thrivent

Thrivent Long-Term Care Insurance

Field tips

Before Taking the Application	• Be sure continuing education is current—requirements differ from state to state. • Ask Underwriting for a pre-screen if there is a medical history concern. Call 888-422-5737, say "Directory" and enter ext. 8895. Select option 2. (Monday–Friday, 8 a.m. to 5 p.m., Central time.) Or submit a completed LTCi Health Prescreen Request Form to LTCiPreQual@Thrivent.com. • If proposed applicant is pre-screened as a likely decline, talk to your BGA about other planning options.

Application Process	• Apply at Standard rate. Clients will get preferred rates if they meet the requirements. • Applicants who have not seen a physician in the last 24 months are not eligible for Preferred rate. • Long-term care insurance (LTCi) contracts are issued and premiums become due as soon as underwriting is approved. Add a note to the Representatives' Supplement if you do not want the contract to issue immediately. • While tentative decisions may be shared separately, underwriting decisions on all spouse/couple applications are offered together (not just cases with shared care or survivorship) so the proper discount can be applied. If one spouse/partner is declined, the decision is communicated immediately and any premium is refunded. • Prepare spouse/partner applicants for what their plan will be if one spouse/partner gets declined. • Prepare clients for the possibility of needing to sign additional provider-specific medical records release forms. • Save time! Underwriting cannot begin until Declaration of Insurability is completed. Complete at time of application wherever possible to speed cycle time. • If no money is submitted with the application, contracts are always sent to the financial advisor. • In California, we cannot accept premiums until an underwriting decision is made.

Underwriting	• Underwriting takes time. Provide clients with the Your Underwriting Process brochure. • Underwriting requirements are different for LTCi than life insurance, so additional requirements may apply even if the applicant was recently approved for life insurance. • Assessments are scripted and clinical in nature to protect the integrity of the assessment. • The cognitive acuity screen requires a distraction-free environment—let clients know it's OK to reschedule before the assessment starts if the scheduled time ends up not being ideal. Failing the screen results in a decline, regardless of what's in the medical records. • The Shared Care Benefit and Waiver of Elimination Period for Home Care and Adult Day Care (California: Waiver of Elimination Period for Home and Community-Based Care) riders are not available for applicants with a Class 1 or Class 2 risk class.

Post-Issue	• Deliver contracts within 15 days. Make any coverage changes during the free look period to avoid delay in contract delivery. • Coverage changes within the free look period do not require signed paperwork; however, increases do require a Statement of Good Health and additional underwriting review. • Coverage reductions after the free look period cannot be done retroactively; reduction in premium is not effective until the following contract month-a-versary. • In-force illustrations on FieldNet can be used to illustrate coverage decreases. Coverage increases must be completed manually, and requests should be sent to Thrivent.LTC.ProductServices@LTCG.com.

Tips and Tools	• Product Guide. • LTCi Underwriting Guide.