



State of Wisconsin / OFFICE OF THE COMMISSIONER OF INSURANCE

Scott Walker, Governor
Theodore K. Nickel, Commissioner

Wisconsin.gov

125 South Webster Street • P.O. Box 7873
Madison, Wisconsin 53707-7873
Phone: (608) 266-3585 • Fax: (608) 266-9935
E-Mail: ocicomplaints@wisconsin.gov
Web Address: oci.wi.gov

2016 Long-Term Care Market Conduct Annual Statement

The Market Conduct Annual Statement (MCAS) is an analysis tool that states can use to review market activity of the entire insurance marketplace in a consistent manner and to identify companies whose practices are outside normal ranges. For the 2016 Long-Term Care (LTC) MCAS, all companies with any in-force LTC policies, Life-LTC hybrid products, or Annuity-LTC hybrid products were required to participate in the project in Wisconsin. The 2016 data year is the third year companies were required to participate in the Long-Term Care MCAS. A total of 89 companies participated in the project and filed for one or more LTC lines of business.

Statewide averages are calculated for nine categories for each LTC line of business. The following statewide averages and charts indicating where the number of reporting companies whose ratios fall within various ranges are for informational purposes only and do not represent standards for market behavior. This information does not establish compliance or non-compliance. MCAS data, company specific and/or statewide averages, may not be used in any form of company advertising or marketing.

Stand-Alone Long-Term Care	Statewide Average Ratio
Ratio 1. The percentage of replacements to new business policies issued	3.08%
Ratio 2. The number of complaints per 1,000 policies in-force as of the end of the reporting period	0.46#
Ratio 3. The average number of claimants per policy in-force	0.04#
Ratio 4. The percentage of denied claimant requests to new claimants	22.11%
Ratio 5. The percentage of claim determinations made more than 60 days from notice of claim	14.91%
Ratio 6. The percentage of benefit payment requests denied	6.98%
Ratio 7. The percentage of benefit request payments made more than 60 days from notice of request	0.99%
Ratio 8. The percentage of benefit request denials made more than 60 days from notice of request	2.36%
Ratio 9. The percentage of lawsuits closed with consideration for the consumer	100.00%

Ratio	Number of companies with ratios falling in the range:											
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
1	3	9	0	0	0	0	0	0	0	0	0	0
	0%	>0 to 0.25	>0.25 to 0.50	>0.50 to 0.75	>0.75 to 1.00	>1.00 to 2.00	>2.00 to 3.00	>3.00 to 4.00	>4.00 to 5.00	>5.00 to 6.00	>6.00 to 7.00	>7.00
2	58	2	2	3	1	1	1	0	2	1	0	1

2016 Long-Term Care Market Conduct Annual Statement
Page 2

	0%	>0 to 0.10	>0.10 to 0.20	>0.20 to 0.30	>0.30 to 0.40	>0.40 to 0.50	>0.50 to 0.60	>0.60 to 0.70	>0.70 to 0.80	>0.80 to 0.90	>0.90 to 1.00	>1.00
3	14	47	9	1	0	0	0	0	0	0	1	0
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
4	18	5	14	8	5	2	1	0	0	0	2	1
5	16	7	11	3	4	2	1	4	2	0	3	0
6	14	29	10	5	3	0	0	0	0	0	0	0
7	36	21	1	0	0	1	0	0	0	0	0	0
8	28	13	2	0	1	0	0	0	1	0	2	0
9	0	0	0	0	0	0	0	0	0	0	0	2

Life Hybrid Long-Term Care

	Statewide Average Ratio
Ratio 1. The percentage of replacements to new business policies issued	17.26%
Ratio 2. The number of complaints per 1,000 policies in-force as of the end of the reporting period	0.00#
Ratio 3. The average number of claimants per policy in-force	0.01#
Ratio 4. The percentage of denied claimant requests to new claimants	23.64%
Ratio 5. The percentage of claim determinations made more than 60 days from notice of claim	28.09%
Ratio 6. The percentage of benefit payment requests denied	0.34%
Ratio 7. The percentage of benefit request payments made more than 60 days from notice of request	0.00%
Ratio 8. The percentage of benefit request denials made more than 60 days from notice of request	0.00%
Ratio 9. The percentage of lawsuits closed with consideration for the consumer	0.00%

Ratio	Number of companies with ratios falling in the range:											
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
1	9	3	2	5	1	0	3	0	0	1	0	0
	0%	>0 to 0.25	>0.25 to 0.50	>0.50 to 0.75	>0.75 to 1.00	>1.00 to 2.00	>2.00 to 3.00	>3.00 to 4.00	>4.00 to 5.00	>5.00 to 6.00	>6.00 to 7.00	>7.00
2	33	0	0	0	0	0	0	0	0	0	0	0
	0%	>0 to 0.10	>0.10 to 0.20	>0.20 to 0.30	>0.30 to 0.40	>0.40 to 0.50	>0.50 to 0.60	>0.60 to 0.70	>0.70 to 0.80	>0.80 to 0.90	>0.90 to 1.00	>1.00
3	25	8	0	0	0	0	0	0	0	0	0	0
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
4	4	0	0	3	0	2	0	0	0	0	0	0
5	3	0	1	0	0	3	1	0	0	0	1	0
6	9	0	0	0	1	0	0	0	0	0	0	0
7	10	0	0	0	0	0	0	0	0	0	0	0
8	1	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0

Annuity Hybrid Long-Term Care

	Statewide Average Ratio
Ratio 1. The percentage of replacements to new business policies issued	47.43%
Ratio 2. The number of complaints per 1,000 policies in-force as of the end of the reporting period	0.00#
Ratio 3. The average number of claimants per policy in-force	0.02#
Ratio 4. The percentage of denied claimant requests to new claimants	60.00%
Ratio 5. The percentage of claim determinations made more than 60 days from notice of claim	24.24%
Ratio 6. The percentage of benefit payment requests denied	0.00%
Ratio 7. The percentage of benefit request payments made more than 60 days from notice of request	0.00%
Ratio 8. The percentage of benefit request denials made more than 60 days from notice of request	0.00%
Ratio 9. The percentage of lawsuits closed with consideration for the consumer	0.00%

Ratio	Number of companies with ratios falling in the range:											
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
1	0	0	0	0	0	3	0	0	0	0	0	0
	0%	>0 to 0.25	>0.25 to 0.50	>0.50 to 0.75	>0.75 to 1.00	>1.00 to 2.00	>2.00 to 3.00	>3.00 to 4.00	>4.00 to 5.00	>5.00 to 6.00	>6.00 to 7.00	>7.00
2	5	0	0	0	0	0	0	0	0	0	0	0
	0%	>0 to 0.10	>0.10 to 0.20	>0.20 to 0.30	>0.30 to 0.40	>0.40 to 0.50	>0.50 to 0.60	>0.60 to 0.70	>0.70 to 0.80	>0.80 to 0.90	>0.90 to 1.00	>1.00
3	2	3	0	0	0	0	0	0	0	0	0	0
	0%	>0% to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
4	0	0	0	0	0	0	1	0	0	0	2	0
5	2	0	0	1	0	0	0	0	0	0	0	0
6	3	0	0	0	0	0	0	0	0	0	0	0
7	3	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0