

October LTC News and Views

The fall to winter season has begun, especially from a weather standpoint! At least we don't have hurricanes. Hopefully the mass migration from NY to FL didn't catch too many former NY'ers off guard, eh? Halloween decorations are already out, before the leaves have changed, and next thing you know, it will be time to baste the turkey. In the meantime, Joe Namath and other celebrities will rule the airwaves until early December, making sure your clients get every benefit they deserve by switching Medicare supplement/Advantage plans – buyer beware, the Zip Codes don't include most suburbs 😊

Carriers

- **Genworth** continues to send correspondence to your clients who are LTCI policyholders – covering options regarding the latest premium rate increase, and options as a result of this carrier's most recent settlement of a class action lawsuit. They do not notify brokers like Upstate when correspondence of this nature is generated, but we can go into their website and retrieve copies for you, on request.
- **John Hancock** has also reached a \$26 million settlement with the NYS Financial Services Department, thanks to this carrier's total misunderstanding of how the NY State Partnership policy works. Over the years of policy service on behalf of your clients, I've had several conversations with Hancock claims and legal/compliance departments, patiently (for me at least) explaining that this policy covers both days and dollars – that even if the policyholder has received care for three years, or six years of community care, the policy doesn't exhaust until the money runs out. This is called "pool of dollars" and the fact that Hancock ignored the policy language, didn't bank the difference between reimbursement and total benefit per day to the policyholder's benefit account, which caused the coverage to end too soon, is what initiated the lawsuit. Conversely the NY Partnership language also states that if the money is gone, but the number of days hasn't been satisfied, it is up to the carrier to make up the difference until all of the days of service have been used up. CNA ran into this problem when they chose to use their "alternate plan of care" benefit – an excellent feature under normal circumstances – to pay MORE than 50% of benefit to policyholders claiming in assisted living – only to find out that they still had to pay for three more years of assisted living. Yikes. The only other carrier to include Alternate Plan of Care in their Partnership policy language is Travelers. And yes, NY got their cut, the settlement includes a \$2.5 million penalty for the financial services department in addition to the \$21.6 million paid to 156 policyholders – pretty, pretty sweet.

- **Mutual of Omaha** has added Physical Therapy to their “Conditions Related” flyers available for you and your clients, to explain underwriting issues on a case-by-case basis. We are seeing more instances that involve P/T, younger, healthier clients receiving joint replacements for example.

Meetings, CE, Educational Events

- FPA of Greater Rochester presents “Medicaid Law Update & Planning for 2022” with Miles Zatkowsky, Esq., on Wednesday, October 12, from 8-10 am at Irondequoit CC. 2 hours of insurance and CFP credits available, reach out to Diana at rocfpaoffice@gmail.com to sign up for this program. Medicaid is always a popular program, versus how to purchase long term care insurance, so plan to attend so your clients can go to the nursing home of someone else’s choice, as opposed to staying home or going into a beautiful independent/assisted living facility LOL.
- Lifespan is featuring Tracey Gendron, Ph.D., author of the new book, *Ageism Unmasked, Exploring Age Bias and How To End It*– a free symposium from 5:30 to 7:00 pm on Thursday, October 13, at the Eisenhart Auditorium, Rochester Museum and Science Center. Light appetizers will be served (also free) from 5:30 to 6:00, reservations required, here’s the link --<https://www.lifespan-roch.org/rocco-vivenzio-memorial-symposium>.

Media and Other Interesting Articles

- 5 reasons affluent clients might need long term care – P.S., one of the best isn’t event included, namely to protect their financial privacy
- This robot catches grandma before she falls
- The quiet cost of family caregiving
- Seniors worried about nursing home costs? Here are your options
- New environs for long term care insurance
- Elder fraud is real – tell your parents, grandparents and friends about these scams
- Advisors warn not to wait on clients’ LTC coverage
- Preparing clients for Medicare’s annual open enrollment period

Enjoy October, a beautiful time of the year, and a good time to meet with your snowbird clients, to ask whether they’re ready to figure out how they want to fund their plan – that plan, you know, for what they want to do when they can no longer take care of themselves ...

Andrea Graham