



# LTCi INFORCE RATE INCREASE FAQ

UPDATED 4/18/2022

## WHAT POLICIES ARE IMPACTED?

POLICY FORMS	YEARS AVAILABLE FOR PURCHASE*
NHA, LTA, HCA, LT50 & NH50	1997-2004
LTC04I	2004-2015
LTC04G	2004-2014
LTC04I7	2006-2009
LTC06UI	2006-2010
LTC09M	2009-Present (California**)
LTC09U	2009-2013

*\*Years are based on national filings; actual dates may vary by state.*

*\*\*LTC09M is only available for purchase in the state of California. Mutual of Omaha will not be seeking rate increases for LTC09M California policies.*

Please note that inforce business will never exceed the cost of new business with the same benefits.

## WHEN WILL RATE INCREASES TAKE EFFECT?

The actual effective dates will vary based on policy forms and individual state review times.

*In states where any previously filed rate increases have not yet been implemented, we will continue to implement the increases accordingly.*

## HOW MUCH WILL RATES INCREASE?

The rate increase amount varies by state and is subject to state review. However, the rate increases will vary based on the following:

- Benefit Period
- Cash Benefit, if applicable
- Inflation Option
- Issue Age
- Partner/Spouse Allowance, if applicable

## HOW WILL POLICYHOLDERS BE NOTIFIED?

Once the state has approved the rate increase, impacted policyholders will receive a letter from Mutual of Omaha notifying them of the rate increase and the additional premium amounts.

- For policyholders paying premiums, the rate increase will be reflected on their next bill and they will be notified at least 60 days before new premium is due.
- If a policyholder is currently on claim and their premium is being waived, they will be notified of their rate increase at least 60 days prior to their normal billing date once they begin to pay premiums again.

## WILL THE AGENT OF RECORD AND/OR UPLINE BE ABLE TO SEE WHICH POLICYHOLDERS ARE IMPACTED?

A report will be available on Sales Professional Access (SPA) listing all impacted policyholders as states are implemented. To view, log in and click on the reports tab. As states are implemented, the reports will be updated accordingly.

## WHO SHOULD POLICYHOLDERS CONTACT FOR HELP ONCE THEY ARE NOTIFIED OF THE RATE INCREASE?

After notification letters are sent, policyholders may choose to learn more about the options available to them for lowering premium. They should do so by contacting their agent or Mutual of Omaha's customer service team.

For policies issued 1987-2004: 1 (800) 228-7104  
For policies issued 2004-2013: 1 (877) 894-2478\*

*\*Please see quoting best practices for producers on the following page.*

- Their agent can explain options and complete the necessary paperwork on the policyholder's behalf, obtaining any necessary policyholder signatures and submitting the change request to the home office.
- A customer service representative can also help policyholders explore their options and make changes to their coverage.

## HOW WILL THE RATE ADJUSTMENT IMPACT AN AGENT'S COMPENSATION?

No additional commission will be paid on increased premium for policies with rate adjustments.

## WHO SHOULD PRODUCERS CONTACT WITH ADDITIONAL QUESTIONS?

Producers can call Sales Support with additional questions at 1 (800) 693-6083

## QUOTE REQUEST BEST PRACTICES FOR POLICIES ISSUED AFTER 2004:

The expected turnaround time for quotes\* is 6-10 business days. A producer may call the customer service line (877-894-2478) for less than 5 quotes; however, they may find the most efficient method to be through email.

If submitting a request through email, please follow the following process:

- Submit the request to [mutualofomahaltc@lfcg.com](mailto:mutualofomahaltc@lfcg.com)
- Ensure the subject line reads "Quote Request" followed by requester's last name (e.g., "Quote Request – LastName").
- Provide a reply-to fax number that will receive the completed quotes.

*\*Only first year quotes can be requested at this time. Currently, we cannot provide quotes for multiple years with scheduled rate increases.*