



SOCIETY OF ACTUARIES

Article from:

Long-Term Care News

August 2003 – Number 9

2003 Intercompany LTCI Conference – Underwriting Track Highlights

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The Third Annual Intercompany LTCI conference provided the audience with up-to-date information on current underwriting practices that can be applied to daily processing. Although the industry understands the many challenges facing the underwriter, the highest priority remains to protect the risk pool.

The underwriting sessions were designed to provide both education and interaction from participants. The underwriting track focused on information that provides the administrative staff, actuary and the agent with the necessary tools to complete appropriate risk management decisions.

This perspective was evidenced by positive opinions voiced during the panel presentation addressing the prevalence of cognitive conditions in the management of long-term care. Education is the buzzword in LTC sales, and it's the necessary forum for broader understanding of cognitive issues facing the carriers. The agents struggle with identifying applicants with potential early onset cognitive deficits while the underwriters' objective is to offer coverage to healthy candidates. The session included an outline of current medical diagnostics on mild cognitive impairment compared to actuarial analysis of cognitive deficits in the general population.


Yet another observation was included on the underwriting track focusing on product administration. The session focused on such attributes as involving qualified, professional services with thorough operations that are more efficient. By offering the opportunity to discuss challenges in servicing LTC products, the program was developed to make the journey as simple as possible.

Likewise, the LTCI industry remains committed to offering competitive products to the marketplace. To address this concern, the underwriting track included an interactive session focusing on

pricing, administrative issues and marketing strategies facing the agent force. This interactive session solicited opinions from audience participants. Accordingly, the collective advice offered up resulted in a colorful dialogue between carrier representatives, agents and actuaries alike on issues facing product administration.

Insight into psychiatric conditions, delivered by a team of experts consisting of clinicians and administrative managers also touched on educational guidelines in line with protecting the risk pool. This session included medical diagnostics addressing potentially serious chronic disease caused by mental health conditions. Current treatment programs resulting in positive clinical trial outcomes through therapy and pharmaceutical advances were discussed. However, this optimism was decidedly tempered by a comparative analysis of psychiatric claims utilization data.

Finally, there was an observation delivered outlining the challenges and concerns for the group LTCI underwriter. We understand the differences between individual products and group processing but need to validate current practices in offering products to the employer marketplace. The panel discussion focused on strategies and differences between underwriting techniques on individual applicants versus underage active employees as each consumer presents unique challenges for the underwriter and actuary.

Our business is based on a strong commitment to serve the education of LTCI and administration of competitive products to the marketplace. As evidenced during the underwriting sessions, the success in LTCI is measured through the agent, underwriter and actuary in offering programs that emphasize training to simplify the road to increased LTCI sales. 

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