



# CALIFORNIA PARTNERSHIP FOR LONG-TERM CARE

Brenda Bufford, Chief

## Quarterly Report

1st. Quarter  
2012

Report No. 71

WWW.DHS.CA.GOV/CPLTC

WWW.RUREADYCA.ORG

Jan - Mar 2012

### Participating Insurers

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

### II. Quarterly and Cumulative Statistics

	<u>This Quarter</u>	<u>To Date</u>
Applications received:	1,814	179,425
Applications Denied:	287	28,274
Applications Pending & Withdrawn:	0	0
Policies Purchased:	1,527	149,789
Policies Dropped (voluntary & for unknown reasons):	367	22,218
Policies Not Taken Up:	47	8,448
Total Policies In Force (Active):	1,113	121,089
Number of Policyholders Who Received Service Payments:	1,125	3,541

### Table of Contents

I	Consumer Inquiries	Pg 1
II	Quarterly and Cumulative Statistics	Pg 1-2
III	Daily Benefits Distribution	Pg 2
IV	Maximum Benefit Amounts Distribution	Pg 3
V	Elimination Period Distribution	Pg 4
VI	Age of Policyholders	Pg 4
VII	Trends	Pg 5
VIII	Policyholders and Asset Protection Earned	Pg 6
IX	Service Utilization	Pg 7

### I. Consumer Inquiries

	<u>This Quarter</u>	<u>To Date</u>
Consumers Who Called Toll-Free (CARE445)	27	28,066
Website Views (.gov)	16,344	807,680*
Website Visits (.org)	3,361	7,639**

\*Analytics software changed July 2011

\*\*Since July 2011

## II. Quarterly and Cumulative Statistics - continued

<u>Age</u>	<u>This Quarter</u>	<u>To Date</u>
Median	59	59
Target Age (55-74)	821 ( 74%)	82,231 ( 68%)
Other Ages	292 ( 26%)	38,858 ( 32%)

### Gender

Female	640 (57%)	70,890 ( 59%)
Male	473 (43%)	50,199 ( 41%)

### Marital Status

Married	841 ( 76%)	85,912 ( 71%)
Not Married	266 ( 24%)	34,673 ( 29%)
Unknown	6 ( <1%)	504 ( <1%)

### Policy Type

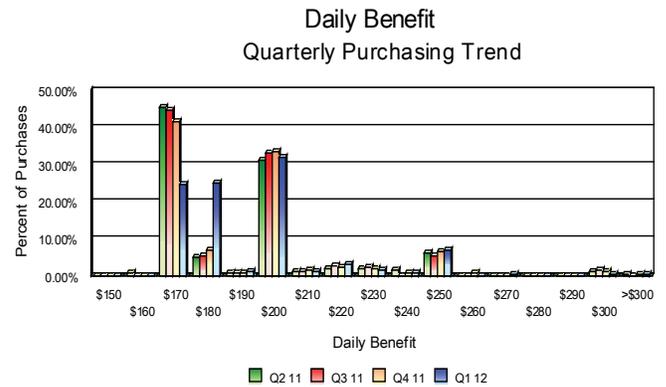
Comprehensive	1,110 ( 100%)	116,890 ( 97%)
Nursing Home	3 ( <1% )	4,199 ( 3%)

### Purchase Type

First Time Purchase	1,092 ( 98%)	116,148 ( 96%)
Upgrade	4 ( <1%)	1,226 ( 1%)
Replacement	17 ( 2%)	3,707 ( 3%)
Reinstatement	0 ( 0%)	8 ( <1%)

Totals for each category above      1,113 (100%)      121,089 (100%)

## III. Daily Benefit Distribution



<u>Daily Benefit</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
\$160	0 (0%)	0 (0%)
\$170	276 ( 24.82%)	545 ( 41.74%)
\$180	281 ( 25.29%)	93 ( 7.10%)
\$190	15 ( 1.36%)	15 ( 1.12%)
\$200	357 (32.09%)	438 (33.51%)
\$210	17 ( 1.50%)	22 ( 1.66%)
\$220	35 ( 3.13%)	31 (2.37%)
\$230	20 ( 1.77%)	26 ( 2.01%)
\$240	11 ( 1.02%)	10 (.77%)
\$250	80 ( 7.21%)	87 (6.63%)
\$260	1 ( 0.07%)	10 ( 0.77%)
\$270	6 ( 0.54%)	2 ( 0.18%)
\$280	1 ( 0.07%)	4 ( 0.30%)
\$290	0 ( 0.00%)	0 ( 0.00%)
\$300	7 ( 0.61%)	18 ( 1.36%)
>\$300	6 ( 0.55%)	6 ( 0.47%)

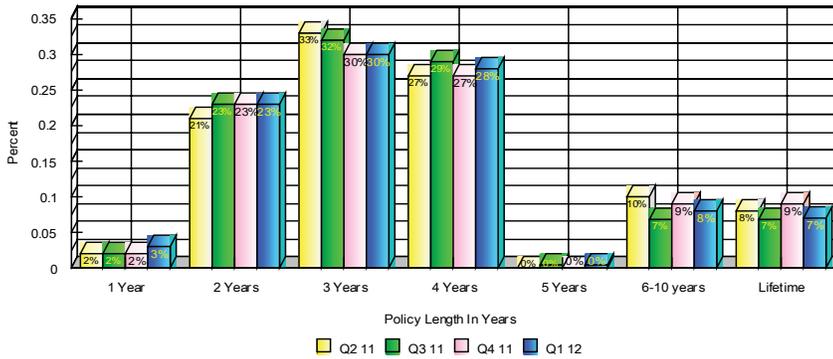
## IV. Maximum Benefit Amounts Distribution

### 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	257	340	310	8	86	82	1,113
<b>This Quarter %</b>	3%	23%	30%	28%	<1%	8%	7%	100%
<b>Cumulative # Policies *</b>	6,693	24,236	30,784	26,384	3,052	5,335	24,605	121,089
<b>Cumulative %*</b>	6%	20%	25%	22%	3%	4%	20%	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.

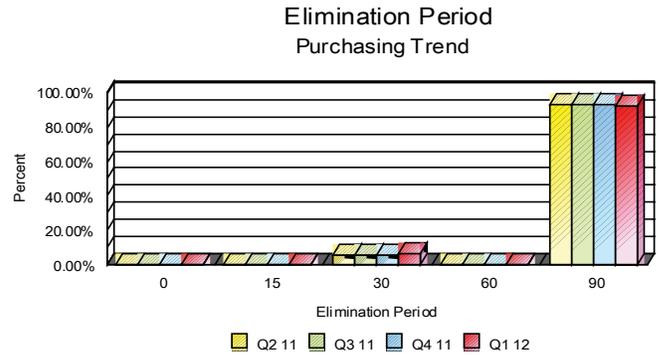
### Characteristics By Maximum Benefit In Years (This Quarter)

#### Characteristic

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 yr	Life	All
Married	57%	67%	78%	80%	80%	75%	83%	76%
Female	65%	59%	57%	54%	70%	64%	60%	57%
Average Age	40	61	58	58	53	57	54	58
Target Ages	80%	82%	74%	73%	60%	72%	48%	74%
New Purchase	82%	99%	97%	99%	100%	100%	100%	98%
Comprehensive Policy	95%	99%	99%	100%	100%	100%	98%	99%

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

<u>Days</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
0	0.27%	0.30%
15	0.20%	0.24%
30	6.66%	5.98%
60	0.48%	0.06%
90	92.39%	93.43%

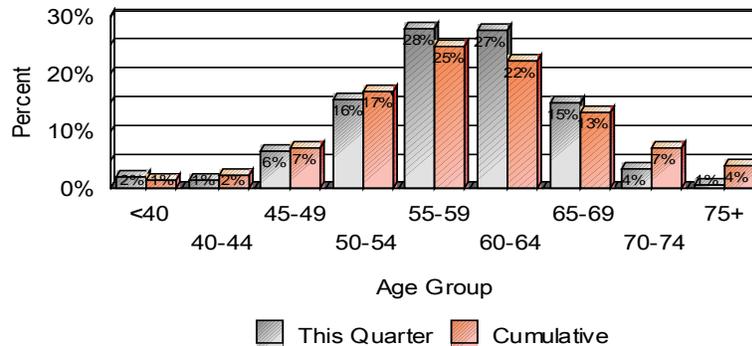


## VI. Age of Policyholders (at time of purchase)

### Age Group

	<40	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75+	Total
This Quarter #	22	16	72	174	309	306	167	39	8	1,113
This Quarter %	2%	1%	6%	16%	28%	28%	15%	3%	<1%	100%
Cumulative #	1,811	2,818	8,652	20,708	30,101	27,097	16,295	8,595	5,012	121,089
Cumulative %	2%	2%	7%	17%	25%	22%	13%	7%	4%	100%

### Policyholders Age Distribution By Age Group

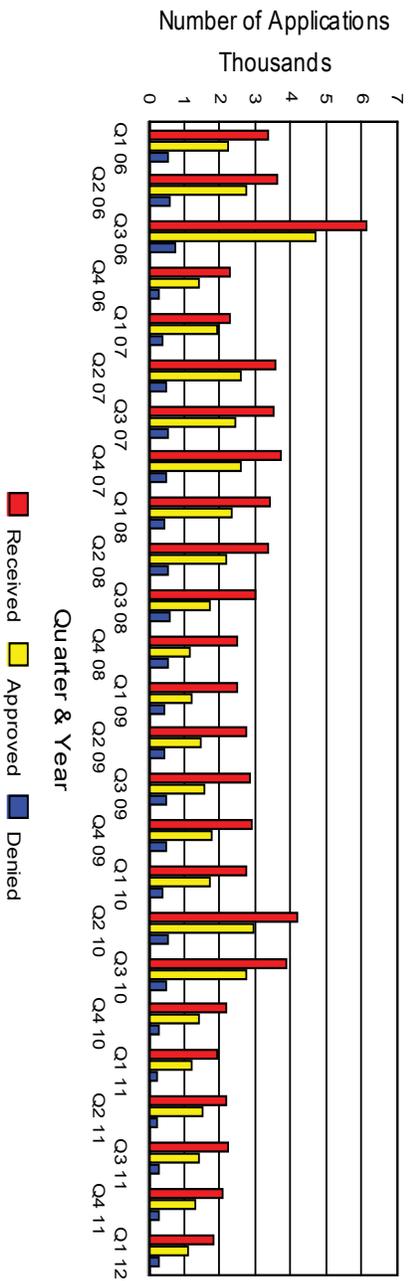


## VII. Trends

	2010	2011	2012
--	------	------	------

Quarter	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
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	12,305	11,039	2,739	4,193	3,876	2,175	1,934	2,212	2,225	2,060	1,814
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	7,403	6,045	1,714	2,960	2,765	1,409	1,188	1,508	1,413	1,307	1,113
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	2,092	1,809	409	527	499	260	242	249	288	272	287

### 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	151	3,733
Total asset protection earned by all policyholders who received benefits	\$9,873,327	\$183,853,139
Number of policyholders currently in benefit/payments made	1,125	N/A
Number of policyholders who have exhausted benefits	22	376
Total asset protection earned to date by policyholders that have exhausted benefits	\$2,509,401	\$32,773,488
Number of policyholders that died while in benefit	60	1,319
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit	\$3,123,339	\$47,277,624
Number of policyholders who have exhausted their policy benefits and accessed Medicaid	0	81
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid	\$0	\$6,575,498
Medicaid (Medi-Cal) cost savings	N/A	\$39,303,881

\*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		2					n/a
60-64	1	2					n/a
65-69	1	3	2				n/a
70-74	17	10	2	1			n/a
75-79	11	6		1			n/a
80-84	10	3	1				n/a
85-89	2	1					n/a
90-94	2	2					n/a
95+							n/a
Totals:=====>	44	30	5	2			

81

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		3					n/a
65-69		2	1				n/a
70-74	5	7	1	1			n/a
75-79	15	7	1				n/a
80-84	8	6	1	1			n/a
85-89	11	2					n/a
90-94	4	1	1				n/a
95+	1	1					n/a
Totals:=====>	44	30	5	2			

81

## VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In Ben- efit (1,125) by Type of Service	Cumulative % of All Services Rendered to All Policyholders ( 3,733) by Type of Service
Skilled Nursing Facility	7%	8%
Assisted Living Facility/RCF	26%	24%
Home Health Aide Services	19%	17%
Home Health Care Services	2%	<1%
Attendant Care	10%	8%
Personal Care	24%	24%
Homemaker (non-personal care)	3%	2%
DME	2%	2%
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 (1,125) by Type of Service	*Cumulative % of All Services Rendered to All Policyholders (3,733) by Type of Service
Assessment & Care Planning	<1%	6%
Assessment Only	8%	9%
Care Planning Only	33%	18%
Coordination Only	2%	10%
Monitoring Only	28%	34%
Reassessment Only	27%	22%

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



CALIFORNIA PARTNERSHIP FOR  

---

LONG-TERM CARE

# 1st Quarter of 2012 Quarterly Report