



SOCIETY OF ACTUARIES

Article from:

Long-Term Care News

August 2003 – Number 9

2003 Intercompany LTCI Conference – Claims Track Highlights

by Noreen Guanci

Claims professionals within the long-term care industry clearly are eager to gain knowledge regarding what other insurance companies experience with their claimants. The 2003 Intercompany LTCI Conference provided a wonderful and lively forum for this exchange of information.

Claims operations continue to evolve and discussion encompassed the challenges in managing departments in light of rapidly changing technology and shrinking budgets. Varying staffing structures, vendor relations and customer service were all included as part of the interactive conversations. Another focus of discussion included the difficulties with policy interpretation that claims personnel have. Creative solutions for working with actuaries and underwriters were proposed so that future policies and underwriting approaches would reflect the claims experience. Lastly, operations personnel overviewed the wide range of community and facility care delivery options and locations and regulatory challenges associated with these. Audience participation and personal accounts from experience in the claims arena made these sessions extremely valuable to the attendees.

A new spotlight for the 2003 conference included a focus on the group product and the unique challenges and opportunities it presents. Discussion included the clarification of disability verses impairment and misconceptions that exist. Much attention was given to strategies used to assist benefit eligible claimants in returning to work. An occupational therapist presented case studies to demonstrate success stories.

Consistently, the claims audience highly regards the discussion of medical treatments and commonly seen claims diagnosis. Disability trends and mortality rates were presented by a team of experts. Medical advances and potential effects on long-term care insurance claims were reviewed.

Noreen Guanci is president of Long Term Solutions in Sudbury, Mass. She can be reached at Nguanci@longtermsol.com.



Unfortunately, claims managers are always cognizant of the ever present possibility of fraud. Current trends with fraud case studies and options for investigation were presented. A discussion ensued regarding the financial and legal risk that fraud can potentially present to a claims department.

Lastly, the 2003 Intercompany LTCI Conference could not have been complete without a discussion of HIPAA. An overview of Administrative Simplification, Privacy of Health Information and Data Security was presented. Attention was given to privacy and security issues experienced on a day-to-day basis within all divisions of insurance companies. Regulations were presented and recommendations for compliance were reviewed. Sessions were well attended and great interactive discussions ensued. ☺