

Mutual of Omaha

Mutually Invested in Success- Long Term Care Insurance

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We're a financially strong, family-oriented company



- Fortune 500 company founded in 1909
- Long history of paying claims
- Brand recognition and great reputation
- Mutual Company- Owned by our policy holders with long term investment approach
- Ratings
 - A+ "Superior" – A.M. Best (2nd highest of 16)
 - A1 "Good" – Moody's (5th highest of 21)
 - A+ "Strong" – Standard & Poor's (5th highest of 21)



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Strong, Stable & Secure for Over 100 Years



A.M. Best Company, Inc.
for overall financial strength and ability to meet ongoing obligations to policyholders

This rating is second highest of 16



Moody's Investors Service
for current financial strength and ability to withstand financial stress in the future

This rating is fifth highest of 21



S&P Global
for financial strength to meet obligations to policyholders

This rating is fifth highest of 21

Ratings as of February 2020



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The Need for LTCi



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What is the Risk?

- An estimated 65% of elderly people in the U.S. dealing with long-term care needs rely exclusively on family and friends to provide assistance.
- About 70% of individuals over age 65 will require at least some type of long-term care service during their lifetime**
- One spouse of a couple has a 91% chance of needing some type of long-term care

• **Source: U.S. Department Source: U.S. Department of Health and Human Services, www.longtermcare.gov, 4/12/12

*<https://www.caregiver.org/women-and-caregiving-facts-and-figures>



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What are the triggers?

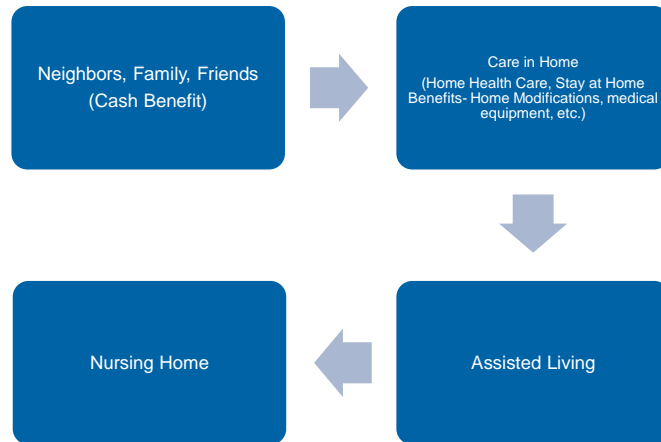
- Eating
- Toileting
- Transferring
- Bathing
- Dressing
- Continence

*<https://www.caregiver.org/women-and-caregiving-facts-and-figures>



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Progression of Care



Value of Long-Term Care Insurance

- Remaining independent in the home without intervention from others
- Maintaining good health and receiving adequate health care
- Having enough money for everyday needs and not outliving or liquidating assets and income

What You Should Ask Clients?

- Where do you see yourself?
- What do I want my plan to look like?
- Who will take care you?
- What is your plan if you need care?
 - If family, where do they live and how can help?
 - Have you spoken with your children about long-term planning?
 - Who coordinates your plan of care?



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The Cost of Long-Term Care Services

- Long-term care services are expensive:

Home Health Care	Per Hour	Per Year
Home Health Aide	\$24.45	\$55,941.60
Assisted Living Facility	Per Month	Per Year
One Bedroom Unit	\$4,724.79	\$56,697.48
Nursing Home	Per Day	Per Year
Semi-Private Room	\$254.04	\$91,454.40
Private Room	\$289.27	\$104,137.20

National Averages

Source: Mutual of Omaha's Cost of Care Study, conducted by Long-Term Care Group, 2018, released 2019.

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Value of Traditional LTC

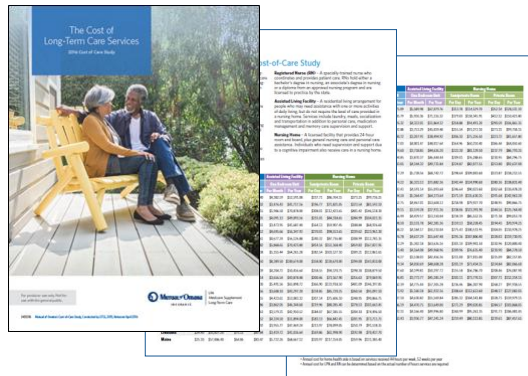
Gender	Age	Annual Premium	# of Years till Claim age 80	Premium Paid till claim Age 80	Cost of Care- Home Health Care assumed 3% inflation rate	Policy Benefit 3 yrs w/3% inflation
Male	50	\$1,078.96	30	\$32,368.80	\$153,534.14	\$262,141.00
Female	50	\$1,718.35	30	\$51,550.50	\$ 153,534.14	\$ 262,141.00

The chart above shows the value a long-term care insurance policy can have if your client should need long-term care services. The amounts listed in care based on a three-year benefit period, 90-day elimination period, 30 percent cash benefit, partnership, 3 percent inflation, 100 percent ALF reduction, 100 percent HHC reduction, no discount, cash benefit at \$900 monthly.



How Can You Help Clients Understand the LTC Need?

- Cost-of-Care Study brochure available
- Provides national costs and state average costs



Traditional LTC Products

MutualCare® Custom and MutualCare® Secure



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MutualCare® Solutions Overview

- MutualCare® Secure Solution
 - Traditional benefit design and sales approach
- MutualCare® Custom Solution
 - Pool of dollars design provides extensive benefit design and premium solve capabilities



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Two Policies...Some of the Same Great Features

Both policies in the MutualCare Solutions portfolio provide coverage for home health care as well as care received in an assisted living facility and nursing home. They also contain many of the same features and benefits.

- 

Cash Benefit with No Elimination Period
Provides cash to pay for any cost associated with LTC expenses.
- 

Low Inflation Protection Options
Allows you to reach a client's desired premium.
- 

Monthly Benefit Amount
Allows greater flexibility to maximize policy benefits.
- 

Partner-Friendly Benefits
Includes benefits for partners who purchase identical coverage.
- 

Calendar-Day Elimination Period
Provides reimbursement benefits sooner.
- 

Partnership-Qualified Policies
Gives LTCi policyholders a Medicaid safety net.
- 

Stay-at-Home Benefits
Includes multiple benefits to help people stay at home as long as possible.
- 

No Cap on Premium Allowances
Provides maximum savings by giving clients all allowances they're eligible to receive.



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Side-by-side Comparison

	MutualCare Secure Solution	MutualCare Custom Solution
Issue Ages	30-79*	
Tax Status	Tax-Qualified Only	
Partnership Qualified	Yes	
(Based on state approval, age of the applicant and inflation option selected)		
Built-In Benefits		
Policy Limit	Benefit multiplier	Pool of dollars
	Options include 24, 36, 48 or 60 months	Options include \$50,000 to \$500,000 in \$500 increments
	(Benefit multiplier x maximum monthly benefit = policy limit)	
Maximum Monthly Benefit	\$1,500 to \$10,000 per month	\$1,500 to \$10,000 per month
	(In \$1 increments)	(In \$50 increments; subject to monthly benefit and policy limit combinations)
		0, 30, 60, 90, 180 or 365 calendar days
Elimination Period	90, 180 or 365 calendar days	
Cash Benefit	25 percent of home health care benefit	25 percent of home health care benefit
	(Up to initial maximum of \$2,000 per month)	(Up to initial maximum of \$2,000 per month)



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Side-by-side Comparison

	MutualCare Secure Solution	MutualCare Custom Solution
Nursing Home Benefit		100 percent
Assisted Living Facility Benefit	50, 75 or 100 percent of maximum monthly benefit	
Home Health Care Benefit	50, 75 or 100 percent of maximum monthly benefit	
Adult Day Care Benefit	Up to 100 percent of the monthly home health care benefit	
*NY issue ages 30-75. Policy benefits and details subject to change by state.		
Stay-at-Home Benefits	Up to two times the maximum monthly benefit	
• Caregiver Training		
• Durable Medical Equipment		
• Home Modification		
• Medical Alert System		
Bed Reservation Benefit	30 calendar days per year	
For Nursing Home & Assisted Living Facility		
Respite Care Benefit	1 month per calendar year	
Hospice Care Benefit	Maximum monthly benefit (No elimination period applies)	



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Side-by-side Comparison

	MutualCare Secure Solution	MutualCare Custom Solution
International Benefit	Maximum monthly benefit for up to 12 months	
Waiver of Premium	Included	
• Nursing Home	(Subject to eligibility requirements)	
• Assisted Living Facility		
• Home Health Care		
Alternate Care Benefit	Available when care coordination is used	
Optional Partner Benefits		
Shared Care	Available	
Security Benefit	Available	
Joint Waiver of Premium	Not Offered	Available
Survivorship Benefit	Not Offered	Available
Return-of-Premium Benefits (less claims paid)		
Return of Premium at Death – Three Times Initial Maximum Monthly Benefit	Available	
Return of Premium at Death	Not Offered	Available
Return of Premium at Death – If Death Occurs Before Age 65	Not Offered	Available
Other Optional Benefits		
Waiver of Elimination Period for Home Health Care	Available	
Professional Home Health Care	Not Offered	Available
Nonforfeiture – Shortened Benefit Period (Removes Contingent Nonforfeiture built into the policy)	Available	



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Side-by-side Comparison

	MutualCare Secure Solution	MutualCare Custom Solution
Inflation Protection		
Inflation Protection Options	Lifetime: 3, 4 or 5 percent compound	Inflation Percentage: 1 to 5 percent compound in .25 percent increments
	20-Year: 3 or 5 percent compound	Inflation Duration: Lifetime, 20, 15 or 10 years
	Inflation Protection Buy-Up Option	
Premium Allowances		
Partner – Both Policies Issued		15 percent
Partner – One Policy Issued		5 percent
Preferred		15 percent
Association/Sponsored Group		5 percent
Producer		5 percent
Common Employer		5 percent
Premium Payment		
Lifetime		Default

NOTE: Partner is defined as spouses who are legally married, domestic or civil union partners, or adults in a serious, committed personal relationship that is intended to be lifelong and who have shared a common residence for the most recent three years, are not married to or a domestic or civil union partner of anyone else, and are not related in any way that would bar marriage.



Quoting Tools

MutualCare Solutions

- Visit mutualofomaha.com/broker
- Log in with your producer number
- Download “MutualCare® Solutions software” in the bottom left corner of the screen

Winflex

- Visit mutualofomaha.com/broker
- Log in with your producer number
- Download “Winflex software” in the bottom left corner of the screen

> Quotes on the Go

TRY OUR NEW MOBILE APP TODAY

Go to your
App Store  

Search for “Mutual of Omaha Quotes
for Sales Professionals”

Install and start quoting!



Quoting Tools - Mobile Quote

The 'Long Term Care' quoting tool consists of three input screens and one summary output screen.

Input Screens:

- Screen 1 (General Info):** State (Iowa), Product (Secure), Partner Status (Partners), How many insured? (Both), Gender (Male/Female), Age (41), Class (Select).
- Screen 2 (Benefit Details):** Monthly Benefit (3000), Policy Limit (\$100,000), Elimination Period (90 Days), ALF Reduction (100%), HHC Reduction (100%), Discount (None).
- Screen 3 (Other Benefits):** Shared Care (checked), Partnership (checked), Return of Prem (None), Inflation Protection (3% - Lifetime).

Output Screen (Summary):

PREMIUMS	You	Partner
Monthly	\$67 ²⁴	\$105 ⁵¹
Quarterly	\$194 ⁵⁶	\$305 ⁵⁵
Semi-Annual	\$381 ⁶⁴	\$599 ⁵⁵
Annual	\$748 ³¹	\$1,175 ⁵⁹
Combined Annual	\$1,923 ⁹⁰	

GENERAL: State (Iowa), Product (Secure), Partner Status (Partner- Two).

PERSONAL: Gender (Male/Female), Age (41/41), Class (Select/Select).

BASE BENEFITS: Monthly Benefit (\$3,000/\$3,000), Benefit Period (3 Yrs/3 Yrs), Policy Limit (\$108,000/\$108,000), Elimination Period (90 Days/90 Days), HHC Waiver (No/No), ALF Reduction (100%/100%).



Care Coordinator Services

- Licensed health care professionals (no elimination period to use)
- Help clients assess their needs, develop an individualized plan of care and arrange for long-term care services
- When used, clients may also be eligible for stay-at-home benefits:
 - Caregiver training
 - Durable medical equipment
 - Home modification
 - Medical alert system

Stay-at-home benefits combined are limited to 2 times the maximum monthly benefit amount; no elimination period applies



Consumer Claims Materials

- We've paid over \$1.1 billion in benefits to LTC policyholders since 1987
 - Mutual's financial position is strong, stable and secure despite economic uncertainties
- When you need to make a claim
 - We work with client to confirm eligibility
 - A care coordinator is assigned to develop a plan of care, locate long-term care series and monitor the care received
 - After satisfying the elimination period, client receives benefit reimbursement or cash benefit

BRAND NEW CONTENT!

e-Application

- Register for SPA
- Make sure email is on File
- Play in the Sandbox
- Access the e-App online

Partnership Benefits

- Help stabilize Medicaid by delaying use of the program
- Allows people to protect a portion of assets
- Portability of partnership available by reciprocity



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Partnership Inflation Grid

Compound Lifetime and Compound Lifetime Buy-up		Compound 20 Yr. & Compound 20 Yr. Buy-Up		Compound 15 Yr. Buy-up		Compound 10 Yr. Buy-up	
AL, AR, AZ, CO, FL, GA, ID, KS, LA, MD, ME, MI, MN, MT, NE, NH, ND, NM, NV, SD, TN, TX, WV, WY							
Ages 30-60	Ages 61-75	Ages 56-60	Ages 61-75	Ages 61-75		Ages 66-75	
1%-5%	1%-5%	1%-5%	1%-5%	1%-5%		1%-5%	
DE, IA, IL, OR, SC, WA, WI							
Ages 30-60	Ages 61-75	Ages 56-60	Ages 61-75	Ages 61-75		Ages 66-75	
3%-5%	3%-5%	3%-5%	3%-5%	3%-5%		3%-5%	
MO, NC, RI							
Ages 30-60	Ages 61-75	Ages 56-60	Ages 61-75	Ages 61-75		Ages 66-75	
3%-5%	1%-5%	3%-5%	1%-5%	1%-5%		1%-5%	
OH, OK, NJ							
Ages 30-60	Ages 61-75						
3%-5%	3%-5%						
PA							
Ages 30-60	Ages 61-75						
1%-5%	1%-5%						
VA							
Ages 30-60	Ages 61-75	Ages 61-75		Ages 61-75		Ages 66-75	
3%-5%	1%-5%	1%-5%		1%-5%		1%-5%	



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Helpful Marketing Materials



Helps clients determine whether they should apply for LTC based on their health condition

You want to make sure your application for a long-term care insurance policy is accepted. We do too.

There are many factors that go into making an application for long-term care insurance - your medical history, your current health, the medications you take, your daily activities. While certain chronic medical conditions may make you ineligible for coverage, there are other situations where simply waiting a short time before applying can result in your policy being issued.

The next step is to make sure the broker requests you'll be able to determine whether or not to submit your application for long-term care insurance.

Should I wait to apply?

The answer is "yes" if one of the following situations apply to you:

- Upcoming Procedure or Tests** - If you're scheduled for a physical, lab, mammogram, CT scan, MRI, ultrasound or other procedure, wait until the testing is complete and you're clear to return to the condition that necessitated the testing.
- Health History** - If you've been diagnosed with a chronic condition and the doctor has been completed and you've been released from care please wait to re-apply.
- Therapy** - If you currently are undergoing physical, occupational or speech therapy, wait until you've returned home and have returned to 100% function.
- Exhaustion** - If you're currently undergoing treatment for an undiagnosed medical condition, wait until a diagnosis has been made.

Non-Compliant Visit Dates - If your review is held in your medical records but you are not complying with treatment prescribed by your physician, wait until you meet monthly above you've been compliant for three months.

Admission Period - If you've received an admission within the past 6 to 12 months, wait until your application has been completed.

Previous Decline - If a prior application for long-term care insurance has been declined, wait until your application has been completed.

Will my application be declined?

Be sure to discuss your health history with your insurance agent/broker. He or she can advise you of other health conditions that may impact your insurability. The following is a partial listing of conditions that may impact your long-term care insurability.

- You're age 65 or older and have not seen a doctor in the past 12 months for a complete head-to-toe physical that includes blood work.
- You currently use a walker, cane, wheelchair, electric scooter, stair lift, hospital bed, incontinence collector or oxygen-including supplemental O2/CPAP.
- You've used or been admitted to one any of these services within the past 12 months: residential care, nursing/assisted living, adult day care, nursing home or home health care (over 90 days).

Underwritten by Mutual of Omaha Insurance Company



New agent tax guide available to help you learn about unique tax advantages of traditional LTCI

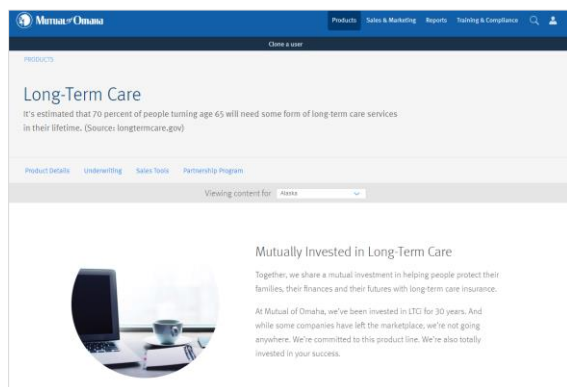
Learn more about the unique tax advantages of traditional LTCI.

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Where Can You Find All the Marketing Materials?

- Our Sales Professional Access Website: www.mutualofomaha.com/broker
- Includes:
 - Product Details
 - Underwriting
 - Sales & Marketing Tools
 - Cost-of-care calculator
 - Forms and Materials



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Let's get GOING!

- Listen to your clients
- Educate them on the value of peace of mind and securing a long-term plan
- For more information visit: www.mutualofomaha.com/broker
- Client approved LTC Insurance educational video
- 6 Steps to the Sales Process



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Sales Team



Darcy Soltys

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- darcy.soltys@mutualofomaha.com



Kyle Cooper

- Account Executive
- (402) 351-3089 (office)
- kyle.cooper@mutualofomaha.com



Sales Support – (800) 693-6083

Hours: 7:30-5:30 p.m. CST

- Product questions and producer website help
- Proposal software quotes
- Order marketing materials
- Gateway to any department within the company



Underwriting – (800) 551-2059

Hours: 8:00-4:30 p.m. CST

- Discuss pending/approved/decline risk selection with an Underwriter directly
- **Prequalification/risk selections- send email to: ltcunderwriting@mutualofomaha.com**



Licensing– (800) 867-6873

Hours: 8:00-4:30 p.m. CST

- Contracts
- Appointments
- Any other licensing questions



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Questions



*thank
you*

for all you do!

