

# Quarterly Report



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3rd. Quarter 2004, Report No. 41

July—September 2004

## California Partnership for Long-Term Care

[www.dhs.ca.gov/cpltc](http://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:

3,434

87,730

### Applications Denied:

603

15,047

### Applications Pending & Withdrawn:

0

0

### Policies Purchased:

2,831

72,683

### Policies Dropped (voluntarily & for unknown reasons):

350

7,380

### Policies Not Taken Up: (dropped within 30 days of purchase)

221

4,094

### Total Policies In Force (Active):

2,260

61,173

### Number of Policyholders Who Received Service Payments:

294

798

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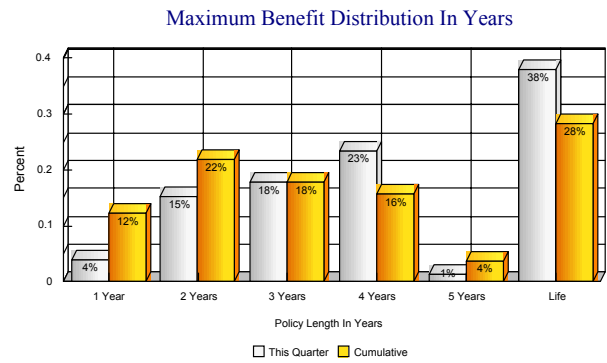
### I. Quarterly and Cumulative Statistics

<u>Inquiries:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Number of Consumers Who Called Toll-Free	128	26,039 (CARE445)
Website Visits	9,339	126,376

## I. Quarterly and Cumulative Statistics

<u>Age:</u>	<u>This Quarter</u>	<u>Cumulative</u>
Median	57	61
Target Age (55-74)	1,427 (63%)	42,898 (70%)
Other Ages	833 (37%)	18,275 (30%)
<u>Gender:</u>		
Male	920 (41%)	25,008 (41%)
Female	1,340 (59%)	36,165 (59%)
<u>Marital Status:</u>		
Married	1,768 (78%)	42,633 (70%)
Not Married	491 (22%)	18,098 (30%)
Unknown	1 (< 1%)	442 ( 1%)
<u>Policy Type:</u>		
Comprehensive	2,241 (99%)	57,884 (95%)
Nursing Home	19 ( 1%)	3,289 ( 5%)
<u>Purchase Type:</u>		
First Time Purchase	2,120 (94%)	57,526 (94%)
Upgrade	21 ( 1%)	926 ( 2%)
Replacement	119 ( 5%)	2,713 ( 4%)
Reinstatement	0 ( 0%)	8 (<1%)
Totals for each category above	2,260 (100%)	61,173 (100%)

## II. Maximum Benefit Amounts Distribution



### Maximum Benefit (In years):

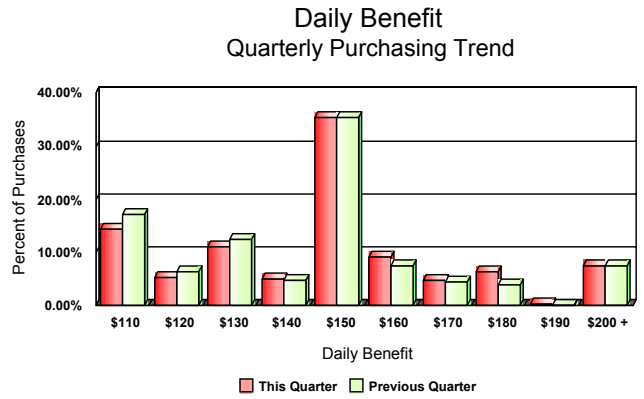
	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
This Qtr. # Policies	89	348	406	528	31	858	2,260
This Qtr. %	4%	15%	18%	24%	1%	38%	100%
Cumulative # Policies	7,479	13,430	10,929	9,633	2,348	17,354	61,173
Cumulative %	12%	22%	18%	16%	4%	28%	100%

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

<u>Characteristic:</u>	1 Yr	2 Yr	3 Yr	4 Yr	5 Yr	Life	All
Married	48%	73%	75%	83%	76%	82%	78%
Female	61%	58%	58%	59%	56%	59%	59%
Avg. Age	64	55	59	57	43	55	57
Target Ages	71%	71%	72%	70%	59%	48%	63%
New Purchase	83%	92%	92%	96%	91%	96%	94%
Comprehensive Policy	97%	99%	98%	100%	87%	99%	99%

### III. Daily Benefit Distribution

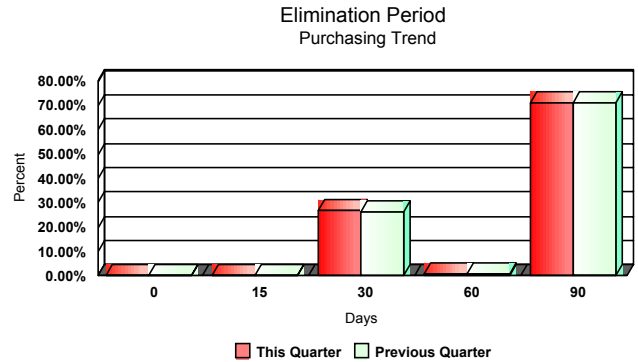
Daily Benefit	This Quarter	Previous Quarter
\$110	330 ( 14.6 %)	( 17.27)
\$120	121 ( 5.37%)	( 6.37%)
\$130	251 (11.1 %)	(12.43%)
\$140	115 ( 5.09%)	( 4.75%)
\$150	803 (35.5 %)	(35.5 %)
\$160	211 ( 9.35%)	( 7.5%)
\$170	106 ( 4.7%)	( 4.45%)
\$180	145 ( 6.41%)	( 4.01%)
\$190	7 ( 0.32%)	( 0.13%)
\$200 or More	171 ( 7.56%)	( 7.58%)



## IV. Elimination Period Distribution

(at time of purchase)

Days	This Quarter	Previous Quarter
0	0.64%	0.57%
15	0.20%	0.52%
30	26.94%	26.56%
60	0.99%	1.00%
90	71.23%	71.35%



## V. Age of Policyholders

(at time of purchase)

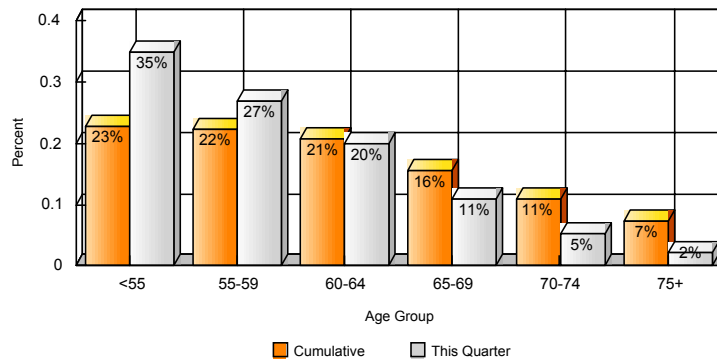
**Age Group:**

	<55	55-59	60-64	65-69	70-74	75+	Total
<b>This Qtr. # Policies</b>	788	616	458	245	108	45	2,260
<b>This Qtr. %</b>	35%	27%	20%	11%	5%	2%	100%
<b>Cumulative # Policies</b>	13,972	13,701	12,632	9,608	6,738	4,522	61,173
<b>Cumulative %</b>	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

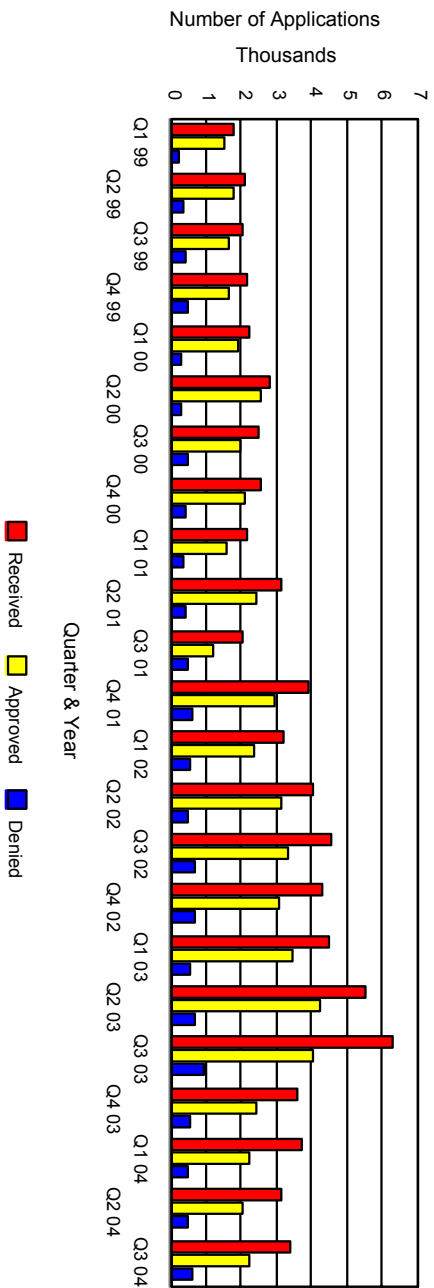
By Age Group



## VI. Trends

	1999				2000				2001				2002				2003				2004							
Quarter	1994	1995	1996	1997	1998	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3				
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
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
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

### 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	45	974
Total asset protection earned by all policyholders who received benefits	\$2,091,423	\$21,686,740
Number of policyholders currently in benefit/payments made	294	N/A
Number of Policyholders that have exhausted benefits	7	86
Total asset protection earned to date by policyholders that have exhausted benefits	565,968	\$4,762,131
Number of policyholders that died while in benefit	11	305
Total asset protection earned that will NOT be accessed due to policyholders demise while in benefit.	\$480,619	\$4,315,761
Number of policyholders who have exhausted their policy benefits and accessed Medicaid as of 9/30/2004	0	24
Asset protection earned by policyholders who have exhausted their policy benefits and accessed Medicaid as of 9/30/2004	N/A	\$1,222,974

\*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

<b>Type of Service (Other Than Care Management)</b>	<b>This Quarter, % of All Services Rendered to Policyholders In- Benefit (294) by Type of Service</b>	<b>*Cumulative % of All Services Rendered to All Policyholders (974) by Type of Service</b>
Skilled Nursing Facility	8%	10%
Assisted Living Facility/RCF	25%	24%
Other Alternative Housing	3%	2%
Home Health Aide Services	11%	14%
Adult Day Care (health & social)	1%	1%
Personal Care	20%	19%
Chore Services	5%	2%
Attendant Care	11%	<1%
DME	1%	<1%
Personal Emergency Response	1%	<1%
Care Planning (benefit cost)	6%	1%
Coordination (benefit cost)	3%	1%
Monitoring (benefit cost)	1%	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.

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<b>Type of Care Management Service (Administrative Costs)</b>	<b>This Quarter, % of All Services Rendered to Policyholders In- Benefit (294) by Type of Service</b>	<b>Cumulative % of All Services Ren- dered to All Policyholders (974) by Type of Service</b>
Assessment & Care Planning	43%	9%
Care Planning Only	7%	8%
Coordination, Monitoring, Reassessment	3%	<1%
Coordination Only	5%	3%
Case Management	1%	<1%
Monitoring Only	16%	54%
OPS	2%	<1%
Reassessment Only	24%	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  
for Long-Term Care  
3rd. Quarter of 2004  
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