



# BULLETIN: Updates for Long Term Care Insurance Requirements and Underwriting Guidelines

genworth.com

March 18, 2011

Effective: 03/21/11

States: ALL

At the Genworth Financial companies (Genworth), we believe it is important to routinely evaluate and refine our underwriting guidelines and requirements while ensuring that we maintain optimal risk management. To that end, the following underwriting changes will be implemented effective with applications received in the Home Office on or after March 21, 2011.

## New Underwriting Guidelines

### **Anemia:**

Postpone period following hospitalization for anemia will change from 12 to 6 months

### **Aortic Aneurysm, Dissecting, Repaired:**

Postpone period following repair will change from 24 to 12 months

### **Asthma:**

Consideration for preferred health discount if mild, stable, use of 1 medication (or combination inhaler) with no hospitalization or ER visits within the past 12 months

### **Bipolar Disorder (Manic Depressive Disorder): Uninsurable**

### **Depression:**

#### **Acceptable:**

≤ 3 psychotropic medications and ≥ 6 months control

#### **Uninsurable:**

- >3 psychotropic medications
- Antipsychotic medication or Depakote® begun within past 24 months
- Hospitalization or ER visit for depression within past 24 months
- Electroconvulsive therapy (ECT) within past 60 months

*(continued)*

Genworth Financial companies include:

**Genworth Life and Annuity Insurance Company**, Richmond, VA

**Genworth Life Insurance Company**, Richmond, VA

**Genworth Life Insurance Company of New York**, 666 Third Avenue, 9th Floor, New York, NY 10017

Only Genworth Life Insurance Company of New York is licensed to conduct business in New York.

Long term care insurance products issued by Genworth Life Insurance Company and in New York by Genworth Life Insurance Company of New York.

Variable products issued by Genworth Life and Annuity Insurance Company and in New York by Genworth Life Insurance Company of New York.

Principal Underwriter: Capital Brokerage Corporation (dba Genworth Financial Brokerage Corporation in Indiana) 6620 West Broad Street, Building 2, Richmond, VA 23230, Member FINRA

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- History of alcoholism at any time
- Currently receiving Social Security Disability Insurance (SSDI) benefits for any reason
- Severe depression
- Unstable

Others: **will be considered on an individual basis**

**Hypertension:**

**Uninsurable:**

Average blood pressure readings over the past 12 months exceed **160/95**

**New Requirement Guidelines**

We are expanding the use of Prescription Drug Reports from ages 18-54 to ages 18-59 as follows:

- Preferred applicants ages 18-59, inclusive, who are applying for a **Limited** Benefit Multiplier (any Benefit Multiplier other than Unlimited) will require a Prescription Drug Report in lieu of a Phone Health Interview (PHI).
- Preferred applicants ages 18-59, inclusive, who are applying for a **Limited** Benefit Multiplier (any Benefit Multiplier other than Unlimited) and whose Prescription Drug Report yields no useful information will require a PHI.
- We will continue to require a Phone Health Interview (PHI) for preferred applicants ages 18-59, inclusive, who are applying for an **Unlimited** Benefit Multiplier.
- Preferred applicants ages 60-64, inclusive, will still require a PHI regardless of the Benefit Multiplier requested.

**Underwriting Requirements Applicable to All Applications Received in the Home Office on or after March 21, 2011**

		Doctor Visit in Last 2 Years				No Doctor Visit in Last 2 Years			
		18-59	60-64	65-71	72-79	18-59	60-64	65-71	72-79
Preferred Health	Phone Cognitive Interview			X					
	Medical Records Request			X	X				
	In Person Health Interview				X			X	X
	Phone Health Interview	X*	X			X*	X		
	Prescription Drug Report	X**				X**			
Standard Health	Phone Cognitive Interview			X					
	Medical Records Request	X	X	X	X				
	In Person Health Interview				X	X	X	X	X

X Indicates required interview/request

\* Only if Unlimited Benefit Multiplier requested

\*\* For All Other Benefit Multipliers requested

**Note:** Please keep in mind that our underwriters may request additional requirements if they deem necessary.

## Underwriting Update FAQs

### **How do I fill out the application to obtain the preferred health discount for someone with mild asthma who is taking only one medication?**

If an applicant has asthma and is taking only one medication, the application should be filled out and submitted as a standard (no preferred health discount) application. Upon review of all application requirements, the underwriter will determine if the applicant is eligible for the preferred health discount.

### **What are antipsychotic medications?**

Antipsychotic medications include (but are not limited to) such medications as: Abilify®, Geodon®, Haldol®, Risperdal®, Seroquel®, Thorazine® and Zyprexa®.

### **Why will Genworth Life require a Phone Health Interview (PHI) if the Prescription Drug Report is unhelpful?**

Our experience has shown that a number of larger healthcare systems do not report into the prescription reporting databases. In addition, there are times when an applicant is either not in the database or no medications are found in the database. In such cases, to ensure we make the appropriate risk assessment, we will obtain a Phone Health Interview.

### **If a policyholder received underwriting approval based on the application and Prescription Drug Report only, can they request an upgrade from the Limited Benefit Multiplier to an Unlimited Benefit Multiplier?**

The policy was underwritten with only an application and the Prescription Drug Report due to the originally selected Limited Benefit Multiplier. Any upgrade to an Unlimited Benefit Multiplier will be allowed only if the client re-applies with a new application and underwriting.



# Long Term Care Insurance Requirements and Underwriting Guidelines—Application Instructions Addendum

Genworth Life  
Genworth Life Insurance  
Company of New York  
Administrative Office  
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from Genworth Life Insurance Company  
and in New York Genworth Life Insurance Company of New York

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**Effective 03/21/2011**

This information updates the Underwriting Requirements printed on the Application Instructions page.

## Ensure basic underwriting eligibility

**Check the applicant's height and weight to see if they meet the Basic Eligibility requirements in the tables provided here. If the applicant falls over or under the limits, do not submit the request for LTCI coverage to Genworth.**

**GENERAL BUILD TABLE (NON DIABETIC)\***

HEIGHT	MAXIMUM WEIGHT		MINIMUM WEIGHT (ALL)
	Female	Male	
4'6"	149	157	71
4'7"	155	163	73
4'8"	160	169	76
4'9"	166	175	79
4'10"	172	182	82
4'11"	178	188	84
5'0"	184	194	87
5'1"	190	201	90
5'2"	197	208	93
5'3"	203	214	96
5'4"	210	221	99
5'5"	216	228	102
5'6"	223	235	106
5'7"	230	243	109
5'8"	237	250	112
5'9"	244	257	115
5'10"	251	265	119
5'11"	258	272	122
6'0"	265	280	126
6'1"	273	288	129
6'2"	280	296	133
6'3"	288	304	136
6'4"	296	312	140
6'5"	304	321	144
6'6"	312	329	147

**GENERAL BUILD TABLE (DIABETIC)\*\***

HEIGHT	MAXIMUM WEIGHT (ALL)	
	Female	Male
4'6"	141	71
4'7"	146	73
4'8"	151	76
4'9"	157	79
4'10"	162	82
4'11"	168	84
5'0"	174	87
5'1"	180	90
5'2"	186	93
5'3"	192	96
5'4"	198	99
5'5"	204	102
5'6"	210	106
5'7"	217	109
5'8"	223	112
5'9"	230	115
5'10"	237	119
5'11"	244	122
6'0"	251	126
6'1"	258	129
6'2"	265	133
6'3"	272	136
6'4"	279	140
6'5"	287	144
6'6"	294	147

**BUILD TABLE (OSTEOPOROSIS)\*\***

HEIGHT	MINIMUM WEIGHT (ALL)
4'7"	80
4'8"	82
4'9"	85
4'10"	88
4'11"	92
5'0"	95
5'1"	98
5'2"	101
5'3"	105
5'4"	108
5'5"	111
5'6"	115
5'7"	118
5'8"	122
5'9"	126
5'10"	129
5'11"	133
6'0"	137
6'1"	140
6'2"	144
6'3"	148
6'4"	152
6'5"	156
6'6"	160

\* If the applicant is under the minimum weight or over the maximum weight, please do not submit a request.  
\*\* Use the diabetic or osteoporosis table if the applicant has been diagnosed with either condition.

## Minimum Underwriting Requirements

### Pre Qualification 800 354-6892

	Age	Doctor Visit in Last 2 Years				No Doctor Visit in 2 Years			
		18-59	60-64	65-71	72-79	18-59	60-64	65-71	72-79
Preferred Health	Phone Cognitive Interview			x					
	Medical Records Request			x	x				
	In Person Health Interview				x			x	x
	Phone Health Interview	x*	x			x*	x		
	Prescription Drug Report	x**				x**			
Standard Health	Phone Cognitive Interview			x					
	Medical Records Request	x	x	x	x				
	In Person Health Interview				x	x	x	x	x

\*Only If Unlimited Benefit Multiplier Requested \*\*For All Other Benefit Multipliers Requested

## **Prescription Drug Report**

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The prescription drug report is used to determine if medical records or interviews are needed to process the application. The report provides information relating to the applicant's prescription drug history.

## **Phone and In-Person Health Interview Requests**

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When needed, phone and in-person health interviews will be ordered by the Home Office.

Please provide applicants with the Guide and Checklist For Your Long Term Care Insurance Application (available online or by ordering form #81707 or #81707NY for NY residents), which explains both interviews. Let applicants know all costs associated with the interviews are paid for by us.

The interviews include questions about daily activities and a brief cognitive exercise. The in-person health interview takes approximately 1 hour, and the phone health interview takes about 30 minutes. The Phone Cognitive Interview is a cognitive screen given over the phone which takes 15 to 20 minutes.