



Frequently Asked Questions

Dynacare Insurance Solutions – Order Tracker

Q. Why are some orders experiencing delays?

Advisors are experiencing delays with specimens processed by U.S.-based laboratories unaffiliated with Dynacare. These delays begin once specimens cross the border and are outside of the control of Dynacare.

Q. If Dynacare collected the specimen, why don't they have the results?

Dynacare may not be the processing lab. Some specimens are routed to U.S.-based labs unaffiliated with Dynacare. Please confirm with your insurance company which lab is handling the case.

Q. Does placing an order with Dynacare guarantee that Dynacare is the processing lab?

No. Even if the order is placed through Dynacare, the specimen may be routed to a U.S.-based lab depending on the insurance company's preferred lab partner.

Q. What causes delays with U.S.-based labs?

Delays may be caused by cross-border logistics, customs clearance, third-party lab processing timelines, and specimen viability issues. These are outside the control of Dynacare.

Q. Are recollections required for delayed specimens?

In some cases, yes. If a specimen becomes non-viable due to extended transit or processing delays, the applicant may be asked to complete a recollection. The insurance carrier will determine if a recollection is required and will notify impacted advisors.

Q. What messaging is Dynacare providing to advisors?

Dynacare has issued a mass communication to advisors explaining the situation. An IVR message is also live on the customer care line, and a website pop-up will reinforce the message.

Q. Who should I contact for updates on delayed specimens?

Please reach out to the insurance company directly. They can confirm the lab provider and assist with follow-up.

Q. What is the average turnaround time at Dynacare?

For specimen results (blood and urine) the average turnaround time is three business days from the time of collection until the results are securely delivered to the insurance carrier's underwriting team.

This timeline applies to specimens tested within the Dynacare Canadian laboratories. In some cases, depending on the carrier's preferred laboratory partner, specimens may be transported to a laboratory outside of Canada. When this occurs, additional time is required for cross-border transportation, customs inspection, and transfer to the testing facility.

For overall application decision timelines, please refer to the carrier's underwriting guidelines and standard operating procedures, as these may vary.

Q. What is a "specimen" ? What happens after collection?

A specimen refers to the blood and urine that are collected during a paramedical appointment performed by a Dynacare health professional.

After the collection, the specimens are securely packaged and dropped off with a courier. The courier then transports them either to the Dynacare laboratory in Brampton or to the Canada-U.S. border, depending on the insurance carrier's laboratory preference.

If the samples are destined for a U.S. laboratory, a separate third-party courier retrieves the package at the border and delivers it to the designated U.S. lab once customs inspection is complete.

All specimens collected by Dynacare Health Professionals are handled according to strict quality, safety, and privacy standards to ensure accuracy and integrity throughout the process.

Q. What is the difference between a lab and a paramedical?

A **paramedical** refers to the in-person appointment where a health professional meets with the insurance applicant. During this visit, the examiner completes a medical questionnaire, records physical measurements such as height, weight, and blood pressure, and may also collect blood and urine samples.

A **lab** is the facility where those blood and urine specimens are tested and analyzed.

In some cases, Dynacare completes both parts of the process, the paramedical visit and the laboratory testing. However, depending on the insurance carrier's guidelines and preferred laboratory partner, the blood and urine samples may be sent to a different testing lab for analysis.

Carriers may also choose to work with more than one paramedical provider for applicant appointments and specimen collection.

Q. How to get updates?

If you are looking for updates on orders you know were placed with Dynacare, you can view the most up to date status through the [**Dynacare Order Tracker**](#). Our customer care team has access to the same information, so you can save time by logging into your account instead of waiting on hold. Please refrain from calling into the customer care line.