



# CALIFORNIA PARTNERSHIP FOR LONG-TERM CARE

Brenda Bufford, Chief

## Quarterly Report

4th. Quarter  
2010

Report No. 66

WWW.DHS.CA.GOV/CPLTC

October-December 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:	2,175	169,180
Applications Denied:	260	26,694
Applications Pending & Withdrawn:	0	0
Policies Purchased:	1,915	140,882
Policies Dropped (voluntary & for unknown reasons):	429	20,025
Policies Not Taken Up:	77	8,163
Total Policies In Force (Active):	1,409	114,560
Number of Policyholders Who Received Service Payments:	931	2,890

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### I. Consumer Inquiries

	<u>This Quarter</u>	<u>To Date</u>
Number of Consumers Who Called Toll-Free (CARE445)	17	27,884
Website Visits	30,898*	668,742

\*Estimated since August 2010

## II. Quarterly and Cumulative Statistics - continued

<u>Age</u>	<u>This Quarter</u>	<u>To Date</u>
Median	59	59
Target Age (55-74)	989 ( 70%)	77,832 ( 68%)
Other Ages	420 ( 30%)	37,088 ( 32%)

### Gender

Female	814 (60%)	67,164 ( 59%)
Male	595 ( 40%)	47,396 ( 41%)

### Marital Status

Married	1,020 ( 72%)	80,691 ( 70%)
Not Married	388( 28%)	32,883 ( 29%)
Unknown	1 ( <1%)	486 ( <1%)

### Policy Type

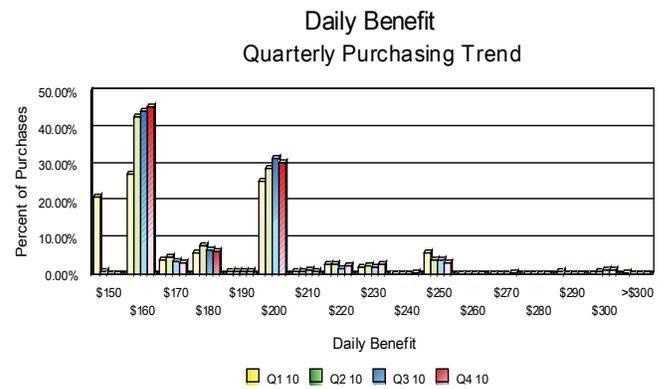
Comprehensive	1,402 ( 99%)	110,423 ( 96%)
Nursing Home	7 ( <1)	4,137 ( 4%)

### Purchase Type

First Time Purchase	1,380 ( 98%)	109,759 ( 96%)
Upgrade	4 ( <1%)	1,194 ( 1%)
Replacement	25 ( 2%)	3,599 ( 3%)
Reinstatement	0 ( 0%)	0 ( <1%)

Totals for each category above  
 1,409 (100%)    114,560 (100%)

## III. Daily Benefit Distribution



<u>Daily Benefit</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
\$150	0 ( 0.00%)	7 ( 0.24%)
\$160	633 (44.89%)	1,240 (44.88%)
\$170	47 ( 3.36%)	102 ( 3.69%)
\$180	91 ( 6.48%)	189 ( 6.83%)
\$190	15 ( 1.04%)	31 ( 1.11%)
\$200	431 (30.61%)	877 (31.71%)
\$210	11 ( 0.81%)	36 ( 1.31%)
\$220	37 ( 2.66%)	49 ( 1.79%)
\$230	42 ( 3.01%)	62( 2.26%)
\$240	6 ( 0.41%)	4 ( 0.16%)
\$250	44 ( 3.13%)	112 ( 4.05%)
\$260	4 ( 0.29%)	3 ( 0.12%)
\$270	9 ( 0.64%)	6 ( 0.20%)
\$280	3 ( 0.23%)	6 ( 0.20%)
\$290	0 ( 0.00%)	2 ( 0.08%)
\$300	18 ( 1.27%)	33 ( 1.19%)
>\$300	2 ( 0.17%)	6 ( 0.20%)

## IV. Maximum Benefit Amounts Distribution

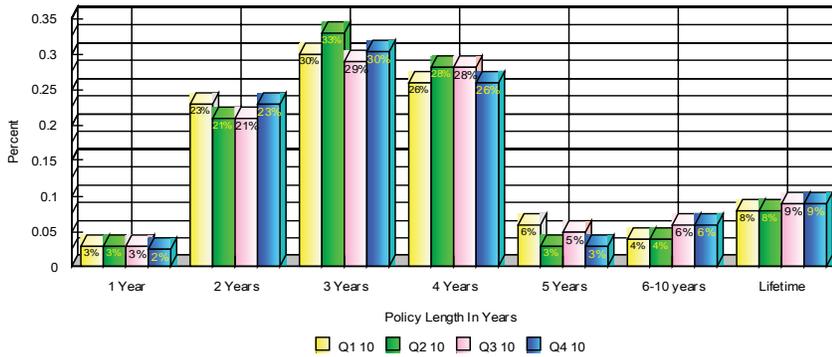
### Maximum Benefit (In Years)

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 Yr	Life	All
<b>This Quarter # Policies</b>	34	322	427	371	39	90	126	1,409
<b>This Quarter %</b>	3%	23%	30%	26%	3%	6%	9%	100%
<b>Cumulative # Policies *</b>	6,550	22,784	28,749	24,560	3,020	4,799	24,098	114,560
<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.

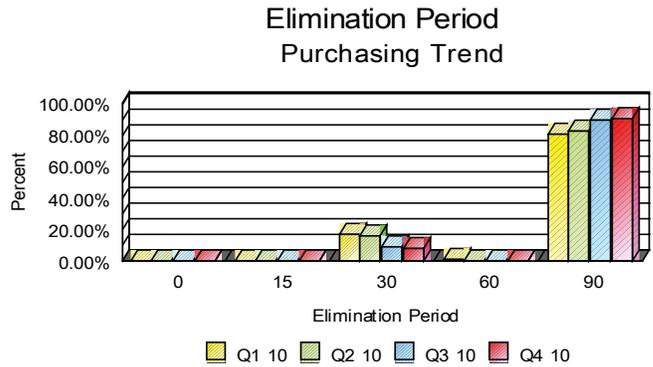
### Characteristics By Maximum Benefit In Years (This Quarter)

#### Characteristic

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 yr	Life	All
Married	45%	69%	74%	75%	71%	75%	74%	72%
Female	62%	53%	58%	60%	60%	62%	58%	58%
Average Age	62	60	58	58	55	56	53	58
Target Ages	74%	78%	73%	71%	58%	60%	47%	70%
New Purchase	93%	98%	99%	99%	100%	96%	95%	98%
Comprehensive Policy	93%	99%	100%	100%	96%	100%	100%	99%

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

<u>Days</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
0	0.75%	0.32%
15	0%	0.08%
30	8.16%	9.13%
60	0.52%	0.63%
90	90.57%	89.84%

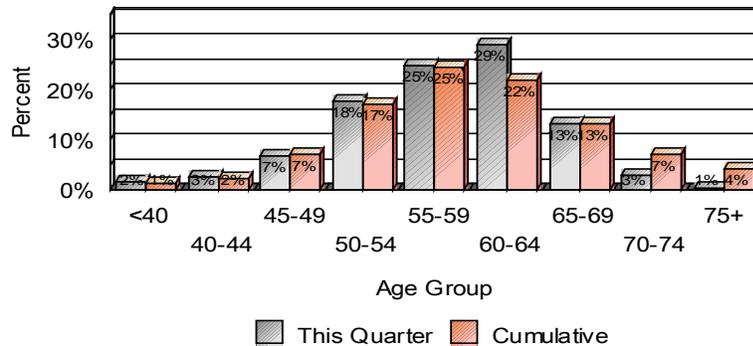


## VI. Age of Policyholders (at time of purchase)

### Age Group

	<40	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75+	Total
This Quarter #	26	37	97	251	352	408	188	42	8	1409
This Quarter %	2%	3%	7%	18%	25%	29%	13%	3%	<1%	100%
Cumulative #	1,712	2,685	8,225	19,632	28,320	25,231	15,392	8,383	4,980	114,560
Cumulative %	1%	2%	7%	17%	25%	22%	13%	7%	4%	100%

### Policyholders Age Distribution By Age Group

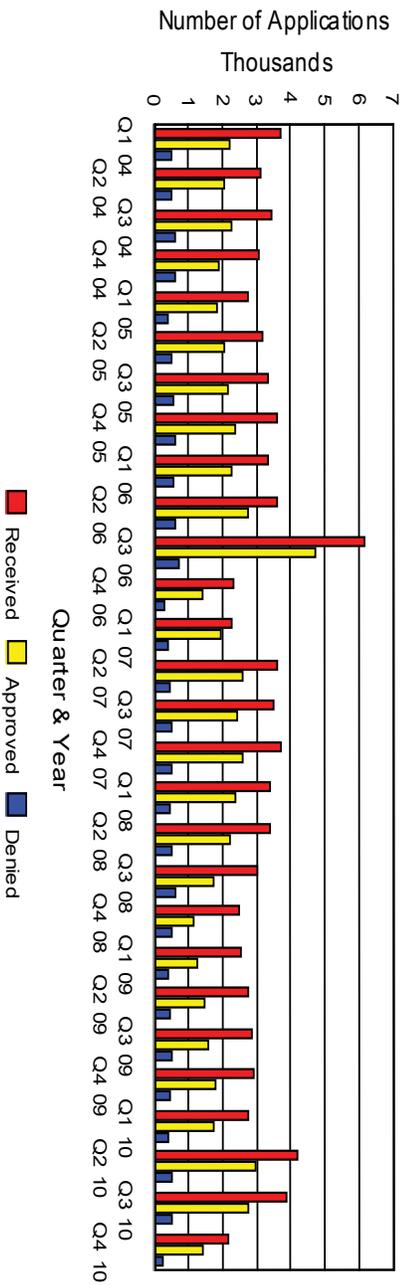


## VII. Trends

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	2175
Approved	237	2,123	3,095	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	1409
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	260

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	121	3,086
Total asset protection earned by all policyholders who received benefits	\$7,953,714	\$136,340,997
Number of policyholders currently in benefit/payments made	931	N/A
Number of policyholders who have exhausted benefits	2	255
Total asset protection earned to date by policyholders that have exhausted benefits	\$113,734	\$20,465,234
Number of policyholders that died while in benefit	48	1,061
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit	\$2,530,209	\$34,826,886
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2010	1	59
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 12/31/2010	109,500	\$4,469,496
Medicaid (Medi-Cal) cost savings as of 12/31/2010	N/A	\$29,131,764

\*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	Policy Length (Yrs.)	1	2	3	4	5	6-10	Life
<b>Age At Purchase</b>								<b>Age At Benefit</b>							
<50							n/a	<50							n/a
50-54		1					n/a	50-54							n/a
55-59		1					n/a	55-59		1					n/a
60-64		1					n/a	60-64		2					n/a
65-69		2	1				n/a	65-69		1	1				n/a
70-74	12	9	2	1			n/a	70-74	4	5	1	1			n/a
75-79	10	3					n/a	75-79	13	6					n/a
80-84	8	2	1				n/a	80-84	6	3	1				n/a
85-89	2	1					n/a	85-89	7	1					n/a
90-94	2						n/a	90-94	3	1	1				n/a
95+							n/a	95+	1						n/a
<b>Totals:=====&gt;</b>	<b>34</b>	<b>20</b>	<b>4</b>	<b>1</b>				<b>Totals:=====&gt;</b>	<b>34</b>	<b>20</b>	<b>4</b>	<b>1</b>			

Table Reconciled Q4 2010

## VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In Ben- efit (931) by Type of Service	Cumulative % of All Services Rendered to All Policyholders (3,086) by Type of Service
Skilled Nursing Facility	5%	8%
Assisted Living Facility/RCF	26%	23%
Home Health Aide Services	21%	16%
Home Health Care Services	2%	<1%
Attendant Care	3%	8%
Personal Care	27%	22%
Homemaker (non-personal care)	5%	2%
DME	3%	1%
Personal Emergency Response System	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 (931) by Type of Service	*Cumulative % of All Services Rendered to All Policyholders (3,086) by Type of Service
Assessment & Care Planning	0%	9%
Assessment Only	10%	9%
Care Planning Only	32%	13%
Coordination Only	3%	11%
Monitoring Only	32%	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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