

## 2019 Milliman LTCI Survey

### PRODUCT DETAILS

This section describes, row-by-row, information in the product exhibit. Because many features cannot be fully described in limited space or may vary by state, please contact insurers (see row 55) for more information.

The abbreviations in the exhibit (other than abbreviations of state names) are defined in Table 27.

**Company Name** (rows 1 and 53) lists participating insurers in alphabetical order across the top of the exhibit. Each insurer may display as many as three products.

**Product Type** (row 2) distinguishes between comprehensive, home-care-only and facility-only products, indicating if the product is limited to work-site sales. In rows 2, 52, and 105, we identify two insurers offering facility-only coverage and one insurer offering home-care-only. One product is listed as “work-site”, but rows 83-85 describe employer discounts for three other insurers.

A “Facility Only” entry in other rows means the row is irrelevant for that product.

**Product Marketing Name** (rows 3 and 54) is the product’s common brand name.

**Product Form Number** (row 4) is generic. It may vary by state.

**Year First Individual LTCI Product Offered** (row 5) is the year the insurer first offered individual LTCI coverage.

**Year Current LTCI Product Was Priced** (row 6) is the year the current product was most recently priced.

**Jurisdictions LTCI Available** (row 7) generally shows jurisdictions where the insurer sells, or intends to sell, LTCI. A displayed product may **not be available** in all jurisdictions. In some states, the insurer may sell through an affiliate (such as a New York company), which might have different product design.

**State Partnerships** (row 8) identifies the number of state Partnerships in which the insurer participated as of January 1, 2019, and specifically identifies any of the original four state partnerships (CA, CT, IN and NY) in which the insurer participates.

**Financial Ratings & Ranking** (rows 9-14) lists each company’s ratings from the

TABLE 27. DESCRIPTION OF ABBREVIATIONS USED IN THE POLICY EXHIBIT

Abbreviation	Meaning	Abbreviation	Meaning
Amt(s)	Amount(s)	LTC	Long-Term Care
APC	Alternate Plan of Care	LTCi	Long-Term Care Insurance
App(s)	Applications	Max	Maximum
Avail	Available	MDB	Maximum Daily Benefit
BIO	Benefit Increase Option (Inflation Protection)	MGI	Modified Guaranteed Issue
BP	Benefit Period	MMB	Maximum Monthly Benefit
Cal	Calendar	Mo(s)	Month(s)
CBIO	Compound Benefit Increase Option (Inflation Protection)	NA	Not applicable
Clm	Claim	NH	Nursing Home
Coord	Coordination	NH 75% /4 Yrs	75% of Nursing Home Benefit for Maximum of 4 Years
CPI	Consumer Price Index	NTQ	Non Tax-Qualified
CPI-U	Consumer Price Index for All Urban Consumers	PAC	Pre-Authorized Check
'ee(s)	Employee(s)	Pfd	Preferred Risk Class
EP	Elimination Period	Prem(s)	Premium(s)
Extra \$	This Feature Costs Extra	PR	Puerto Rico
FC	Facility Care	Reimb	Reimbursement
FPO	Future Purchase Option	Reqt	Requirement
HC	Home Care or 1 day of Home Care	SSTD	Substandard Risk Class
HC 25%/1 Yr	Home Care up to 25% of Nursing Home Benefit for Maximum of 1 Year	SUW	“Simplified Underwriting” (Fewer-Than-Normal Health Questions)
HCA	Home Care Agency	Svc	Service
HCBC	Home & Community-Based Care (e.g., Adult Day Care)	To 2x	Until the Benefit Doubles
HCO	Home care only (no facility coverage)	TQ	Tax-Qualified
IF	In force business	UK	United Kingdom
ILO	In lieu of	US	United States of America
Incr	Increase/Increasing	UW	Underwriting
IR	Independent Review (Of Claims)	WP	Waiver of Premium
Jt WP	Joint Waiver of Premium	w/	With
K; KK	One Thousand; One Million	x, 2x	Times, Two Times
LT	Lifetime Benefit or Lifetime Benefit Period	Yr(s)	Year(s)
		\$	Money (Premium)
		<	Less Than (e.g., “<70” may mean less than age 70)
		>	Greater Than

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four major rating agencies (A. M. Best, S & P, Moody's, and Fitch) as of December 31, 2018. Line 14 shows Ebix's COMDEX ranking as of May 1, 2019.

The COMDEX ranking is from *Vital Signs*, a publication of EbixLife, Inc. EbixLife converts each company's A.M. Best, Standard & Poor's, Moody's, and Fitch ratings into a percentile ranking. For insurers rated by at least two of these rating agencies, EbixLife produces a COMDEX ranking by averaging that insurer's percentile rankings.

The COMDEX ranking has two key advantages: it combines the evaluations of several rating agencies and its percentile ranking makes it easier to understand how a company compares to its peers.

**Financials** (rows 15-18) reflect the insurer's statutory assets and its statutory capital and surplus (in millions) at year-end 2018, and the percentage changes from the previous year. These figures include neither assets nor surplus of related companies that don't sell LTCI or assets under management.

**LTCI Premiums** (rows 19-22) lists the annualized premiums (in millions) of policies sold in 2019 and, separately, of policies in-force on December 31, 2018 and percentage changes from the previous year.

**LTCI Lives Insured** (rows 23-26) shows the number of lives covered by new policies and by year-end in-force policies, as well as year-to-year percentage changes.

**Product Ranges and EP Terms** (rows 27-34) shows issue age, daily benefit, benefit period (BP) and elimination period (EP) ranges and how the EP works.

**Issue Age Range** shows that only one participant issues LTCI to people age 80 or older. Two companies will not issue individual coverage to people below age 30.

**Daily, Weekly or Monthly Benefit Range** shows the minimum and maximum policy size at issue. The range is shown on a weekly or monthly basis if home care, ALF care and facility care are always sold on that basis.

**Benefit Period (BP).** Three participants offer a 10-year benefit period and two offer a one-year benefit period.

**Elimination Period (EP).** Cumulative

EPs can be satisfied in stages, which is generally meaningful only for EPs longer than 90 days. For example, if you have a 180-day EP and need qualified care for 100 days, and then recover, your remaining EP is 80 days under a cumulative EP. However, if you need care for fewer than 90 days, insurers typically do not credit such days against the elimination period. A vanishing EP means the EP needs to be satisfied only once. One participant does not have a cumulative EP, but all have vanishing EPs.

A calendar-day EP costs more than an otherwise identical service-day EP, but has the following advantages:

- **Clarity.** Even if clients understand, at issue, that only service-days retire the EP (e.g., if they get care three days/week, a 90-day EP will end after 30 weeks), they may forget by the time they go on claim. A calendar-day EP can reduce the risk of disputes. ("After first expense" means the insurer, in order to have a clear starting point, does not count calendar days until there has been a paid day of care. Families might be upset if, after providing care for 90 days, they learn that they have satisfied not a single day of a "calendar-day" EP.) Only one participant offers calendar-day EP without requiring a paid day to start.
- **Flexibility.** It is hard to predict future family finances, status and preferences. A calendar-day EP allows the family to satisfy the EP with family/informal care that would not satisfy a service-day EP.

Row 34 indicates whether the insurer offers a shorter elimination period for home care and indicates if home care service days count toward ("retire") the elimination period for facilities.

**Product Benefits** (rows 35-45). Row 36 indicates whether independent EPs or benefit periods apply based on venue.

Row 37 shows that one insurer offers an alternative to accept a lower benefit that does not require a commercial cost. For example, if a caregiver is a teacher and can provide all the care needed during the summer, the client might use such a benefit at that time but switch back to reim-

bursement benefits during the school year. The unused benefit during the summer extends the benefit period.

Row 38 shows that two insurers offer, at additional cost, to pay a disability benefit *in addition* to the normal reimbursement benefit.

Row 39 shows how home care benefits are determined. Monthly (or weekly) determination permits unused benefits on low-cost days to apply toward high-cost days. Six insurers offer a product which automatically has weekly or monthly determination, and the others offer monthly determination as an option.

Rows 40 and 41 indicate the ratio of the maximum daily benefit for assisted living claims (row 40) and home care claims (row 41) to the maximum daily benefit for a nursing home claim. Entries of 100% in these rows indicate the maximum daily benefit is the same for all levels of care.

Row 42 indicates coverage for independent professionals (such as nurses not affiliated with a home care agency). "Same" indicates that the benefit applies identically for an independent professional as for someone employed by a home care agency. Such coverage has become more restricted in the past few years.

Row 43 describes homemaker coverage. Three insurers have products that cover only "incidental" homemaker services, which generally means homemaker services must be provided by someone who provides personal care during the same visit. This restriction can be problematic for someone whose religion might preclude a caregiver from preparing meals. One carrier limits it to one day/week.

Rows 44 and 45 describe whether (how) benefits might be used to pay an informal caregiver such as a neighbor or a family caregiver with no proven expertise. These rows do not reflect caregiver training benefits (see ancillary benefits).

**Benefit Increase Features** (rows 46-52) describe ways that maximum (daily, weekly or monthly and also lifetime) benefits can increase to try to maintain purchasing power and whether premiums increase as well. For example, most future purchase options (FPO) utilize attained age premi-

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um increases.

Rows 47 (compound increases) and 48 (simple, i.e. equal, increases) show level premium features that increase maximum benefits annually indefinitely. Row 49 shows level premium benefit increases that max out at some point.

Rows 50 and 51 describe FPOs and options to add or increase level premium benefit increase features in the future.

Abbreviations in Table 27 are used to convey the frequency and amount of the increases, when such offers stop and how premiums increase when benefits increase. It is not possible to fully explain such features in limited space.

**Other Comments** (rows 52 and 105). See row 105 below.

**Ancillary Benefits** (rows 56-63) provides information regarding bed reservation, respite, alternative plan of care, home modification, caregiver training, emergency alert, equipment, drug and ambulance benefits.

The bed reservation and respite benefits (row 57) show the number of bed reservation days per policy year (“+other” means bed reservation is not limited to hospitalization) and how many days of respite benefits are available without satisfying the EP. Respite relieves a family caregiver who keeps the care recipient off claim. If such a caregiver needs a “break” or to take a trip, it would be aggravating to face an EP that would have already been satisfied if the family had hired a commercial caregiver in the past. Calendar-day EP makes a respite care benefit nearly meaningless because, by the time respite is needed, the EP should have been satisfied.

“APC” indicates the feature could be covered under an alternate plan of care benefit. APC typically requires satisfying the EP before obtaining benefits. Satisfaction of an EP is less likely to be required with separate ancillary benefits (not part of an APC provision).

Frequently, two or four types of ancillary benefits share a combined maximum benefit. “Included above” identifies such packaged benefits. We asterisk items that are linked in such fashion. We also asterisk items provided as part of enhanced care

coordination. In such cases, we put a corresponding asterisk in the Care Coordination row.

Ancillary benefits are often limited to a percentage of the daily/monthly facility/home care benefit. The ancillary benefits are lifetime maximums unless “/yr” or “/mo” is indicated.

**Claims Issues** (rows 64-70) “Conditional Receipt Protection” describes if/how the insurer protects an applicant who is insurable when the app is signed but has an adverse health change before the policy becomes effective. “Full, after app” indicates the applicant is protected against health changes that occur after the date of application. “Full, after UW reqt” means that protection applies after underwriting requirements are completed. However, “Full, after app” might not become effective until underwriting requirements have been met so the insurer can ascertain that the person’s health at the time of the app was satisfactory. Readers are advised to review insurers’ specific wording and ask questions.

“Coverage Beyond USA” (row 66) reports international coverage. For example, “Other (365)” means that, other than the areas specifically listed, 365 days of coverage are available. “NH 75%/4 yrs” means that benefits are paid for nursing home confinement up to 75% of the maximum daily benefit (MDB) with a four-year benefit period. Some reimbursement policies provide an indemnity benefit when foreign care is received.

Some insurers’ claimants may currently benefit from negotiated discounts from LTC providers (row 67). Such discounts can provide outstanding value but cannot be guaranteed today to exist in the future.

“Care Coordination” (rows 68-69) describes whether care coordination is provided at insurer cost and if so, whether it is provided by insurer staff or an independent network of professionals contracted by the insurer or can be someone chosen by the insured. The display also shows limitations regarding care coordination. Asterisks indicate that the use of care coordination improves benefits asterisked elsewhere in the display.

Row 70 explains whether/how insurers have extended Independent Review (IR) beyond regulatory requirements. Two-thirds of our participants have extended IR to in-force policies and/or to states that have not required IR and/or might initiate IR without waiting for the policyholder to request it.

**Premiums and Discounts** (rows 71-87) shows whether prices are gender-distinct (row 72), the percentage discount for the insurer’s lowest-priced rating classification compared to its second-lowest-priced rating classification (often called “preferred” vs. “standard”; row 73) and the percentage extra cost compared to the most-common rating classification (unless otherwise stated) for other rating classifications (row 74).

Row 75 shows the amount of discount if both spouses or a pair of significant others purchase coverage. If couples’ discounts require that both people have the same coverage, there is a “yes” in row 76. A decline for a reason other than a knock-out health condition (one that should have kept the application from being submitted) is called a “surprise” decline.

In row 79, we show the discount for a married person whose spouse does not apply, and row 80 indicates the maximum discount a couple the same age, both in the most favorable risk classification and both buying, can earn compared to two people who are single and in the most-common risk classification.

Row 81 (“Later Marriage Earns Discount For”) indicates what happens if a person buys LTCI while single, then marries someone who buys LTCI. The “IF” (existing) insured’s original premium may be reduced prospectively. The “New” spouse may enjoy a full “married couple, both buy” discount or a “one-of-a-couple” discount.

There can be many subtleties relative to couples’ discounts, such as what happens if one policy lapses, a single person enters a non-spouse relationship, there is a divorce or legal separation, etc., and whether discounts apply to blood relatives living together.

Row 82 (“When are dividends and credits expected to start?”) relates to dividends or other non-guaranteed credits that can

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reduce the cost of insurance. With today's conservative pricing assumptions, such credits seem more likely to occur.

Row 83 indicates the most common employer and affinity discounts. Row 84 shows the minimum number of employees an employer must have to be eligible for a discount and the minimum number of applications required for the employer group to earn the discount. Row 85 shows the minimum number of members an affinity group must have to be eligible for a discount and the minimum number of applications required for the affinity group to earn the discount.

Row 86 shows the modal factors for various payment frequencies. The first factor (SA) is multiplied against the annual premium to determine the semiannual premium. The next factor applies to direct quarterly billing. The third factor (often "NA") is for direct monthly and the fourth factor is for automatic deductions from a bank account.

Row 87 shows for what payment frequencies (if any) credit cards are acceptable and whether credit card payment is limited to the first payment.

**Limited-Pay Policies** (rows 88-90) shows that only one participant offers policies that are guaranteed to be fully paid up before age 95.

**Waiver of Premium** (rows 91-94) might begin (row 92) after a specified number of service or calendar days or satisfaction of the EP or a specified number of service days after satisfaction of the EP or after a deductible has been met.

"Home and Community Based Care Waiver" (row 93) may not be provided (e.g., for a substandard rating classification).

Joint waiver (row 94), which waives both spouses' premiums if either is on claim, may be automatically included, available at additional cost by itself, or included only with shared care (see below).

**Return of Premium Riders** (rows 95-97) pay a potential benefit upon death. "Net" means premiums are returned only to the degree that they exceed claims. Second-to-die means that premiums are not returned until the second death (both insureds' claims are deducted). "Full" means that all premiums are returned regardless of claim activity. "100%" clarifies that the entire premium is included in the calculation. "Grades to" indicates that the percentage of premium included in the calculation grades up, or down, to the indicated percentage by the specified duration or attained age.

**Other Riders and Features** (rows 98-105).

**Survivorship** features (survivor pays no premium after the partner's death, rows 99-101) are described, indicating whether they are automatically included or optional, how long both partners must survive for survivorship to apply upon the first death, and whether a requirement exists that the insureds had no claim for that specified period.

**Shared Care** (row 102-103) shows if shared care is available. "Permanent Extra \$" means survivors continue to pay their shared care premiums. "Extra cost ends if partner dies" indicates that survivors stop paying their shared care premiums (but continue to pay the premium for their base policy).

Most commonly, each insured has access to the other insured's unused benefits after using up his or her own benefits.

"Third Pool" in row 102 means each partner has his or her own pool (that cannot be invaded by the other) and a third shared pool is provided by rider.

Row 103 describes other shared care features. For example, joint waiver of premium might automatically apply. "Must Leave 1 Year for Living Spouse" means that if your spouse or partner is still alive and his/her policy has less than a year's worth of maximum benefits left, you can no longer draw benefits from that policy. In some shared care provisions, if a claimant depletes a spouse's pool, a non-claimant spouse below a specified age is permitted to buy a two-year benefit period policy without providing health evidence.

Whether restoration of benefits is automatically included or available at additional cost is reflected in row 104. Restoration of benefits restores the original benefit period if a claimant has not been chronically ill for a period of, generally, 180 days.

**Other Comments** (rows 52 and 105) allow us to provide some unique product-specific information, such as:

- Special discounts
- Special underwriting programs for work-site cases
- Premium guarantees, electronic apps or other service features
- Special features or riders, the availability of home-care-only or facility-only coverage, wellness programs, absence of war exclusion, etc.

Row 106 shows the types of **Combo Policies** the insurer offers. Combo products offer LTCI benefits in the same policy as life insurance, annuity or disability benefits. We do not reflect such policies which simply accelerate benefits that would otherwise be paid upon death.

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## 90 Day Elimination / Three-Year Benefit Period

		Single Insured													
		Without Benefit Increases													
		Age 40		Age 50		Age 60		Age 70		Age 40		Age 50		Age 60	
UW Class of Displayed Premiums		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Bankers Life SimpleChoice TQ Standard LTC GR-N620	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bankers Life SimpleChoice TQ Premier & Elite LTC GR-N650 Policy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Country Life Tax Qualified Comprehensive Long Term Care	2/2	445	691	703	1,102	1,193	1,886	2,536	3,942	1,332	2,256	1,718	2,852	2,318	3,798
Genworth Group Long Term Care	1/1	Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific	
Knights of Columbus (Comprehensive)	2/3	459	718	636	1,004	1,118	1,589	2,382	3,527	Not Provided		Not Provided		Not Provided	
Knights of Columbus (Facility Only)	2/3	355	559	481	775	897	1,436	1,915	2,925	Not Provided		Not Provided		Not Provided	
MassMutual SignatureCare600	2/2	573	933	858	1,423	1,502	2,457	NA	NA	1,443	2,610	1,651	3,002	2,316	4,047
Mutual of Omaha MutualCare Secure Solution	2/4	559	910	690	1,084	965	1,623	2,150	3,348	1,180	1,962	1,418	2,406	1,781	3,175
New York Life Secure Care	1/3	745	974	981	1,361	1,471	2,239	3,171	4,659	2,647	3,897	2,840	4,316	3,386	5,533
NYL My Care	1/5	643	942	806	1,248	1,111	1,787	2,115	3,503	1,466	2,514	1,600	2,819	1,921	3,395
Thrivent Long-Term Care Insurance	2/4	480	690	720	1,110	1,170	1,890	2,310	3,780	1,171	2,070	1,469	2,575	1,954	3,459

## 90 Day Elimination / Three-Year Benefit Period

		Single Insured													
		Without Benefit Increases								3% Compound Benefit Increases					
		Age 40		Age 50		Age 60		Age 70		Age 40		Age 50		Age 60	
UW Class of Displayed Premiums		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Bankers Life SimpleChoice TQ Standard LTC GR-N620	2/3	292	425	450	687	760	1,185	1,708	2,577	748	1,185	1,039	1,653	1,489	2,334
Bankers Life SimpleChoice TQ Premier & Elite LTC GR-N650 Policy	2/3	391	577	603	941	1,027	1,617	2,280	3,486	994	1,590	1,385	2,213	1,995	3,141
CalPERS LTC4	1/1	332	332	522	522	919	919	1,848	1,848	692	692	1,093	1,093	1,730	1,730
Country Life Tax Qualified Comprehensive Long Term Care	2/2	385	571	604	908	1,022	1,551	2,175	3,243	1,131	1,835	1,461	2,331	1,976	3,117
Genworth Group Long Term Care	1/1	Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific	
Knights of Columbus (Comprehensive)	2/3	409	604	565	839	927	1,368	1,940	2,758	Not Provided		Not Provided		Not Provided	
Knights of Columbus (Facility Only)	2/3	324	479	431	655	794	1,201	1,671	2,425	Not Provided		Not Provided		Not Provided	
MassMutual SignatureCare600	2/2	465	758	698	1,156	1,221	1,997	NA	NA	1,173	2,121	1,342	2,440	1,882	3,289
Mutual of Omaha MutualCare Secure Solution	2/4	428	649	525	774	751	1,159	1,684	2,420	902	1,399	1,079	1,718	1,386	2,268
New York Life Secure Care	1/3	644	777	794	1,017	1,154	1,615	2,430	3,326	2,014	2,788	2,152	2,994	2,549	3,827
NYL My Care	1/5	529	695	650	913	871	1,302	1,613	2,479	1,155	1,817	1,236	2,013	1,460	2,374
Thrivent Long-Term Care Insurance	2/4	390	540	570	810	900	1,350	1,770	2,730	928	1,528	1,140	1,920	1,530	2,579

## 90 Day Elimination / \$200,000 Benefit Pool

		Single Insured													
		Without Benefit Increases								3% Compound Benefit Increases					
		Age 40		Age 50		Age 60		Age 70		Age 40		Age 50		Age 60	
UW Class of Displayed Premiums		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Mutual of Omaha MutualCare Custom Solution	2/4	594	978	729	1,166	1,037	1,749	2,367	3,614	1,314	2,165	1,547	2,645	1,942	3,461

## 90 Day Elimination / \$100,000 Benefit Pool

		Single Insured													
		Without Benefit Increases								3% Compound Benefit Increases					
		Age 40		Age 50		Age 60		Age 70		Age 40		Age 50		Age 60	
UW Class of Displayed Premiums		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Mutual of Omaha MutualCare Custom Solution	2/4	416	619	509	740	730	1,109	1,655	2,330	920	1,371	1,081	1,678	1,367	2,195

*Company (Product): Most Common Rating Class; \$100/Day; 90 Day Elimination Period*

**Male & Female Couple the Same Age**

5% Compound Benefit Increases										Without Benefit Increases				3% Compound Benefit Increases				5% Compound Benefit Increases			
Age 70		Age 40		Age 50		Age 60		Age 70		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female												
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
3,842	6,154	2,394	4,204	2,628	4,496	3,227	5,395	4,755	7,732	966	1,535	2,617	5,506	3,049	3,884	5,198	8,497	5,608	6,055	7,329	10,615
Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific
Not Provided		2,343	3,837	2,403	3,915	3,100	4,832	4,722	6,942	823	1,148	1,895	4,137	Not Provided	Not Provided	Not Provided	Not Provided	4,326	4,422	5,553	8,165
Not Provided		1,848	3,154	1,944	3,274	2,539	4,130	3,931	6,019	640	879	1,633	3,388	Not Provided	Not Provided	Not Provided	Not Provided	3,502	3,653	4,668	6,965
NA	NA	3,721	6,856	3,448	6,552	3,671	6,856	NA	NA	1,280	1,939	3,365	NA	3,444	3,955	5,408	NA	8,990	8,500	8,777	NA
2,904	4,892	2,733	4,880	2,901	5,327	3,071	5,646	3,990	7,078	1,028	1,242	1,812	3,849	2,199	2,677	3,469	5,457	5,329	5,760	6,102	7,748
5,703	9,092	5,157	8,541	4,727	7,883	4,928	8,657	7,435	12,439	1,290	1,757	2,782	5,873	4,908	5,367	6,689	11,096	10,273	9,457	10,189	14,906
2,949	5,244	2,664	5,349	2,664	5,349	2,741	5,358	3,834	7,200	1,189	1,541	2,173	4,214	2,986	3,315	3,987	6,145	6,010	6,010	6,074	8,275
3,119	5,481	2,520	5,009	2,700	5,073	3,065	5,727	4,204	7,711	936	1,464	2,448	4,872	2,593	3,060	4,330	6,880	6,024	6,218	7,034	9,532

**Male & Female Couple the Same Age**

5% Compound Benefit Increases										Without Benefit Increases				3% Compound Benefit Increases				5% Compound Benefit Increases			
Age 70		Age 40		Age 50		Age 60		Age 70		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female												
2,680	4,005	1,708	2,759	1,981	3,154	2,407	3,744	3,726	5,507	466	739	1,264	2,785	1,256	1,750	2,485	4,346	2,904	3,338	3,998	6,001
3,605	5,427	2,313	3,738	2,677	4,268	3,247	5,070	4,997	7,435	635	1,014	1,763	3,939	1,680	2,339	3,338	5,871	3,972	4,559	5,546	8,493
2,906	2,906	1,171	1,171	1,680	1,680	2,300	2,300	3,377	3,377	497	783	1,378	2,773	1,037	1,640	2,594	4,359	1,757	2,520	3,451	5,065
3,280	5,048	2,120	3,593	2,310	3,827	2,782	4,569	4,119	6,463	813	1,285	2,187	4,606	2,521	3,223	4,330	7,079	4,856	5,217	6,248	8,995
Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific		Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific	Case-Specific
Not Provided		1,943	2,893	1,996	3,047	2,492	3,789	3,716	5,468	709	983	1,606	3,289	Not Provided	Not Provided	Not Provided	Not Provided	3,448	3,530	4,397	6,429
Not Provided		1,553	2,493	1,637	2,595	2,143	3,288	3,324	4,798	562	760	1,396	2,967	Not Provided	Not Provided	Not Provided	Not Provided	2,832	2,963	3,802	4,024
NA	NA	3,025	5,572	2,803	5,325	2,983	5,410	NA	NA	1,040	1,576	2,735	NA	2,800	3,214	4,396	NA	7,307	6,909	7,134	NA
2,275	3,536	2,089	3,480	2,207	3,804	2,390	4,033	3,126	5,117	753	909	1,337	2,873	1,611	1,958	2,558	4,068	3,898	4,208	4,496	5,769
4,288	6,232	3,911	5,955	3,554	5,415	3,723	5,983	5,580	8,476	1,066	1,358	2,076	4,317	3,602	3,860	4,782	7,890	7,400	6,727	7,279	10,542
2,258	3,699	2,087	3,819	2,087	3,819	2,125	3,819	2,969	5,167	918	1,172	1,630	3,070	2,229	2,436	2,875	4,468	4,429	4,429	4,458	6,102
2,425	4,122	1,919	3,542	2,069	3,783	2,340	4,266	3,239	5,733	744	1,104	1,800	3,600	1,965	2,448	3,287	5,238	4,369	4,681	5,285	7,178

**Male & Female Couple the Same Age**

5% Compound Benefit Increases										Without Benefit Increases				3% Compound Benefit Increases				5% Compound Benefit Increases			
Age 70		Age 40		Age 50		Age 60		Age 70		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female												
3,202	5,291	2,901	5,245	3,065	5,732	3,301	6,082	4,393	7,641	1,100	1,327	1,950	4,187	2,435	2,934	3,782	5,945	5,702	6,158	6,568	8,423

Age 70		Age 40		Age 50		Age 60		Age 70		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female												
2,239	3,411	2,030	3,323	2,142	3,636	2,324	3,858	3,071	4,925	724	875	1,288	2,789	1,604	1,931	2,493	3,955	3,747	4,045	4,327	5,598

# 2019 Milliman LTCI Survey

Shared care premiums for each carrier's most common rating classification reflecting \$100/day initial maximum benefit after a 90-day elimination period, assuming that each spouse buys the indicated benefit period.

90 Day Elimination / Five-Year Benefit Period SHARED CARE													
	3rd Pool?	Male & Female Couple the Same Age											
		Without Benefit Increases				3% Compound Benefit Increases				5% Compound Benefit Increases			
		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Bankers Life SimpleChoice TQ Standard LTC GR-N620	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Bankers Life SimpleChoice TQ Premier & Elite LTC GR-N650 Policy	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Country Life Tax Qualified Comprehensive Long Term Care	No	1,055	1,677	2,859	6,016	3,332	4,244	5,679	9,283	6,127	6,616	8,008	11,598
Knights of Columbus (Comprehensive)	No	1,176	1,640	2,707	5,910	Not Provided	Not Provided	Not Provided	Not Provided	6,181	6,318	7,933	11,664
Knights of Columbus (Facility Only)	No	914	1,256	2,333	4,840	Not Provided	Not Provided	Not Provided	Not Provided	5,002	5,219	6,668	9,950
Mutual of Omaha MutualCare Secure Solution	No	1,193	1,440	2,102	4,464	2,551	3,105	4,024	6,330	6,182	6,681	7,078	8,987
New York Life Secure Care	Yes	1,612	2,196	3,478	7,341	6,135	6,709	8,361	13,870	12,841	11,822	12,736	18,632
NYL My Care	No	1,296	1,741	2,564	5,098	3,493	3,944	4,824	7,558	7,032	7,152	7,350	10,179
Thrivent Long-Term Care Insurance	No	1,086	1,698	2,840	5,652	3,008	3,753	5,023	7,980	6,987	7,213	8,159	11,057

90 Day Elimination / Three-Year Benefit Period SHARED CARE													
	3rd Pool?	Male & Female Couple the Same Age											
		Without Benefit Increases				3% Compound Benefit Increases				5% Compound Benefit Increases			
		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Bankers Life SimpleChoice TQ Standard LTC GR-N620	Yes	611	972	1,643	3,565	1,671	2,328	3,280	5,649	3,862	4,440	5,278	7,801
Bankers Life SimpleChoice TQ Premier & Elite LTC GR-N650 Policy	Yes	832	1,333	2,292	5,041	1,671	2,328	3,280	5,649	5,283	6,064	7,321	11,041
Country Life Tax Qualified Comprehensive Long Term Care	No	963	1,523	2,592	5,459	2,988	3,820	5,132	8,390	5,756	6,183	7,405	10,661
Knights of Columbus (Comprehensive)	No	1,013	1,404	2,294	4,698	Not Provided	Not Provided	Not Provided	Not Provided	4,962	5,025	6,281	9,184
Knights of Columbus (Facility Only)	No	802	1,086	1,995	4,066	Not Provided	Not Provided	Not Provided	Not Provided	4,046	4,233	5,432	8,122
Mutual of Omaha MutualCare Secure Solution	No	874	1,055	1,551	3,333	1,868	2,271	2,967	4,719	4,522	4,881	5,215	6,693
New York Life Secure Care	Yes	1,332	1,698	2,596	5,396	4,502	4,825	5,977	9,863	9,250	8,408	9,099	13,177
NYL My Care	No	1,001	1,324	1,923	3,714	2,608	2,899	3,479	5,495	5,182	5,271	5,394	7,505
Thrivent Long-Term Care Insurance	No	930	1,380	2,250	4,500	2,456	3,235	4,109	6,547	5,461	5,852	6,606	8,972

90 Day Elimination / \$200,000 Benefit Period SHARED CARE													
	3rd Pool?	Male & Female Couple the Same Age											
		Without Benefit Increases				3% Compound Benefit Increases				5% Compound Benefit Increases			
		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Mutual of Omaha MutualCare Custom Solution	No	1,276	1,539	2,262	4,857	2,825	3,404	4,387	6,897	6,614	7,143	7,619	9,771

90 Day Elimination / \$100,000 Benefit Period SHARED CARE													
	3rd Pool?	Male & Female Couple the Same Age											
		Without Benefit Increases				3% Compound Benefit Increases				5% Compound Benefit Increases			
		Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70	Age 40	Age 50	Age 60	Age 70
Mutual of Omaha MutualCare Custom Solution	No	840	1,014	1,494	3,235	1,860	2,240	2,892	4,588	4,346	4,692	5,019	6,493

# 2019 Milliman LTCI Survey

## Distribution of Policies and Premium Adjustments By Fully-Underwritten Class

		Best Underwriting Class	Second Best Underwriting Class	Third Best Underwriting Class	Fourth Best Underwriting Class	Fifth Best Underwriting Class
Bankers Life and Casualty Company	Distribution	13%	66%	21%	NA	NA
Bankers Life and Casualty Company	Adjustment	90%	100%	125%	NA	NA
CalPERS	Distribution	100%	NA	NA	NA	NA
CalPERS	Adjustment	100%	NA	NA	NA	NA
COUNTRY Financial	Distribution	35%	65%	NA	NA	NA
COUNTRY Financial	Adjustment	85%	100%	NA	NA	NA
Genworth Financial	Distribution	100%	NA	NA	0%	NA
Genworth Financial	Adjustment	100%	NA	NA	NA	NA
Knights of Columbus	Distribution	20%	76%	4%	NA	NA
Knights of Columbus	Adjustment	90%	100%	150%	NA	NA
MassMutual	Distribution	33%	67%	NA	NA	NA
MassMutual	Adjustment	90%	100%	NA	NA	NA
Mutual of Omaha	Distribution	21%	68%	11%	0.1%	NA
Mutual of Omaha	Adjustment	85%	100%	125%	150%	NA
New York Life Insurance Company	Distribution	89%	9%	2%	NA	NA
New York Life Insurance Company	Adjustment	100%	150%	200%	NA	NA
Thrivent Financial	Distribution	29%	61%	9%	1%	NA
Thrivent Financial for Lutherans	Adjustment	90%	100%	125%	150%	NA



# 2019 Milliman LTCI Survey

## Sales Distribution by Jurisdiction

Jurisdiction	By Number of Policies	By Premium	Average Premium	Percent Qualifying for Partnership
Alabama	1.0%	1.0%	\$3,210	37.6%
Alaska	0.1%	0.1%	\$2,665	0.0%
Arizona	1.5%	1.3%	\$2,806	58.5%
Arkansas	0.7%	0.5%	\$2,547	41.1%
California	11.3%	11.6%	\$3,324	0.1%
Colorado	2.4%	2.4%	\$3,268	58.1%
Connecticut	1.3%	1.6%	\$3,880	1.3%
District of Columbia	0.2%	0.2%	\$3,412	0.0%
Delaware	0.2%	0.2%	\$3,738	46.7%
Florida	4.0%	4.6%	\$3,656	30.6%
Georgia	3.0%	2.9%	\$3,128	68.1%
Hawaii	1.0%	0.8%	\$2,803	0.0%
Idaho	0.5%	0.5%	\$2,951	53.4%
Illinois	4.9%	5.0%	\$3,296	8.9%
Indiana	1.8%	1.9%	\$3,420	2.3%
Iowa	1.8%	1.7%	\$2,991	59.9%
Kansas	1.5%	1.1%	\$2,433	49.4%
Kentucky	1.0%	1.0%	\$3,170	22.6%
Louisiana	1.3%	1.0%	\$2,548	50.2%
Maine	0.4%	0.4%	\$3,269	72.0%
Maryland	2.3%	2.3%	\$3,256	55.6%
Massachusetts	2.4%	2.5%	\$3,350	0.0%
Michigan	2.0%	1.9%	\$3,113	46.1%
Minnesota	4.0%	3.9%	\$3,187	82.1%
Mississippi	0.5%	0.5%	\$3,378	0.0%
Missouri	2.4%	2.1%	\$2,839	44.2%
Montana	0.5%	0.5%	\$3,257	61.4%

Jurisdiction	By Number of Policies	By Premium	Average Premium	Percent Qualifying for Partnership
Nebraska	1.3%	1.1%	\$2,856	68.3%
Nevada	0.5%	0.4%	\$3,078	47.6%
New Hampshire	0.5%	0.5%	\$3,334	59.4%
New Jersey	3.1%	3.4%	\$3,564	40.0%
New Mexico	0.5%	0.5%	\$3,215	6.0%
New York	6.0%	7.9%	\$4,242	2.2%
North Carolina	3.3%	3.3%	\$3,156	64.2%
North Dakota	0.6%	0.7%	\$3,328	58.2%
Ohio	3.1%	3.0%	\$3,043	67.0%
Oklahoma	0.8%	0.7%	\$2,678	48.1%
Oregon	1.0%	1.0%	\$3,062	68.4%
Pennsylvania	3.0%	3.2%	\$3,352	48.8%
Puerto Rico	0.1%	0.1%	\$1,953	0.0%
Rhode Island	0.3%	0.4%	\$3,517	66.5%
South Carolina	1.4%	1.4%	\$3,182	63.1%
South Dakota	0.8%	0.7%	\$3,066	50.1%
Tennessee	1.9%	1.7%	\$2,905	67.3%
Texas	7.1%	6.1%	\$2,773	45.1%
Utah	0.6%	0.6%	\$2,791	0.0%
Vermont	0.2%	0.2%	\$3,043	0.0%
Virginia	3.4%	3.3%	\$3,142	64.1%
Washington	2.5%	2.4%	\$3,136	60.3%
West Virginia	0.3%	0.3%	\$3,511	34.6%
Wisconsin	3.2%	3.4%	\$3,379	74.9%
Wyoming	0.2%	0.2%	\$3,668	75.0%
Other	0.3%	0.1%	\$1,095	0.0%