



# CALIFORNIA PARTNERSHIP FOR LONG-TERM CARE

Brenda Bufford, Chief

## Quarterly Report

3rd. Quarter  
2010

Report No. 65

WWW.DHS.CA.GOV/CPLTC

July - September 2010

### 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:	3,876	167,005
Applications Denied:	499	26,434

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Applications Pending & Withdrawn:	0	0
Policies Purchased:	3,377	138,967
Policies Dropped (voluntary & for unknown reasons):	554	19,596
Policies Not Taken Up:	58	8,086

### I. Consumer Inquiries

	<u>This Quarter</u>	<u>To Date</u>
Number of Consumers Who Called Toll-Free (CARE445)	14	27,867
Website Visits	31,899	637,844

Total Policies In Force (Active):	2,765	113,151
Number of Policyholders Who Received Service Payments:	836	2,768

## II. Quarterly and Cumulative Statistics - continued

<u>Age</u>	<u>This Quarter</u>	<u>To Date</u>
Median	58	59
Target Age (55-74)	1,901 ( 69%)	76,483 ( 68%)
Other Ages	864 ( 31%)	36,668 ( 32%)

### Gender

Female	1,607 (58%)	66,350 ( 59%)
Male	1,158 ( 42%)	46,801 ( 41%)

### Marital Status

Married	2,042 ( 74%)	79,671 ( 70%)
Not Married	719 ( 26%)	32,495 ( 29%)
Unknown	4 ( <1%)	485 ( <1%)

### Policy Type

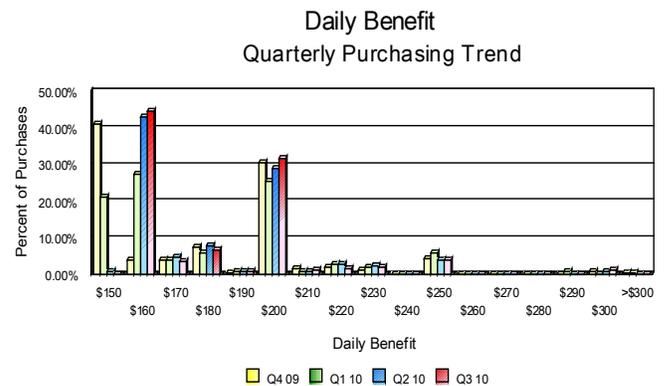
Comprehensive	2,741 ( 99%)	109,021 ( 96%)
Nursing Home	24 ( <1)	4,130 ( 4%)

### Purchase Type

First Time Purchase	2,715 ( 98%)	108,379 ( 96%)
Upgrade	10 ( <1%)	1,190 ( 1%)
Replacement	40 ( 1%)	3,574 ( 3%)
Reinstatement	0 ( 0%)	8 ( <1%)

Totals for each category above      2,765 (100%)      113,151 (100%)

## III. Daily Benefit Distribution



<u>Daily Benefit</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
\$150	7 ( 0.24%)	28 ( 0.94%)
\$160	1,240 (44.88%)	1,282 (43.34%)
\$170	102( 3.69%)	139 ( 4.69%)
\$180	189 ( 6.83%)	242 ( 8.18%)
\$190	31 ( 1.11%)	29 ( 0.98%)
\$200	877 (31.71%)	862 (29.13%)
\$210	36 ( 1.31%)	33 ( 1.12%)
\$220	49 ( 1.79%)	85 ( 2.86%)
\$230	62( 2.26%)	77( 2.59%)
\$240	4 ( 0.16%)	7 ( 0.22%)
\$250	112 ( 4.05%)	118 ( 3.98%)
\$260	3 ( 0.12%)	8 ( 0.27%)
\$270	6 ( 0.20%)	1 ( 0.04%)
\$280	6 ( 0.20%)	5 ( 0.18%)
\$290	2 ( 0.08%)	3 ( 0.09%)
\$300	33 ( 1.19%)	32 ( 1.07%)
>\$300	6 ( 0.20%)	9 ( 0.31%)

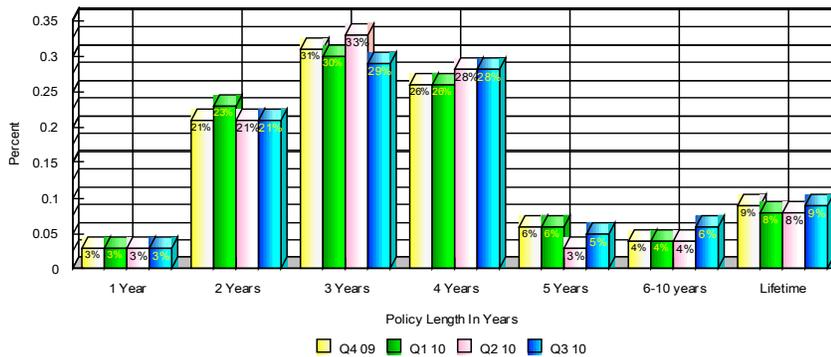
## IV. Maximum Benefit Amounts Distribution

### Maximum Benefit (In Years)

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 Yr	Life	All
<b>This Quarter # Policies</b>	71	575	808	786	126	153	246	2,765
<b>This Quarter %</b>	3%	21%	29%	28%	5%	6%	9%	100%
<b>Cumulative # Policies *</b>	6,516	22,462	28,322	24,189	2,981	4,709	23,972	113,151
<b>Cumulative %*</b>	6%	20%	25%	21%	3%	4%	21%	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.

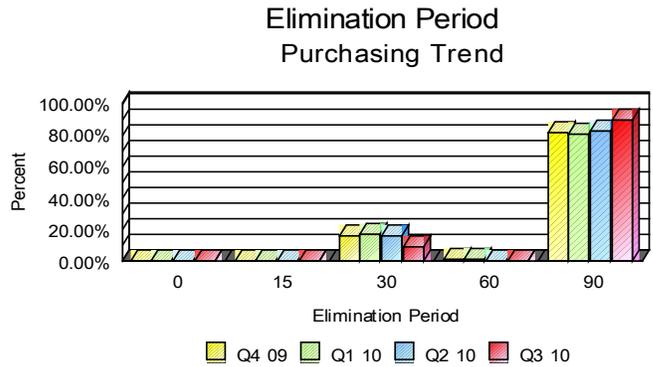
### Characteristics By Maximum Benefit In Years (This Quarter)

#### Characteristic

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 yr	Life	All
Married	52%	68%	75%	75%	91%	75%	77%	74%
Female	51%	59%	59%	59%	54%	56%	56%	58%
Average Age	64	59	58	58	55	55	53	58
Target Ages	78%	76%	70%	72%	57%	57%	48%	69%
New Purchase	92%	99%	98%	99%	100%	99%	96%	98%
Comprehensive Policy	94%	100%	100%	100%	100%	99%	100%	100%

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

<u>Days</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
0	0.32%	0.54%
15	0.08%	0.09%
30	9.13%	16.00%
60	0.63%	0.85%
90	89.84%	82.48%

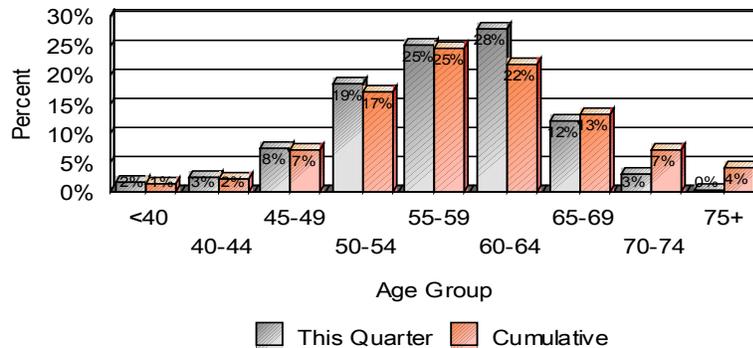


## VI. Age of Policyholders (at time of purchase)

### Age Group

	<40	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75+	Total
This Quarter #	53	70	213	515	697	776	340	88	13	2,765
This Quarter %	2%	3%	8%	19%	25%	28%	12%	3%	<1%	100%
Cumulative #	1,686	2,648	8,128	19,381	27,968	24,823	15,204	8,341	4,972	113,151
Cumulative %	2%	2%	7%	17%	25%	22%	14%	7%	4%	100%

### Policyholders Age Distribution By Age Group

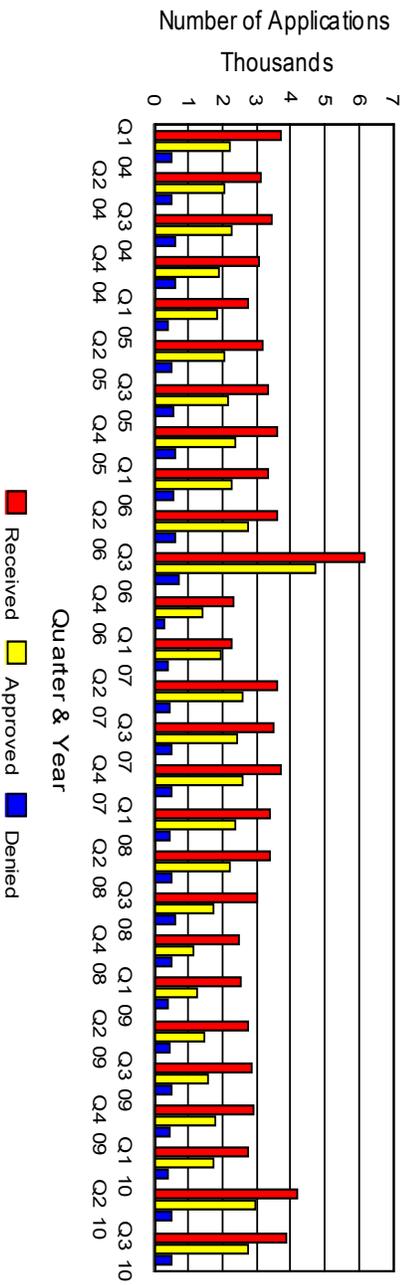


## VII. Trends

Quarter	2008				2009				2010												
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	Q1	Q2	Q3	Q4	Q1	Q2	Q3

Received	402	2,979	4,598	2,182	2,716	8,110	10,047	11,262	16,146	15,436	13,369	12,875	15,436	13,123	3,402	3,376	3,019	2,508	2,517	2,766	2,866	2,890	2,739	4,193	3,876
Approved	237	2,123	3,085	1,366	2,606	6,592	8,530	8,179	11,921	11,140	8,425	8,496	11,140	9,571	2,357	2,195	1,712	1,139	1,233	1,469	1,575	1,768	1,714	2,960	2,765
Denied	60	713	1,039	809	631	1,518	1,517	1,942	2,405	2,123	2,232	2,087	2,123	1,919	438	515	607	532	416	438	489	466	409	527	499

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	128	2,964
Total asset protection earned by all policyholders who received benefits	\$7,003,166	\$127,177,772
Number of policyholders currently in benefit/payments made	836	N/A
Number of policyholders who have exhausted benefits	9	252
Total asset protection earned to date by policyholders that have exhausted benefits	\$912,323	\$20,205,488
Number of policyholders that died while in benefit	31	1,007
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit	\$1,924,227	\$31,532,198
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 9/30/2010	1	58
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 9/30/2010	0	\$4,265,580
Medicaid (Medi-Cal) cost savings as of 9/30/2010	N/A	\$27,179,408

\*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	2				n/a
70-74	13	10	3	1			n/a
75-79	9	3					n/a
80-84	9	2	1				n/a
85-89	2						n/a
90-94	2						n/a
95+							n/a
Totals:=====>	35	19	6	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	2				n/a
70-74	4	5	1	1			n/a
75-79	13	7					n/a
80-84	6	3	2				n/a
85-89	8	1					n/a
90-94	3		1				n/a
95+	1						n/a
Totals:=====>	35	19	6	1			

## VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In Ben- efit (836) by Type of Service	Cumulative % of All Services Rendered to All Policyholders (2,964) by Type of Service
Skilled Nursing Facility	7%	8%
Assisted Living Facility/RCF	28%	23%
Home Health Aide Services	19%	16%
Home Health Care Services	1%	<1%
Attendant Care	8%	8%
Personal Care	23%	22%
Homemaker (non-personal care)	3%	2%
DME	2%	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 (836) by Type of Service	*Cumulative % of All Services Rendered to All Policyholders (2,964) by Type of Service
Assessment & Care Planning	3%	9%
Assessment Only	8%	9%
Care Planning Only	25%	13%
Coordination Only	13%	11%
Monitoring Only	28%	37%
Reassessment Only	22%	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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