

# What to Expect

## After You Apply for Long Term Care Insurance



**You made the right decision to plan for the future and apply for a long term care insurance policy from LifeSecure. Now what happens? Your application is reviewed by underwriting and the process is typically simple and fast. The entire process can be even more efficient when you know what to expect!**

Our underwriting staff will review information we obtain regarding your prescription drug history, your age, build, health history, current health conditions, employment status and benefit selections, in order to determine:

- if you are approved for coverage
- denied coverage, or
- if additional health information is needed to complete the underwriting process

Certain information provided on your application may trigger additional information-gathering steps. If additional information is needed, it will be gathered through one or more of the following methods, depending on your age and plan design:

- **Focused Interview**
- **Phone Interview**
- **Request for Attending Physician Statement (i.e., Medical Records)**

## What to Expect During a Focused Interview

**Focused Interviews** typically range from 5-10 minutes. These conversations may help clarify the information provided on your application. Often, we will use a focused interview to inquire about a medication that could be used for multiple medical conditions.

## What to Expect During a Phone Interview

**Phone Interviews** typically range from 10-20 minutes. These conversations help verify the accuracy of the information provided on your application. You may be asked additional questions relating to your medical history, current medical conditions, lifestyle and medications. The LifeSecure licensed health care professional representative may ask questions to evaluate your memory, orientation to time and place, and your ability to think sequentially. We will also inquire about your ability to perform the Activities of Daily Living – such as bathing, dressing, eating, toileting, continence and/or transferring yourself from a bed to a chair.

## How You Can Help With the Process

Make things go as smoothly as possible! You can help by:

- Allowing us to schedule your Phone Interview quickly; if a message is left, call back promptly to be scheduled.
- Being prepared to supply information during your Phone Interview:
  - A list of your current medications and the dosages
  - Your physicians' names, addresses and phone numbers
  - Dates of any tests, surgeries or hospitalizations
- Encouraging your physician's office to respond promptly to requests for your Medical Records, if applicable.

## General Timeframes for a Decision on Your Long Term Care Insurance Application

When there is no requirement for a Phone Interview or an Attending Physician Statement, you should expect a decision within **1 to 4 business days**.

When there is a requirement for a Phone Interview only, you should expect a decision within **4 to 10 business days**.

When there is a requirement for an Attending Physician Statement, a decision may take **15 to 25 business days**.

**NOTE:** *The above timeframes represent our average underwriting turnaround times. If we encounter delays in validating information provided on your application, scheduling or conducting an interview or receiving information from a physician's office, actual timeframes may vary. Generally, we do not have difficulty obtaining medical records. On occasion, we may ask you to help us by contacting your doctor's office if we cannot get a timely response.*

## Protecting Your Privacy

Our main priority is protecting the privacy of your personal health information. Therefore, any information we obtain from you (or about you) is treated with the utmost confidentiality by our underwriters, care advisors, nurses and staff – so you can trust them if they contact you regarding your LifeSecure application.

**Thank you for applying!**