



# CALIFORNIA PARTNERSHIP FOR LONG-TERM CARE

Brenda Bufford, Chief

## Quarterly Report

2nd. Quarter  
2011

Report No. 68

WWW.DHS.CA.GOV/CPLTC

April - June 2011

### 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:	2,212	173,326

Applications Denied:	249	27,427
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Applications Pending & Withdrawn:	0	0
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Policies Purchased:	1,963	144,537
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Policies Dropped (voluntary & for unknown reasons):	393	20,964
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Policies Not Taken Up:	62	8,283
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Total Policies In Force (Active):	1,508	117,256
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Number of Policyholders Who Received Service Payments:	1,003	3,171
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### I. Consumer Inquiries

	<u>This Quarter</u>	<u>To Date</u>
Number of Consumers Who Called Toll-Free (CARE445)	31	27,933
Website Visits	33,869*	737,585

\*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)	1,102 ( 73%)	79,426 ( 68%)
Other Ages	406( 27%)	37,830( 32%)

### Gender

Female	862 (57%)	68,679 ( 59%)
Male	646 (43%)	48,577 ( 41%)

### Marital Status

Married	1,116 ( 74%)	83,040 ( 71%)
Not Married	391( 26%)	33,729 ( 29%)
Unknown	1 ( <1%)	487 ( <1%)

### Policy Type

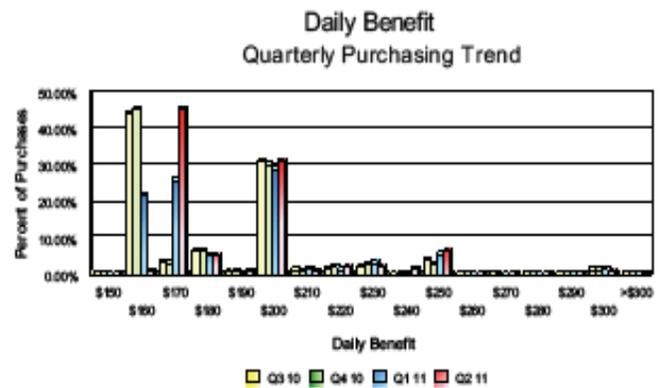
Comprehensive	1,503 ( 99%)	113,110 ( 96%)
Nursing Home	5 ( <1)	4,146 ( 4%)

### Purchase Type

First Time Purchase	1,478 ( 98%)	112,395 ( 96%)
Upgrade	10 ( <1%)	1,211 ( 1%)
Replacement	20 ( 1%)	3,642 ( 3%)
Reinstatement	0 ( 0%)	8 ( <1%)

Totals for each category above      1,508 (100%)      117,256 (100%)

## III. Daily Benefit Distribution



<u>Daily Benefit</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
\$160	12 (.79%)	265 (22.28%)
\$170	689 ( 45.68%)	311 ( 26.17%)
\$180	81 ( 5.35%)	65 ( 5.5%)
\$190	16 ( 1.09%)	9 ( .74%)
\$200	470 (31.2%)	347 (29.19%)
\$210	17 ( 1.16%)	21 ( 1.74%)
\$220	33 (2.19%)	18 (1.53%)
\$230	30 ( 2.01%)	41 ( 3.49%)
\$240	24 (1.58%)	6 ( 0.54%)
\$250	98(6.51%)	68 (5.70%)
\$260	4 ( 0.24%)	2 ( 0.13%)
\$270	3 ( 0.18%)	4 ( 0.34%)
\$280	3 ( 0.18%)	3 ( 0.27%)
\$290	0 ( 0.00%)	0 ( 0.00%)
\$300	17 ( 1.16%)	23 ( 1.95%)
>\$300	10( 0.67%)	5 ( 0.40%)

## IV. Maximum Benefit Amounts Distribution

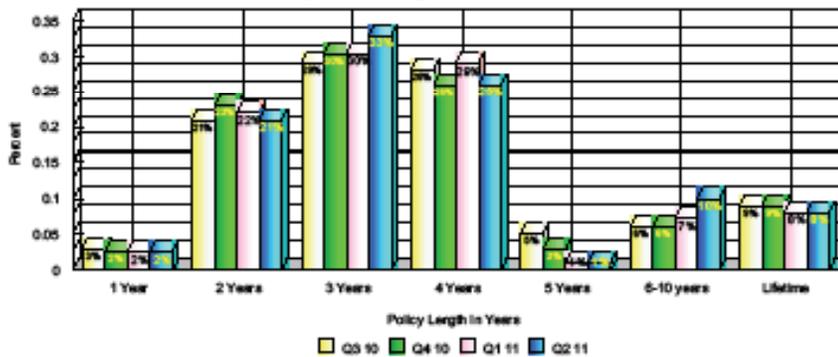
### Maximum Benefit (In Years)

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 Yr	Life	All
<b>This Quarter # Policies</b>	27	317	494	402	6	146	116	1,508
<b>This Quarter %</b>	2%	21%	33%	27%	<1%	10%	8%	100%
<b>Cumulative # Policies *</b>	6,606	23,359	29,602	25,309	3,032	5,035	24,313	117,256
<b>Cumulative %*</b>	6%	20%	25%	22%	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.

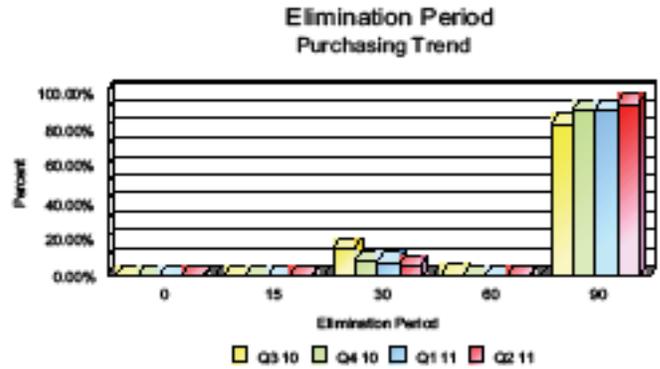
### Characteristics By Maximum Benefit In Years (This Quarter)

#### Characteristic

	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	6-10 yr	Life	All
Married	38%	66%	76%	78%	29%	81%	79%	74%
Female	69%	58%	56%	57%	57%	59%	58%	57%
Average Age	62	59	59	58	51	57	56	58
Target Ages	76%	76%	76%	73%	43%	66%	58%	73%
New Purchase	90%	99%	98%	99%	100%	97%	97%	98%
Comprehensive Policy	86%	100%	100%	100%	100%	100%	100%	100%

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

<u>Days</u>	<u>This Quarter</u>	<u>Previous Quarter</u>
0	0.36%	0.07%
15	.12%	0%
30	6.2%	7.79%
60	.06%	0%
90	93.25%	92.15%

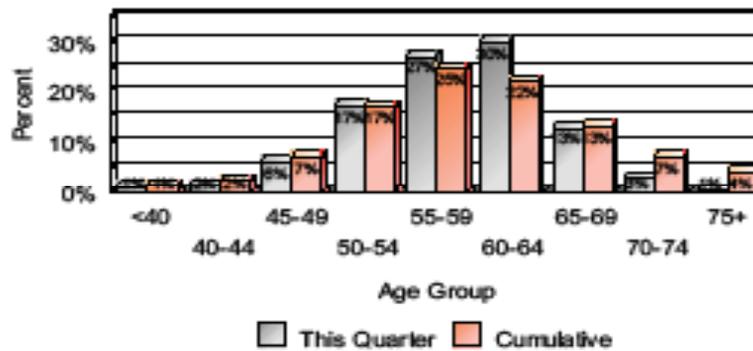


## VI. Age of Policyholders (at time of purchase)

### Age Group

	<40	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75+	Total
This Quarter #	16	23	95	262	411	452	196	45	8	1,508
This Quarter %	1%	2%	6%	17%	27%	30%	13%	3%	<1%	100%
Cumulative #	1,756	2,737	8,400	20,087	29,035	26,012	15,762	8,473	4,994	117,256
Cumulative %	1%	2%	7%	17%	25%	22%	13%	7%	4%	100%

### Policyholders Age Distribution By Age Group

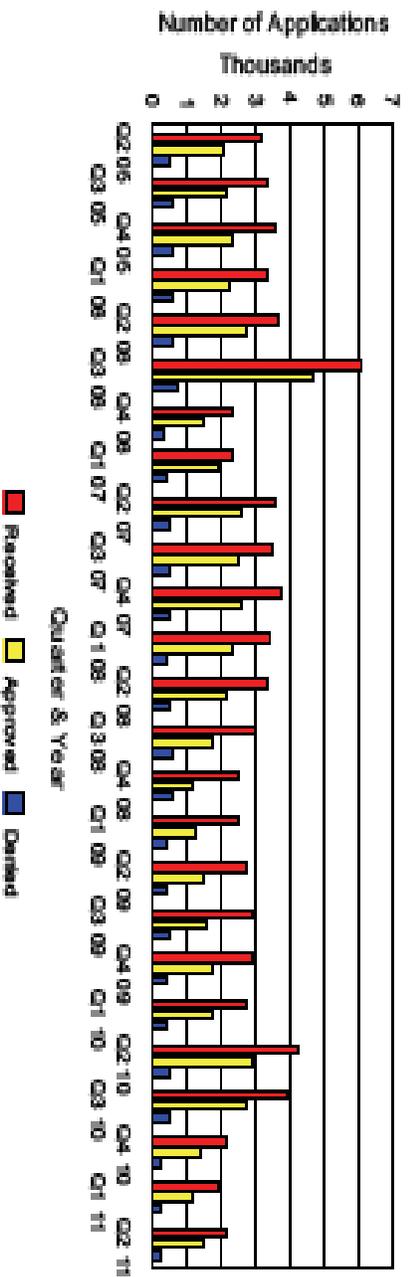


## VII. Trends

Quarter	2009				2010				2011									
	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	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	12,305	2,517	2,766	2,866	2,890	2,739	4,193	3,876	2,175	1,934	2,212
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	1,233	1,469	1,575	1,768	1,714	2,960	2,765	1,409	1,188	1,508
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	416	438	489	466	409	527	499	260	242	249

**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	3,365
Total asset protection earned by all policyholders who received benefits	\$8,779,003	\$154,625,216
Number of policyholders currently in benefit/payments made	1,003	N/A
Number of policyholders who have exhausted benefits	8	271
Total asset protection earned to date by policyholders that have exhausted benefits	\$875,526	\$22,213,772
Number of policyholders that died while in benefit	42	1,149
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit	\$1,135,480	\$38,029,820
Number of policyholders who have exhausted their policy benefits and accessed Medicaid	2	65
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid	\$96,725	\$5,018,666
Medicaid (Medi-Cal) cost savings	N/A	\$33,040,229

\*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		1					n/a
60-64		1					n/a
65-69	1	2	1				n/a
70-74	13	9	2	1			n/a
75-79	9	4		1			n/a
80-84	9	3	1				n/a
85-89	2	1					n/a
90-94	2	1					n/a
95+							n/a
<b>Totals:*****&gt;</b>	<b>36</b>	<b>23</b>	<b>4</b>	<b>2</b>			

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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		2					n/a
65-69		1	1				n/a
70-74	4	5	1	1			n/a
75-79	14	6					n/a
80-84	6	4	1	1			n/a
85-89	8	2					n/a
90-94	3	1	1				n/a
95+	1	1					n/a
<b>Totals:*****&gt;</b>	<b>36</b>	<b>23</b>	<b>4</b>	<b>2</b>			

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## VIII. Service Utilization

Type of Service (Other Than Care Management)	This Quarter, % of All Services Rendered to Policyholders In Ben- efit (1,003) by Type of Service	Cumulative % of All Services Rendered to All Policyholders ( 3,365) by Type of Service
Skilled Nursing Facility	9%	8%
Assisted Living Facility/RCF	26%	24%
Home Health Aide Services	19%	17%
Home Health Care Services	1%	<1%
Home Health Skilled Services	1%	<1%
Attendant Care	8%	8%
Personal Care	22%	24%
Homemaker (non-personal care)	3%	3%
DME	2%	2%
Personal Emergency Response	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 (1,003) by Type of Service	*Cumulative % of All Services Rendered to All Policyholders (3,365) by Type of Service
Assessment Only	8%	9%
Care Planning Only	33%	19%
Coordination Only	2%	9%
Monitoring Only	32%	34%
Reassessment Only	25%	22%

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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