

FLTCIP 2016 Enrollee Decision Period

This fact sheet can help you answer general questions from employees and retirees about the Federal Long Term Care Insurance Program's 2016 Enrollee Decision Period. You may also direct FLTCIP enrollees to the FLTCIP Customer Service Center: **1-800-LTC-FEDS** (1-800-582-3337) **TTY 1-800-843-3557**.

Why are premiums increasing?

After a full and open competitive bidding process, the U.S. Office of Personnel Management (OPM) awarded a new, seven-year contract to John Hancock Life & Health Insurance Company, the prior carrier and single bidder, to continue to provide insurance coverage for the Federal Long Term Care Insurance Program (FLTCIP). John Hancock proposed significantly higher premiums because recent analysis of the program, using updated assumptions based on identified trends and actual claims experience, indicated that the current FLTCIP premiums would not be sufficient to meet the future, projected costs of the benefits. The new premium rates are those established as a result of this competitive process. Long Term Care Partners, LLC, will continue to administer the FLTCIP.

Most FLTCIP enrollees are impacted by the premium increase. Who is not?

The following FLTCIP enrollees are not impacted by the premium increase at this time:

- ▶ enrollees who applied for coverage on or after new application rates were raised on August 1, 2015
- ▶ enrollees whose age at purchase was 80 years or older
- ▶ enrollees currently enrolled in the FLTCIP's Alternative Insurance Plan
- ▶ enrollees who are currently eligible for benefits or awaiting a decision on a pending claim

When will I receive information about any changes to my premium?

If you are impacted by the premium increase, Long Term Care Partners will send you a 2016 Enrollee Decision Period offer package with personalized plan change options starting in July 2016. The mailings will be staggered over several weeks, so not all enrollees will receive their letters at the same time. You may also visit www.LTCFEDS.com/MyAccount to sign into or register for a My LTCFEDS online account to review your personalized options.

How much is the increase?

The exact amount of the increase is based on a combination of:

- ▶ your benefit options (such as your benefit period or inflation option)
- ▶ your issue age (the age when you applied and were approved for coverage)
- ▶ the plan you originally purchased (FLTCIP 1.0 or FLTCIP 2.0)

Please consult your personalized offer package or review your options online at www.LTCFEDS.com/MyAccount to see how you may be affected by the premium increase.

When will the premium increase take effect?

If you are an enrollee who is impacted by the premium increase, your new premium will take effect on November 1, 2016.

Is there an alternative to paying higher premiums?

Yes. You will be offered personalized options to reduce your coverage, and at least one of your options will allow you to reduce your coverage in order to maintain your current premium at this time. This option will provide you with a premium at or below the premium level that you currently pay. The 2016 Enrollee Decision Period offer package will outline the personalized options available to you.

What support is available to help me make the right decision?

During the 2016 Enrollee Decision Period, FLTCIP enrollees will have access to trained customer service representatives, comprehensive information, and online instructional videos and webinar tutorials. The FLTCIP Customer Service Center is available Monday through Friday, from 8 a.m. to 8 p.m. (ET), at **1-800-LTC-FEDS** (1-800-582-3337) **TTY 1-800-843-3557**.

Can I make changes to my coverage not provided in my 2016 Enrollee Decision Period offer package?

At any time, you may request changes not provided in your 2016 Enrollee Decision Period offer package, but some changes may require underwriting and/or a higher premium. If you wish to make changes to your coverage outside of the personalized options in your offer package, please call FLTCIP Customer Service.

How do I submit my selection?

There are three ways to submit your selection:

1. Submit your option online at www.LTCFEDS.com/MyAccount.
2. Mail your completed form to:
Long Term Care Partners, LLC
P.O. Box 8330
Portsmouth, NH 03802-9908
3. Fax your completed form to **1-866-921-4511**.

Is there a deadline to respond?

Yes. The deadline to submit your personalized option is September 30, 2016. If you want to keep your current coverage and pay the premium increase, you do not need to do anything. Your coverage will remain the same and your premium will increase, effective November 1, 2016.

If I select an option now, will I be able to change to a different option during the 2016 Enrollee Decision Period?

Yes. If you elect an option and determine later that you wish to change your election, you may do so during the 2016 Enrollee Decision Period. Your last election submitted will be used.

If my premium is increasing or changing, when will I pay the new premium amount?

If your premiums are paid through:

- ▶ direct bill, you will receive a bill for the new amount in October
- ▶ automatic bank withdrawal, the new amount will be withdrawn in the first week of November
- ▶ payroll deduction, the new amount will be deducted from your first full pay period that begins on or after November 1, 2016
- ▶ annuity/pension deduction, the new amount will be deducted from the annuity/pension check in December that covers November

What happens if I miss the deadline for reasons beyond my control?

Please notify Long Term Care Partners immediately if you are unable to meet the deadline by calling FLTCIP Customer Service.

I misplaced my offer letter. How can I obtain another copy?

If you misplace your offer letter, FLTCIP Customer Service can mail you a copy. You can also get a copy by signing into your My LTCFEDS account at www.LTCFEDS.com/MyAccount.

This document is proprietary and confidential. No part of this document may be disclosed in any manner to a third-party without the prior written consent of LTC Partners

The Federal Long Term Care Insurance Program is sponsored by the U.S. Office of Personnel Management, insured by John Hancock Life & Health Insurance Company, and administered by Long Term Care Partners, LLC.

John Hancock

