

What if the applicant does not have an advisor to intervene if the applicant does not schedule their appointment?

As long as Dynacare receives a valid cell phone number and/or email address, an email and text message will be sent to the applicant to schedule their own interview.

Will someone call the applicant if they do not schedule an appointment using the Scheduler?

Yes – Dynacare will call the applicant after 48 hours to attempt to schedule the appointment by phone.

What if the applicant does not act on the emails and/or text messages received?

We strongly suggest the advisor gets involved and schedules the appointment on behalf of their applicant using the Scheduler.

How many times will you contact the applicant by text and/or email?

We will be sending 1 message every day for 15 days or until an appointment has been scheduled. If the applicant has not scheduled their appointment within the first 48 hours of receiving a file, we will make 1 courtesy phone call to schedule the appointment by phone.

When will the requestor be notified that an appointment has not been scheduled?

We will advise the requestor that the applicant has not scheduled an appointment after 10 days of receiving the file. The file will be placed on hold and will proceed with sending 5 more messages daily. If the applicant has not scheduled after the 15th message, the file will follow our usual hold and invoicing process.

What is the process once a file has been placed on hold due to no scheduled appointment and/or wrong contact number?

The hold process has not changed. If Dynacare is required to place an order on hold, the process remains the same and Dynacare will contact the requestor.

Can you confirm the email address and phone number the system will use to send the email and the subject line?

Email: no-reply-scheduler@dynacare.ca

Subject: Book your appointment

Phone Number: 1.289.401.8311

What is the website to access the DIS Scheduler?

[Home – Dynacare Order Management System](#)

How do I register on iCare to schedule an appointment on behalf of the applicant?

If you are not already registered, please set up an account at: [Registration – Dynacare Order Management System](#)

I received the message, “You do not have access to this page”?

Please try using a different web browser, ie. Chrome, Firefox, etc.

I forgot my username and password; how can I update it?

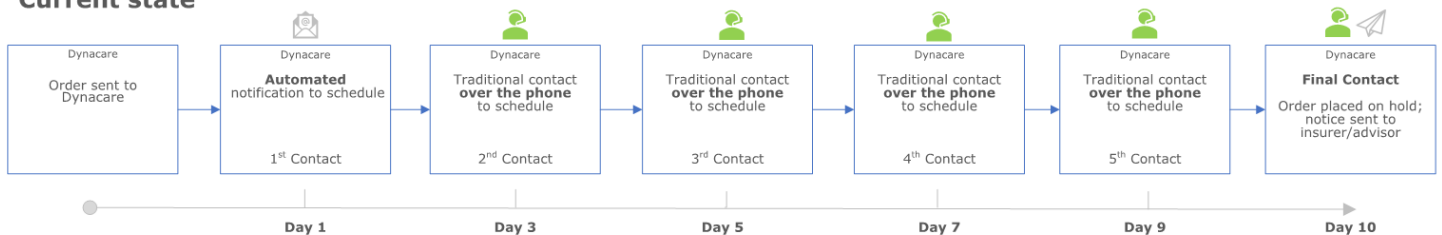
[Recover your password – Dynacare Order Management System](#)

If you do not receive the password reset link, please also look in your junk mail folder.

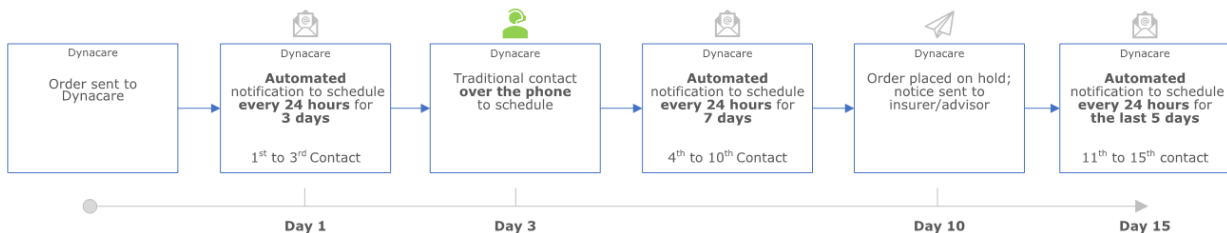
I tried to reset my iCare password and I still can't log in or I did not receive the password reset email link, who can I contact?

Please email our support team at: icare_support@dynacare.ca

Current state



Future state



Legend:

- Automated notification to applicant to schedule their appointment
- Traditional contact attempt over the phone
- Notice to insurer, MGA or Advisor that the request is on hold