

Quarterly Report



Brenda Bufford, Acting Director

2nd. Quarter 2004, Report No. 40

April—June 2004

California Partnership for Long-Term Care

www.dhs.ca.gov/cpltc

Participating Insurers

- Bankers Life and Casualty Company
- California Public Employees' Retirement System (PERS)
- GE Capital Assurance (formerly AMEX)
- John Hancock
- New York Life Insurance Company

This Quarter

To Date

Applications Received:

3,141

84,296

Applications Denied:

505

14,444

Applications Pending & Withdrawn:

0

0

Policies Purchased:

2,636

69,852

Policies Dropped (voluntarily & for unknown reasons):

376

7,030

Policies Not Taken Up: (dropped within 30 days of purchase)

195

3,873

Total Policies In Force (Active):

2,065

58,913

Number of Policyholders Who Received Service Payments:

221

735

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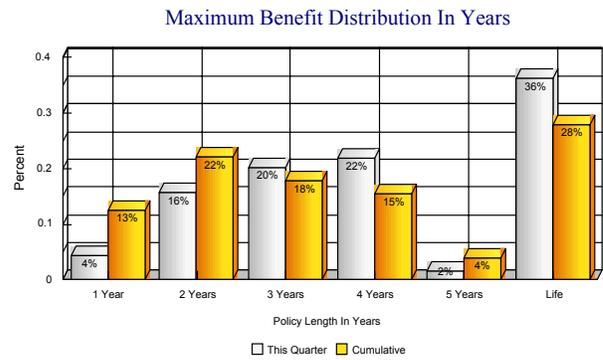
I. Quarterly and Cumulative Statistics

<u>Telephone Calls:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Number of Consumers Who Called Toll-Free	400	25,911 (CARE445)

I. Quarterly and Cumulative Statistics

<u>Age:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Median	58	61
Target Age (55-74)	1,345 (65%)	41,471 (70%)
Other Ages	720 (35%)	17,442 (30%)
<u>Gender:</u>		
Male	866 (42%)	24,088 (41%)
Female	1,199 (58%)	34,825 (59%)
<u>Marital Status:</u>		
Married	1,592 (77%)	40,865 (69%)
Not Married	472 (23%)	17,607 (30%)
Unknown	1 (< 1%)	441 (1%)
<u>Policy Type:</u>		
Comprehensive	2,040 (99%)	55,643 (94%)
Nursing Home	25 (1%)	3,270 (6%)
<u>Purchase Type:</u>		
First Time Purchase	1,940 (94%)	55,406 (94%)
Upgrade	17 (1%)	905 (2%)
Replacement	108 (5%)	2,594 (4%)
Reinstatement	0 (0%)	8 (<1%)
Totals for each category above	2,065 (100%)	58,913 (100%)

II. Maximum Benefit Amounts Distribution



Maximum Benefit (In years):

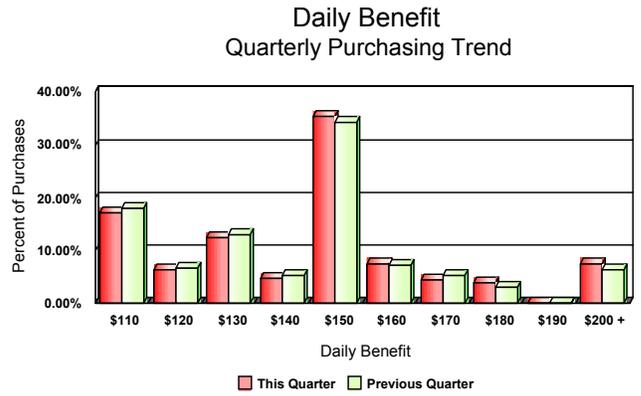
	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
This Qtrr. # Policies	89	324	418	453	34	747	2,065
This Qtrr. %	4%	16%	20%	22%	2%	36%	100%
Cumulative # Policies	7,390	13,082	10,523	9,105	2,317	16,496	58,913
Cumulative %	13%	22%	18%	15%	4%	28%	100%

Characteristics By Maximum Benefit In Years (This Quarter)

<u>Characteristic:</u>	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
Married	68%	69%	78%	78%	66%	81%	77%
Female	53%	58%	56%	60%	68%	58%	58%
Avg. Age	65	60	60	56	55	55	58
Target Ages	66%	75%	75%	72%	58%	49%	65%
New Purchase	74%	90%	94%	96%	92%	97%	94%
Comprehensive Policy	97%	99%	98%	100%	84%	99%	99%

III. Daily Benefit Distribution

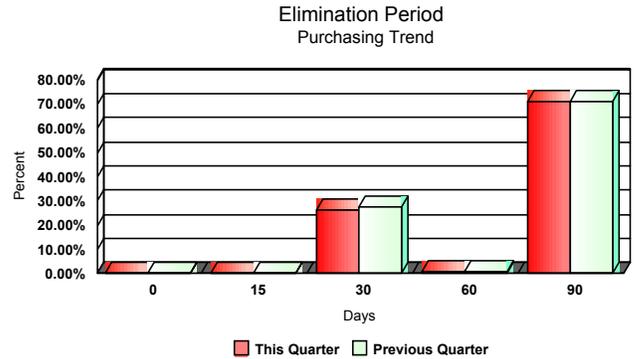
Daily Benefit	This Quarter	Previous Quarter
\$110	357 (17.27%)	(17.96)
\$120	132 (6.37%)	(6.75%)
\$130	257 (12.43%)	(13.13%)
\$140	98 (4.75%)	(5.28%)
\$150	733 (35.50%)	(34.33%)
\$160	155 (7.50%)	(7.41%)
\$170	92 (4.45%)	(5.40%)
\$180	83 (4.01%)	(3.27%)
\$190	33 (0.13%)	(0.12%)
\$200 or More	157 (7.58%)	(6.35%)



IV. Elimination Period Distribution

(at time of purchase)

Days	This Quarter	Previous Quarter
0	0.57%	0.29%
15	0.52%	0.04%
30	26.56%	27.45%
60	1.00%	0.82%
90	71.35%	71.40%



V. Age of Policyholders

(at time of purchase)

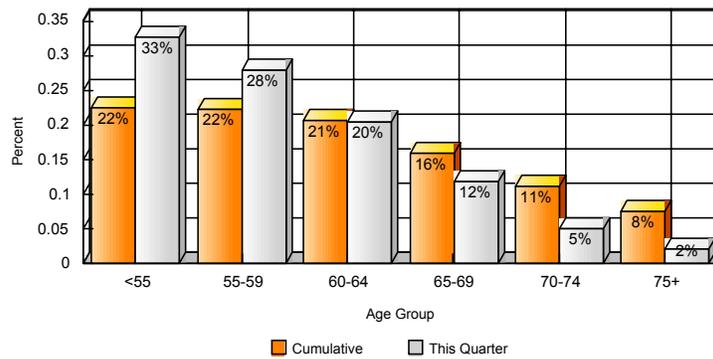
Age Group:

	<55	55-59	60-64	65-69	70-74	75+	Total
This Qtrtr. # Policies	674	574	421	244	107	46	2,065
This Qtrtr. %	33%	28%	20%	12%	5%	2%	100%
Cumulative # Policies	13,184	13,085	12,174	9,363	6,630	4,477	58,913
Cumulative %	22%	22%	21%	16%	11%	8%	100%

NOTE: At times, the plotted percentages may not appear to agree with the table above due to rounding.

Policyholders Age Distribution

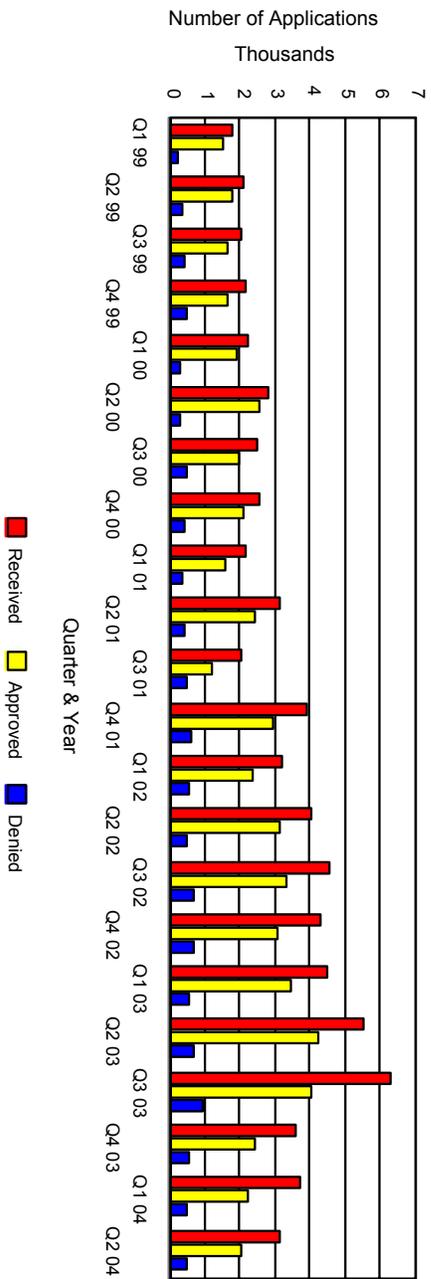
By Age Group



VI. Trends

	1999				2000				2001				2002				2003				2004						
Quarter	1994	1995	1996	1997	1998	Q1	Q2	Q3	Q4	Q1	Q2																
Received	402	2,979	4,598	2,182	2,716	1,779	2,107	2,073	2,151	2,205	2,841	2,473	2,528	2,179	3,141	2,035	3,907	3,218	4,063	4,548	4,317	4,498	5,546	6,309	3,614	3,732	3,141
Approved	237	2,123	3,095	1,366	2,606	1,520	1,763	1,655	1,654	1,908	2,547	1,978	2,087	1,561	2,452	1,224	2,942	2,351	3,174	3,330	3,066	3,461	4,213	4,028	2,444	2,216	2,065
Denied	60	713	1,039	809	631	259	344	418	497	287	294	495	441	387	437	473	645	529	497	693	686	558	705	960	582	500	505

Trend In Applications Received, Approved, Denied By Quarter



Redesigned policies available as of the 4th quarter of 1998

VII. Policyholders and Asset Protection Earned

	<u>This Quarter</u>	<u>Cumulative*</u>
Number of policyholders to date, who have qualified to receive benefit payments	33	915
Total asset protection earned by all policyholders who received benefits	\$1,337,264	\$19,617,697
Number of policyholders currently in benefit/payments made	221	N/A
Number of Policyholders that have exhausted benefits	4	73
Total asset protection earned to date by policyholders that have exhausted benefits	\$271,464	\$3,921,544
Number of policyholders that died while in benefit	19	294
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit.	\$309,300	\$3,831,096
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 6/30/2004	3	24
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 6/30/2004	N/A	\$1,189,342

*NOTE: Data is audited on an ongoing basis. For this reason, some cumulative figures may show adjustments made during the current quarter , that on the surface may not appear to consolidate with the previous quarter cumulative figures.

VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (221) by Type of Service	*Cumulative % of All Services Rendered to All Policyholders (915) by Type of Service
Skilled Nursing Facility	9%	10%
Hospital Bed Hold	1%	<1%
Assisted Living Facility/RCF	26%	24%
Other Alternative Housing	3%	2%
Home Health Aide Services	13%	14%
Adult Day Care (health & social)	1%	1%
Personal Care	20%	19%
Chore Services	4%	2%
Care Planning (benefit cost)	3%	1%
Coordination (benefit cost)	1%	1%

NOTE: services amounting to less than 1% usage during the quarter are excluded. Therefore, the percentages total may not equal 100%.

*NOTE: A cumulative file audit revealed file extract errors yielding underestimations in the previous two quarters. Therefore, the present cumulative figures represent updated information.

Type of Care Management Service (Administrative Costs)	This Quarter, % of All Services Rendered to Policyholders In- Benefit (221) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (915) by Type of Service
Assessment & Care Planning	51%	8%
Assessment Only	2%	10%
Care Planning Only	1%	8%
Case Management	1%	<1%
Monitoring Only	23%	54%
OPS	2%	<1%
Reassessment Only	20%	16%

NOTE: Care Management Services (reported as administrative costs) amounting to less than 1% are excluded. Therefore, the percentages total may not equal 100%.

**The California Partnership
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