

***The
Federal Long Term Care Insurance Program***

Benefits Officers Network Meeting

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by

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Benefits Officers 3/11/03



Agenda

- Preliminary Open Season Results
- 2003 Initiatives
- Lunch with your Account Manager



Preliminary Open Season Results



Largest LTC Education Campaign EVER

- Nearly **one million** customer service calls (1-800-LTC-FEDS)
- Almost **one million** Bulletin subscribers
- Over **eight million** Open Season invitations distributed to employees and annuitants

Largest LTC Education Campaign EVER

- Delivery of monthly brochures and materials to over **1,800** agency locations
- Over **2 million** visits to web site (www.LTCFEDS.com)

Comprehensive Outreach

- Over **2,100** on-site Program Educational Meetings
- Distributed over **25,000** “virtual seminar” videos
- **Three** educational satellite broadcasts
- Congressional outreach
- NARFE, TROA (now MOAA), TREA and other affinity groups
- Multiple ads in Federal and non-Federal publications, military base newspapers and web sites
- Metro DC radio ads, bus and Metro station ads, billboards and press releases

Excellent Reception of Education Campaign

- Coverage in *Washington Post*, *Federal Times*, *Wall Street Journal*, *Modern Maturity*, *CNNfn* and numerous other media outlets
- Participation by members of Congress
- Favorable views of FLTCIP from focus group research, web site surveys, caller satisfaction surveys and others
- Support from the LTCI industry

Preliminary Program Results: Applications

- **265,000** applications during Early Enrollment and Open Season
- **215,000** enrollees expected
- Final enrollment number in spring

Preliminary Program Results: Plan Design

- Most popular benefit selections
 - \$100 daily benefit **40%**
 - 3 year benefit period **49%**
 - 90 day waiting period **87%**
- **70%** of applicants elected ACI
- Nearly **70%** chose one of the four pre-packaged plans

Preliminary Program Results: Applicants

- **53%** Female
- **47%** Male
- **67%** Abbreviated Underwriting apps
- **33%** Full Underwriting apps
- **47%** of Abbreviated Underwriting apps received online

Preliminary Program Results: Average Age of Enrollees

- Federal/Postal employees: **51**
- Federal/Postal annuitants: **65**
- Active member of the uniformed services **45**
- Retired member of the uniformed services **63**

Preliminary Program Results: Underwriting

87% Overall approval rate

99% Abbreviated Underwriting approval rate

68% Full Underwriting approval rate

116 have called for care coordination (just about half relate to qualified relatives)

63 claims to date (cancer is **58%**)

Service Package **1,242** Enrollees

Alternative Insurance Plan **458** Enrollees



2003 Initiatives



Challenges: Going Forward

- Communicate that the FLTCIP is available beyond Open Season:

Anyone in an eligible group can apply any time using the full underwriting application

New hires/newly eligible have 60 days to apply using Abbreviated Underwriting

Challenges: Going Forward

- Promote the FLTCIP to new hires, newly eligibles, pre-retirees and annuitants
- Continue to educate the population about LTC and LTCI

Opportunities

- Size of Federal Family
- Build on momentum of massive education campaign, especially in 2003
- **40%** of the Federal workforce is eligible to retire in the next seven years

Post Open Season Materials

- Program Overview Brochure
- New Hire Brochure
- Retirement Brochure
- “Talking With Your Parents” Brochure
- Information Kits with Applications
 - New hires/newly eligible (60 days)
 - Everyone else

How to Get Materials

- Distribution is underway
- Request copies of the literature by e-mailing us at:
account.management@lhcpartners.com
OR
by contacting your Account Manager
- Print copies from the web site:
www.LTCFEDS.com

Post Open Season Communications

- E-mail campaigns
- Intranet banners
- Videos/Q&As (revision in process)
- Retirement seminars/meetings/health fairs

Retirement Seminars

- Why LTCl is an important component of retirement planning
- Presentation plus one-on-one consultation
- Integrate into already scheduled seminars
 - In-house
 - Vendors

Post Open Season Resources

- Web site www.LTCFEDS.com still available and being revised
- Toll-free assistance still available:
1-800-LTC-FEDS (1-800-582-3337)
(TTY: 1-800-843-3557)
8:00 a.m. - 8:00 p.m. Monday - Friday
9:00 a.m. - 5:00 p.m. Saturday
Closed Sunday and Federal holidays

Role of Agency Benefits Officers

- Continue to work with LTCP to promote the Program to employees, especially targeted groups:
 - New hires/newly eligible (via new employee orientations)
 - Pre-retirees (via retirement seminars)
- Distribute FLTCIP info
- Other duties as assigned



THANK YOU FOR YOUR SUPPORT IN OPEN SEASON!

- We thank you for your time today
- We look forward to working together in 2003
- See you in Greensboro and at the Fall Festival
- NOW --- LUNCH WITH YOUR ACCOUNT MANAGER

Questions and Answers

The Federal Long Term Care Insurance Program is administered by Long Term Care Partners, LLC, and offered by:
John Hancock Life Insurance Company, Boston, MA 02117
Metropolitan Life Insurance Company, New York, NY 10010