

Long Term Care Insurance Producer
Summit
2/24 – 2/26

Ask The Claim Director's
"A Panel Discussion of Best Practices
and Emerging Trends"

Presenter's

- Laurene Polignone, AVP LTC Claims, John Hancock
- Lori Watson, Practices Leader, LTC Claims Genworth
- Cheryl Bush, Vice President, LTC Operations, MedAmerica
- Claudia Cummings, Manager, LTC Claims, MetLife

Agenda

- Panel Introduction
- Ground Rules
- Best Practices
- Emerging Trends
- Q&A

Best Practices & Emerging Trends

- **Claim Process**

- Claim Initiation

- Initiated sooner
 - Performed telephonically
 - Replaces the need for claim forms
 - More accurate data
 - Reduces cycle time
 - Extensive policy education
 - Set expectations
 - In Crisis
 - POC/Discharge Plan not developed
 - Need Assistance

Best Practices & Emerging Trends

- **Claim Process**

- Benefit Eligibility

- Onsite Assessment & Development of a POC

- Utilized more frequently as the first protocol

- ❖ Replacing provider & physician information

- Comprehensive & holistic

- Reduces cycle time

Best Practices & Emerging Trends

- **Claim Process**

- Care Coordination

- Assistance with Implementation and Monitoring of the Plan of Care now incorporated in process

- Plan of Care becoming more comprehensive

- ❖ Setting goals & benchmarks
 - ❖ Optimal level of independence
 - ❖ DME included
 - ❖ Capitol Improvements

Best Practices & Emerging Trends

- **Claim Process**

- **Ongoing Claim Management**

- Care Coordination

- Key component

- Determines Ongoing BE

- Supports PH as needs change

- Superior policyholder experience

- Care Coordination well received

- ❖ Supported in PH feedback & testimonials

- ❖ Producer assurance that carriers are delivering on “THE PROMISE”

Emerging Trends - Setting

- **Claim Venue @ initiation**
 - % HHC
 - % ACLF
 - % SNF
- **Emerging Trends**
 - Increase in Home Health Care
 - Increase in CCRC's
 - PH questioning need to maintain policy
 - Use of Alternate Plans of Care
 - ACLF's
 - Move in prior to needing care
 - Med Management
 - Hospitals
 - Allocating more "swing beds"

Emerging Trends - Providers

- Independent Care Providers
 - Increased use of ICP's
 - Care not less expensive for carriers
 - Utilize full DB
 - Receiving more care
 - Strong comfort level with providers
 - Seeking utilization for short term events
 - Income Replacement
 - Fraud
- Older policies adjusted to current provider environment

Emerging Trends – Claim Diagnoses

- By Claim Count

1. Alzheimer's
2. Cancer
3. Stroke
4. Fractures
5. Circulatory

- By Claim Dollars

1. Alzheimer's
2. Circulatory
3. Stroke
4. Nervous System/Parkinson's
5. Fractures

Q&A

