



# CALIFORNIA PARTNERSHIP FOR LONG-TERM CARE

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## Quarterly Report

2nd. Quarter  
2009

Report No. 60

WWW.DHS.CA.GOV/CPLTC

April - June 2009

### Participating Insurers

- Bankers Life and Casualty Company
- California Public Employees' Retirement System (PERS)
- Genworth Financial (Formerly GE Capital Assurance)
- John Hancock
- MetLife
- New York Life Insurance Company

### II. Quarterly and Cumulative Statistics

	<u>This Quarter</u>	<u>To Date</u>
Applications received:	2,766	150,441
Applications Denied:	438	24,044
Applications Pending & Withdrawn:	0	0
Policies Purchased:	2,328	124,795
Policies Dropped (voluntary & for unknown reasons):	764	16,555
Policies Not Taken Up:	95	7,735
Total Policies In Force (Active):	1,469	102,369
Number of Policyholders Who Received Service Payments:	629	2,128

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### I. Consumer Inquiries

	<u>This Quarter</u>	<u>To Date</u>
Number of Consumers Who Called Toll-Free (CARE445)	9	27,770
Website Visits	29,739	480,035

## II. Quarterly and Cumulative Statistics - continued

<u>Age</u>	<u>This Quarter</u>	<u>To Date</u>
Median	59	59
Target Age (55-74)	1,038 ( 71%)	68,987 ( 67%)
Other Ages	431 ( 29%)	33,382 ( 33%)

### Gender

Female	869 (59%)	59,965 ( 59%)
Male	600 ( 41%)	42,404 ( 41%)

### Marital Status

Married	1,041 ( 71%)	71,969 ( 70%)
Not Married	427 ( 29%)	29,450 ( 29%)
Unknown	2 ( <1%)	450 ( <1%)

### Policy Type

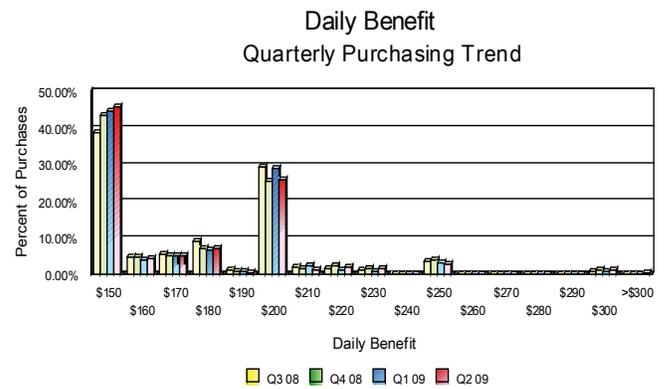
Comprehensive	1,464 (100%)	98,288 ( 96%)
Nursing Home	5 ( <1%)	4,081 ( 4%)

### Purchase Type

First Time Purchase	1,451 ( 99%)	97,769 ( 95%)
Upgrade	3 ( <1%)	1,167 ( 1%)
Replacement	15 ( 1%)	3,425 ( 3%)
Reinstatement	0 ( 0%)	8 ( <1%)

Totals for each category above  
 1,469(100%)      102,369 (100%)

## III. Daily Benefit Distribution



<u>Daily Benefit</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
\$150	672 (45.73%)	548 (44.56%)
\$160	66 ( 4.25%)	52 ( 4.23%)
\$170	76 ( 5.14%)	64 ( 5.16%)
\$180	109 ( 7.42%)	85 ( 6.89%)
\$190	6 ( 0.42%)	10 ( 0.81%)
\$200	384 (26.13%)	357 (28.97%)
\$210	20 ( 1.38%)	29 ( 2.38%)
\$220	29 ( 1.96%)	16 ( 1.27%)
\$230	26 ( 1.75%)	14 ( 1.10%)
\$240	3 ( 0.21%)	3 ( 0.23%)
\$250	45 ( 3.07%)	40 ( 3.24%)
\$260	1 ( 0.05%)	1 ( 0.06%)
\$270	1 ( 0.05%)	0 ( 0.00%)
\$280	2 ( 0.16%)	1 ( 0.06%)
\$290	0 ( 0.00%)	0 ( 0.00%)
\$300	23 ( 1.54%)	11 ( 0.87%)
>\$300	7 ( 0.48%)	2 ( 0.17%)

## IV. Maximum Benefit Amounts Distribution

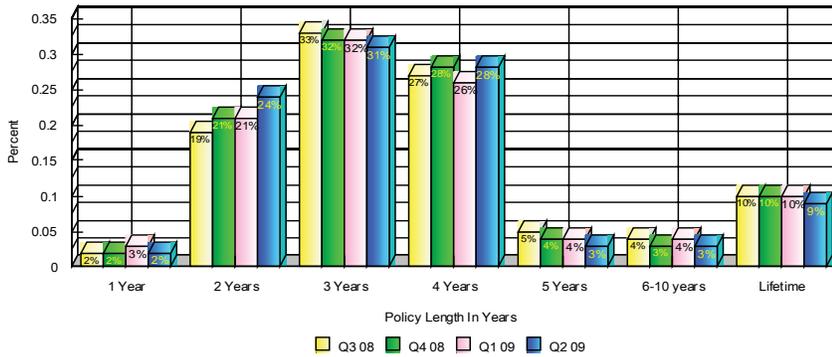
### Maximum Benefit (In Years)

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 Yr	Life	All
<b>This Quarter # Policies</b>	30	350	462	406	53	39	129	1,469
<b>This Quarter %</b>	2%	24%	31%	28%	3%	3%	9%	100%
<b>Cumulative # Policies *</b>	6,202	20,188	24,962	21,246	2,485	4,242	23,044	102,369
<b>Cumulative %*</b>	6%	20%	24%	21%	2%	4%	23%	100%

**Maximum Benefit Distribution In Years**

(Policy Sales By Policy Length)

Experience During The Most Recent 4 Quarters



NOTE: Any differences in percentages between this graph and the table above are merely due to rounding.

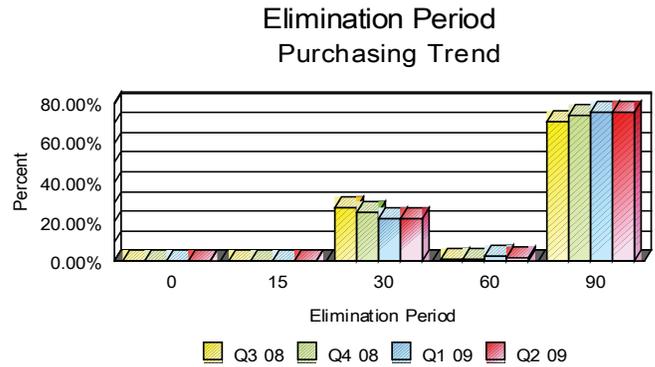
### Characteristics By Maximum Benefit In Years (This Quarter)

#### Characteristic

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 yr	Life	All
Married	34%	65%	75%	75%	72%	58%	70%	71%
Female	66%	57%	61%	59%	51%	60%	62%	59%
Average Age	63	60	58	57	55	56	54	58
Target Ages	82%	78%	70%	73%	57%	58%	54%	71%
New Purchase	89%	98%	99%	99%	100%	100%	99%	99%
Comprehensive Policy	89%	100%	100%	100%	99%	98%	99%	99%

## V. Elimination Period Distribution (at time of purchase)

<u>Days</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
0	0.74%	0.17%
15	0.16%	0.17%
30	21.57%	21.90%
60	1.59%	2.43%
90	75.94%	75.32%

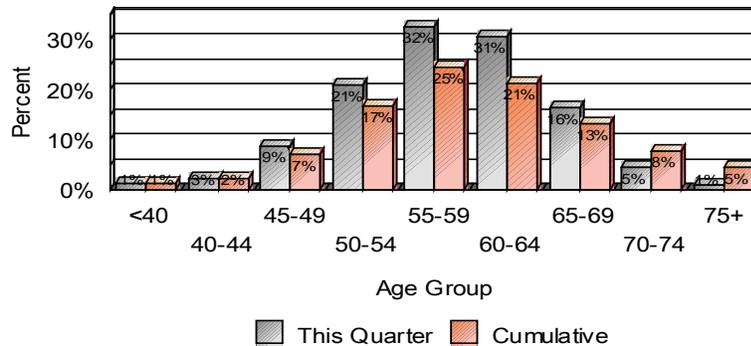


## VI. Age of Policyholders (at time of purchase)

### Age Group

	<40	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75+	Total
This Quarter #	18	31	110	258	400	378	202	58	14	1,469
This Quarter %	1%	2%	7%	18%	27%	26%	14%	4%	1%	100%
Cumulative #	1,509	2,399	7,292	17,419	25,184	21,906	13,772	7,980	4,908	102,369
Cumulative %	1%	2%	7%	17%	25%	21%	13%	8%	5%	100%

### Policyholders Age Distribution By Age Group



## VII. Trends

2006	2007	2008	2009
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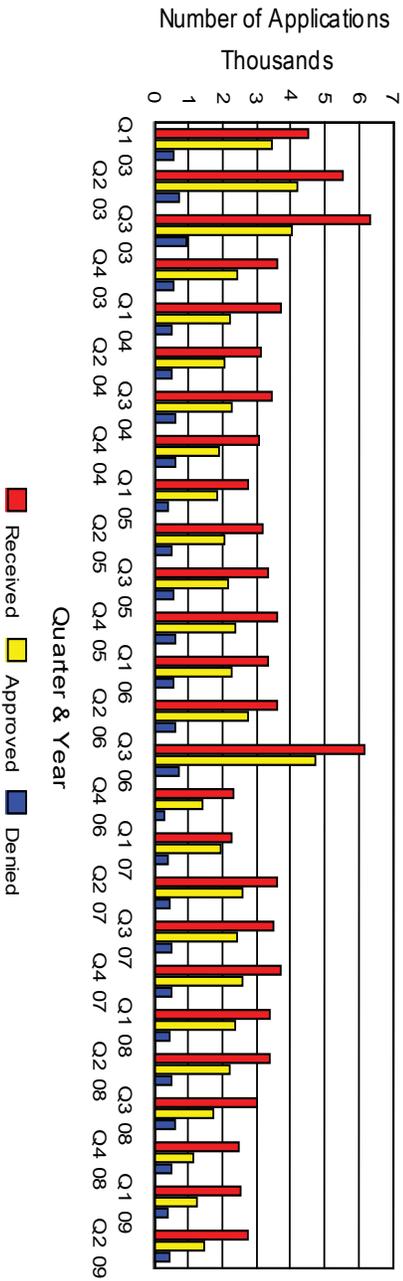
Quarter 1994 1995 1996 1997 1998 1999 2000 2001 2002 2003 2004 2005 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2 Q3 Q4 Q1 Q2

Received 402 2,979 4,598 2,182 2,716 8,110 10,047 11,262 16,146 15,436 13,369 12,875 3,365 3,618 6,151 2,202 2,285 3,600 3,521 3,717 3,402 3,376 3,019 2,508 2,517 2,766

Approved 237 2,123 3,095 1,366 2,606 6,592 8,530 8,179 11,921 11,140 8,425 8,496 2,258 2,740 4,708 1,434 1,937 2,580 2,448 2,606 2,357 2,195 1,712 1,139 1,233 1,469

Denied 60 713 1,039 809 631 1,518 1,517 1,942 2,405 2,123 2,232 2,087 535 588 724 276 410 479 520 510 438 515 607 532 416 438

Trend In Applications Received, Approved, Denied  
By Quarter



## VII. Policyholders and Asset Protection Earned

	This Quarter	Cumulative*
Number of policyholders to date who have qualified to receive benefit payments	75	2,329
Total asset protection earned by all policyholders who received benefits	\$4,878,036	\$96,810,220
Number of policyholders currently in benefit/payments made	629	N/A
Number of policyholders who have exhausted benefits	10	210
Total asset protection earned to date by policyholders that have exhausted benefits	\$1,083,857	\$15,557,932
Number of policyholders that died while in benefit	44	840
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit	\$1,804,700	\$23,508,318
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 6/30/2009	0	48
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 6/30/2009	0	\$3,163,046
Medicaid (Medi-Cal) cost savings as of 6/30/2009	N/A	\$20,686,980

\*NOTE: Cumulative totals may drop or rise out of sync with the current quarter figures and on the surface may not appear to consolidate with the previous quarter cumulative figures. This can be due to a variety of reasons. For example, data is audited on an ongoing basis; therefore, data is updated to reflect new information. Additionally, a Partner insurer may fall behind on reporting and catch up in the current quarter, thereby, creating a seemingly irreconcilable cumulative figure.

### Policyholders Who Exhausted Their Policy Benefits And Accessed Medi-Cal Breakdown By Policy Length and Age Group

Policy Length (Yrs.)	1	2	3	4	5	6-10	Life
<b>Age At Purchase</b>							
<50							n/a
50-54		1					n/a
55-59							n/a
60-64		1					n/a
65-69		2					n/a
70-74	12	7		1			n/a
75-79	6	3					n/a
80-84	9	2	1				n/a
85-89	1						n/a
90-94	2						n/a
95+							n/a
Totals:=====>	30	16	1	1			

Policy Length (Yrs.)	1	2	3	4	5	6-10	Life
<b>Age At Benefit</b>							
<50							n/a
50-54							n/a
55-59		1					n/a
60-64		1					n/a
65-69		1					n/a
70-74	4	4		1			n/a
75-79	11	5					n/a
80-84	6	3					n/a
85-89	5	1					n/a
90-94	3		1				n/a
95+	1						n/a
Totals:=====>	30	16	1	1			

## VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In Ben- efit (629) by Type of Service	Cumulative % of All Services Rendered to All Policyholders (2,329) by Type of Service
Skilled Nursing Facility	5%	8%
Assisted Living Facility/RCF	26%	23%
Home Health Aide Services	16%	15%
Attendant Care	4%	8%
Personal Care	26%	22%
Homemaker (non-personal care)	2%	2%
Care Planning (benefit cost)	5%	4%
Coordination (benefit cost)	7%	4%
DME	1%	1%

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

Type of Service (Administrative Costs)	This Quarter, % of All Services Rendered to Policyholders In Ben- efit (629) by Type of Service	*Cumulative % of All Services Rendered to All Policyholders (2,329) by Type of Service
Assessment & Care Planning	5%	9%
Assessment Only	9%	9%
Care Planning Only	21%	11%
Coordination Only	22%	9%
Monitoring Only	9%	40%
Reassessment Only	34%	20%

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



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