

Caltech

GROUP LONG TERM CARE INSURANCE PROGRAM

FREQUENTLY ASKED QUESTIONS

Learn about long term care insurance

1. What is long term care insurance?

Long term care insurance is designed to help you pay for the care you may need if you are chronically ill. That could include:

- Help with some of the everyday activities we often take for granted (like eating, bathing or dressing).
- Nursing home or residential care facility fees
- Assistance you receive in your own home

2. Who is the insurance carrier offering this long-term care program?

This program is offered by Genworth Life Insurance Company. Genworth Life and its affiliates have over 40 years of experience with this type of coverage.

3. What is the difference between long term disability and long term care insurance?

Long Term Disability Insurance is designed to replace a portion of your income when you are not able to work due to a debilitating illness or disabling accident.

Long term care insurance helps to reimburse the expenses you incur for qualified long term care services received at home, in the community or in a nursing facility. You may qualify for these benefits if you need help performing everyday activities like bathing, dressing, or eating. You may also qualify for benefits if you suffer from a severe cognitive impairment requiring substantial supervision. The plan also has features that may help you stay in your own home, such as benefits that help reimburse the costs for informal care, home modifications, caregiver training and in-home monitoring systems, as well as a respite care benefit.

4. Who should consider long term care insurance?

Regardless of age, anyone could suddenly be in a situation where long term care services are needed. A broken bone, a chronic disease, or a cognitive impairment such as Alzheimer's disease could mean months or even years of ongoing care. Long term care insurance is specifically designed to help pay for this kind of care.

5. Is long term care insurance affordable?

The cost of long term care insurance varies depending on your age and the options you choose. Many people find the group premiums more affordable than expected.

6. Should I wait until I am older to buy it?

Long term care insurance premiums are based on your age when you apply. Typically, the younger you are, the lower your premiums will be.

People tend to associate long term care with older age, but an accident or illness requiring long term care services could happen at any time. Enrolling in long term care now can help ensure you're covered for the unexpected.

Learn about eligibility for long term care insurance

7. Who is eligible to apply for coverage?

The long-term care insurance program is available to:

- Faculty, Postdoctoral Scholars, and Staff who work 20 or more hours per week.
- Family members of eligible Faculty, Postdoctoral Scholars, and Staff who are between the ages of 18 and 75, including:
 - Spouse /Domestic Partners
 - Adult children
 - Siblings
 - Parents, parents-in-law, step parents, step parents-in-law
 - Grandparents, grandparents-in-law, step grandparents and step grandparents-in-law

All applicants must maintain a permanent US residence and have a valid Social Security Number or Tax Identification Number.

8. When is the initial enrollment for the Caltech long-term care program?

Initial enrollment for the new long term care program will take place from June 12, 2017, to July 21, 2017.

What kind of form will I have to fill out during open enrollment to apply for coverage?

The following underwriting requirements will apply *during the initial enrollment period*:

If you are:	You will use this process to apply:
<ul style="list-style-type: none"> • Faculty, Postdoctoral Scholar, Staff, or a new hire working at least 20 hours a week and up to and including age 65 during initial open enrollment and new hire period 	<p>Modified Guarantee Issue Comprehensive (short form)</p> <ul style="list-style-type: none"> • Two question form • Height/weight parameters • Pre-existing Conditions Limitation applies
<ul style="list-style-type: none"> • Faculty, Postdoctoral Scholar, Staff, or a new hire age 66 and above • Spouses/domestic (same/opposite sex) partner of eligible employees ages 18 through 75 • All other applicants ages 18 through 75 	<p>Full Underwriting (long form)</p> <ul style="list-style-type: none"> • Medical records are requested • Full medical underwriting which may include: <ul style="list-style-type: none"> ○ Paramedical exam ○ Functional/Cognitive Assessment ○ Phone Health Interview

How do I apply?

Faculty, Postdoctoral Scholars, and Staff age 65 or younger, can take advantage of a streamlined application process by:

Visiting the Genworth website.

- www.genworth.com/caltech

You may also call 800-266-4938 (M-Th 8:30am - 8pm ET; Fri 9am - 8pm ET), to speak with a Genworth Life program expert, or order a printed information kit that contains full details of the program including important disclosures as well as applications you can fill out, sign and mail.

I am a new hire, how long do I have to apply for coverage?

Newly hired Faculty, Postdoctoral Scholars, and Staff aged 65 and younger have 31 days to enroll in the plan after they become eligible (date of hire) to take advantage of the streamlined application process.

If you are over age 66, you will go through the full underwriting process.

Spouses and same/opposite sex partners of Faculty, Postdoctoral Scholars, or Staff ages 18 to 75 can apply any time, with full underwriting
All other eligible individuals, (parents, parents-in-law, grandparents, grandparents-in-law, siblings, and adult children) can apply any time, with full underwriting.

After the initial enrollment period is over, anyone can apply at any time with full underwriting.

8. Can I apply for coverage any time after the initial enrollment period and if so, will I have to go through underwriting?

Yes, after the initial enrollment period, an eligible Faculty, Postdoctoral Scholar, Staff spouse/domestic partner, or other family member can apply at any time for coverage. They will be required to go through full medical underwriting and complete the long form application.

9. What happens to my coverage if I leave Caltech?

If you leave Caltech, you can continue your long-term care coverage as long as you continue to pay your premiums on time. Your coverage and premiums will remain unchanged.

10. Do I have to apply in order for my spouse or same/opposite sex partner, parents, or other family members to get coverage?

No. Even if you decide not to apply for coverage, your eligible family members can still apply for this program.

11. If age 75 is the oldest age for a family member to apply for this program, does that mean the program ends when I (or they) reach age 76?

No. Age 76 is the age limit to apply for coverage. This program will continue as long as you continue to pay your premiums, or when your pool of benefits (Total Coverage Amount) is exhausted.

12. Will my Group Long Term Care Insurance plan pay for care provided by family members, friends, neighbors, etc.? If so, how much will it pay for?

Yes, when you become eligible to receive benefits, the plan will pay a limited amount each year for care provided by “informal caregivers” such as family members (who do not live with the insured), friends, neighbors, etc. via the Informal Care Benefit only. The Informal Care Benefit will pay each year for informal care provided in accordance with your plan of care.

13. What happens if I miss a premium payment or cannot pay the full amount?

If you are not able to pay your full premium on time:

- There is an initial grace period of 31 days. If your premium has not been paid by the end of that period, you will receive a notice explaining that a payment was missed and your coverage is in danger of lapsing. The notice will provide an additional 35 days to pay the unpaid premium beginning on the date the notice is mailed.
- As long as Genworth Life receives your payment within the timeframe above, your coverage will continue without any lapse.
- If Genworth Life does not receive your payment within the timeframe above, your coverage will be terminated, as of the date your premium was originally due.

14. As a new hire, is there a waiting period before this plan is effective?

You need to be actively at work for at least 31-days before coverage can go into effect.

17. How long do I need to pay my premiums?

You will continue to pay your premiums as long as you want to keep your insurance in force. Genworth Life will stop billing you if your coverage lapses or if you exhaust the benefits available under the plan.

18. Can premiums go up in the future? If so, under what circumstances?

Genworth Life Insurance Company has priced this coverage conservatively to help avoid future rate increases; however, it does retain the right to raise premiums in the future.

19. Once I am receiving benefits under the plan, do I continue to pay premiums?

No. Premium payments will be waived while you are receiving benefits under the Nursing Facility or Residential Care Facility Benefit, Bed Reservation Benefit, Home and Community Care Benefit or Hospice Care Benefit.

20. When will this program start to pay benefits?

Benefits become payable under this program when:

- You need help with at least two “activities of daily living” such as Eating, bathing, dressing, toileting, transferring and continence and will likely need help for at least 90 days,
OR

- You are diagnosed with a cognitive impairment that requires supervision, **AND**

A medically licensed healthcare professional certifies that you need assistance performing at least 2 of the activities of daily living

In addition, the 90 day waiting period must be satisfied, and you must be receiving covered services under a plan of care.

21. What is an “elimination or waiting period” and how does it work for this program?

Once you qualify for benefits, a “waiting period” of 90 calendar days starts on the first day you receive care and continue for 90 calendar days while you remain chronically ill. You are not required to receive services during these 90 days. Once the elimination period is satisfied, benefits for covered services become payable.

22. Can I cancel my coverage at any time?

Yes, you can cancel your coverage at any time by notifying Genworth Life in writing.

23. How is a claim filed?

A claim is filed by contacting Genworth Life claims services. A member of the Care Coordination team. will help provide information on available long term care resources in your area, and may set up a face-to-face meeting and conduct a needs assessment.

24. Who should I contact for information regarding coverage choices?

Visit the Genworth Life Insurance Company website or call toll free.

- www.genworth.com/caltech
- 800-266-4938

25. Who is the insurance carrier offering this long-term care program?

This program is offered by Genworth Life Insurance Company. Genworth Life and its affiliates have over 40 years of experience with this type of coverage.

26. If I have another Long Term Care plan, how do the coordination of benefits work?

Coordination of Benefits rules apply, the program coordinates its benefits with all other long-term care insurance coverage that you have.

28. How does this long-term care plan work if my medical benefits pay for services at a Skilled Nursing Facility, home health care or hospice?

Coordination of Benefits rules apply, if long term care benefits are included within your health plan, etc. then it will pay first and your long term care policy is the secondary payer.

29. Am I eligible for reduced underwriting when I return from Leave of Absence?

Individuals on LOA will have one year from the effective date of the Caltech master policy, in which they must return to work, to be able to apply under a reduced underwriting offer. Specifically, the Caltech master policy effective date is 8/1/17, the individual will have until 8/1/18 to return to work. They will then need to meet the requirement of being actively-at-work for 30 days (or 31 days if required by the employer) before applying for coverage. After one year, the individual will need to complete a long form application.