

Quarterly Report



Carol Freels, Director

4th. Quarter 2004, Report No. 42

October—December 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: 3,089 90,819

Applications Denied: 624 15,671

Applications Pending & Withdrawn: 0 0

Policies Purchased: 2,465 75,148

Policies Dropped (voluntarily & for unknown reasons): 372 7,752

Policies Not Taken Up: (dropped within 30 days of purchase) 209 4,303

Total Policies In Force (Active): 1,884 63,057

Number of Policyholders Who Received Service Payments: 219 834

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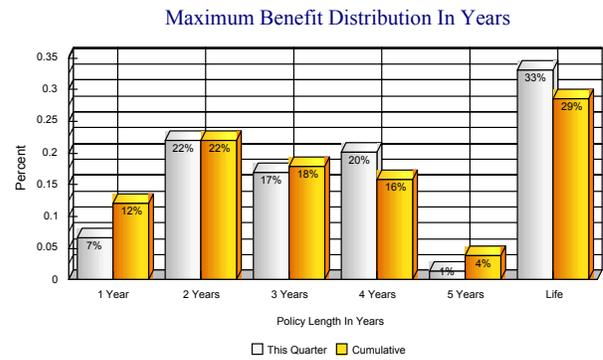
I. Quarterly and Cumulative Statistics

<u>Inquiries:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Number of Consumers Who Called Toll-Free	160	26,199 (CARE445)
Website Visits	8,496	134,872

I. Quarterly and Cumulative Statistics

<u>Age:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Median	57	61
Target Age (55-74)	1,087 (58%)	43,985 (70%)
Other Ages	797 (42%)	19,072 (30%)
 <u>Gender:</u>		
Male	779 (41%)	25,787 (41%)
Female	1,105 (59%)	37,270 (59%)
 <u>Marital Status:</u>		
Married	1,443 (77%)	44,076 (70%)
Not Married	440 (23%)	18,538 (29%)
Unknown	1 (< 1%)	443 (1%)
 <u>Policy Type:</u>		
Comprehensive	1,873 (99%)	59,757 (95%)
Nursing Home	11 (1%)	3,300 (5%)
 <u>Purchase Type:</u>		
First Time Purchase	1,827 (97%)	59,353 (94%)
Upgrade	12 (1%)	938 (2%)
Replacement	45 (2%)	2,758 (4%)
Reinstatement	0 (0%)	8 (<1%)
Totals for each category above	1,884 (100%)	63,057 (100%)

II. Maximum Benefit Amounts Distribution



Maximum Benefit (In years):

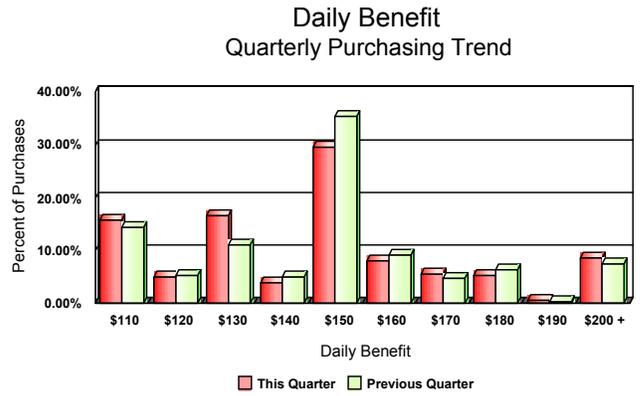
	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
This Qtrr. # Policies	124	413	319	378	28	622	1,884
This Qtrr. %	7%	22%	17%	20%	1%	33%	100%
Cumulative # Policies	7,603	13,843	11,248	10,011	2,376	17,976	63,057
Cumulative %	12%	22%	18%	16%	4%	28%	100%

Characteristics By Maximum Benefit In Years (This Quarter)

<u>Characteristic:</u>	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
Married	56%	67%	77%	85%	72%	80%	77%
Female	58%	60%	58%	58%	57%	58%	59%
Avg. Age	63	60	58	57	55	53	57
Target Ages	61%	64%	71%	64%	62%	39%	58%
New Purchase	97%	98%	96%	96%	100%	96%	97%
Comprehensive Policy	96%	99%	99%	100%	100%	100%	99%

III. Daily Benefit Distribution

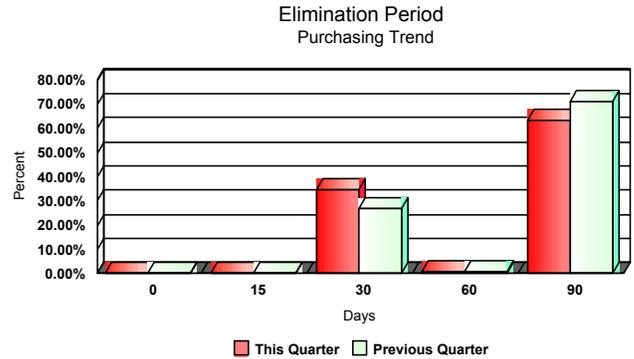
Daily Benefit	This Quarter	Previous Quarter
\$110	301 (15.98 %)	(14.60%)
\$120	94 (4.99%)	(5.37%)
\$130	317 (16.8 %)	(11.10%)
\$140	77 (4.10%)	(5.09%)
\$150	557 (29.58 %)	(35.50%)
\$160	152 (8.05%)	(9.35%)
\$170	106 (5.63%)	(4.70%)
\$180	103 (5.48%)	(6.41%)
\$190	13 (0.67%)	(0.32%)
\$200 or More	164 (8.72%)	(7.56%)



IV. Elimination Period Distribution

(at time of purchase)

Days	This Quarter	Previous Quarter
0	0.60%	0.64%
15	0.22%	0.20%
30	34.72%	26.94%
60	0.89%	0.99%
90	63.56%	71.23%



V. Age of Policyholders

(at time of purchase)

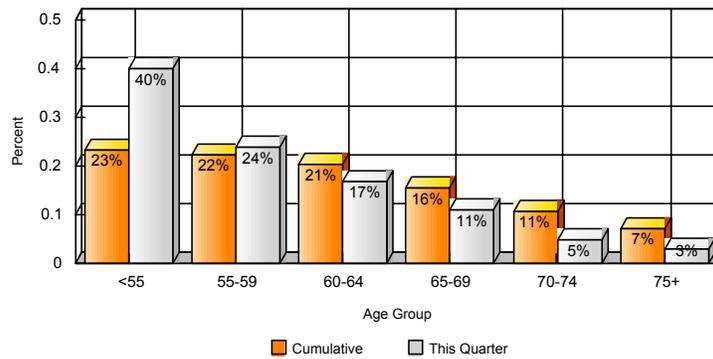
Age Group:

	<55	55-59	60-64	65-69	70-74	75+	Total
This Qtr. # Policies	749	461	329	200	98	47	1,884
This Qtr. %	40%	24%	17%	11%	5%	3%	100%
Cumulative # Policies	14,721	14,162	12,961	9,808	6,836	4,569	63,057
Cumulative %	23%	22%	21%	16%	11%	7%	100%

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

Policyholders Age Distribution

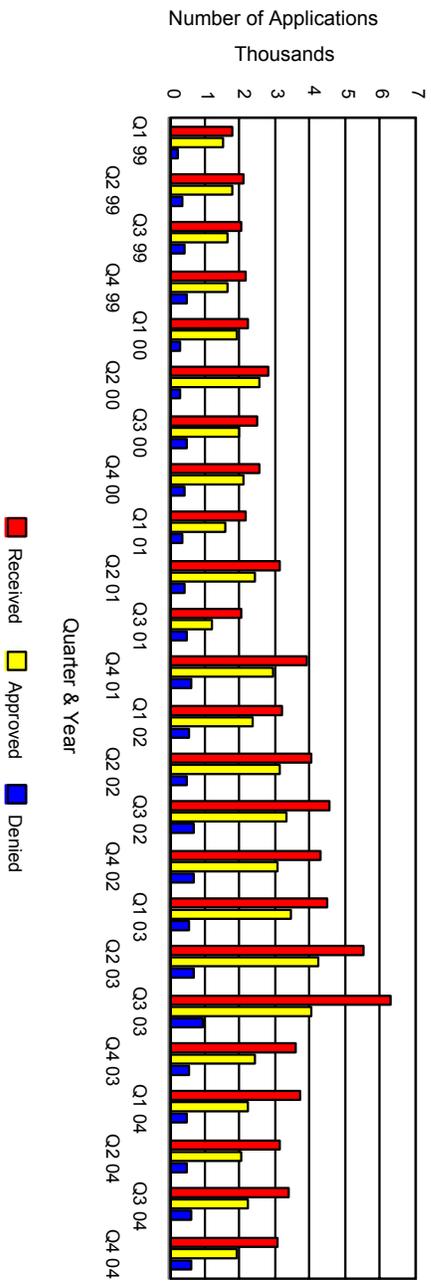
By Age Group



VI. Trends

	1999				2000				2001				2002				2003				2004								
Quarter	1994	1995	1996	1997	1998	Q1	Q2	Q3	Q4																				
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	3,434	3,089
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	2,260	1,884
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	603	624

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	35	1,009
Total asset protection earned by all policyholders who received benefits	\$1,303,049	\$23,032,733
Number of policyholders currently in benefit/payments made	219	N/A
Number of Policyholders that have exhausted benefits	1	87
Total asset protection earned to date by policyholders that have exhausted benefits	\$93,226	\$4,855,358
Number of policyholders that died while in benefit	15	305
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit.	\$363,834	\$4,679,596
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2004	1	25
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2004	\$49,784	\$1,232,013

*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 (219) by Type of Service	*Cumulative % of All Services Ren- dered to All Policyholders (1,009) by Type of Service
Skilled Nursing Facility	9%	10%
Assisted Living Facility/RCF	26%	24%
Other Alternative Housing	3%	2%
Home Health Aide Services	13%	14%
Personal Care	18%	19%
Chore Services	5%	3%
Attendant Care	12%	<1%
DME	1%	<1%
Care Planning (benefit cost)	3%	2%
Coordination (benefit cost)	2%	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 (219) by Type of Service	Cumulative % of All Services Ren- dered to All Policyholders (1,009) by Type of Service
Assessment & Care Planning	10%	9%
Care Planning Only	9%	8%
Coordination Only	2%	3%
Monitoring Only	62%	54%
Reassessment Only	12%	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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