

How to field underwrite

SUN LONG TERM CARE INSURANCE

At Sun Life Financial, we want to help you achieve the best long term care insurance (LTCI) underwriting experience possible. It's important to understand that underwriting this product is different from underwriting for life insurance or living benefits products (critical illness or disability insurance).

Along with this document, please read our:

- Pre-screening checklist, and the
- LTCI Field Underwriting Guide (the guide)

to give you the information you need to determine if it's appropriate for the potential LTCI client to submit an application.

Most common reasons to postpone the application:

1. Stability period not met.

The stability period is unique to LTCI underwriting and refers to the length of time a condition has been well-controlled:

- without any change in the particular condition or its symptoms, and
- without any change in treatment, which includes dosage changes.

Please don't submit an application if the required stability period hasn't been met. Refer to the client condition(s) in the guide to determine the stability period.

2. Soft tissue disorders and mild to moderate degenerative disc disease.

Soft tissue disorders (back, hip, knee, shoulder strains and sprains) and degenerative disc disease tend to recur and/or progress over time resulting in an increased risk of activities of daily living (ADL) dependency. Those suffering from recent strains or sprains should wait until the stability period is met before submitting an application. For more information, refer to the Degenerative Disc Disease and Soft Tissue Injury sections in the guide.

3. Pending tests, consultations and surgery.

If the client is currently under investigation or awaiting tests, surgery or a referral to be scheduled, wait until the investigations or procedures are complete before submitting an application.

4. Uncontrolled high blood pressure.

19 per cent of the Canadian population has high blood pressure and of these, 33 per cent do not have their blood pressure under control. These individuals should postpone applying until their blood pressure is 174/90 or better. Refer to the High Blood Pressure section in the guide for more information.

Most common reasons we decline:

1. Severe degenerative disc disease, osteoarthritis, osteoporosis or rheumatoid arthritis.

Those with severe degenerative disc disease, osteoarthritis, rheumatoid or psoriatic arthritis or ankylosing spondylitis aren't eligible for long term care insurance. If the client has a history of degenerative disc disease or arthritis, refer to those sections in the guide for more information.

2. Diabetes with complications.

Diabetics requiring 40 units of insulin or more per day, or those with a history of stroke/TIA, neuropathy, kidney, circulatory or coronary artery disease, aren't eligible for LTCI. Also, any diabetic who smokes isn't eligible. Refer to the Diabetes section in the guide for more information.

3. Coronary artery disease.

People with coronary artery disease and a history of diabetes, peripheral vascular disease, stroke/TIA aren't eligible for LTCI. Also, people with a history of coronary artery disease who smoke aren't eligible. Refer to the Coronary Artery Disease section in the guide for more information.

4. Use of anti-psychotic medication.

Refer to the Pre-screening checklist for a list of some of the more common anti-psychotic medications and the Depression section in the guide for more information.

5. Build exceeds our maximums.

Refer to the build chart in the Pre-screening checklist or the guide to understand these maximums.



Will recent and ongoing acupuncture, chiropractic, massage or physiotherapy treatment result in a decline?

If the client is using therapy to treat an underlying condition, they're not eligible for LTCI coverage until the stability period for the underlying condition has been met. Persons who are symptom-free and receiving maintenance therapy once a month or less may apply if the stability period has been met.

Tips for an efficient application process

- The more information provided on the application, the quicker we're able to underwrite the case. Ensure all sections of the application are completed in full – even if a health interview, face-to-face interview and/or medical records are required.
- When medical history is disclosed, it's very important to record the date and duration of the illness, any recurrences, the degree of recovery, treatment received, details of any time lost from work, any hospitalizations, etc.
- If we uncover information that wasn't disclosed on the application, we may ask you to have the client clarify their response or provide additional information.
- If a translator was required to complete the application, submit a completed Form E9 – Translator services declaration. If the client requires a translator to complete the health interview, please tell us on the application.

Authorization to disclose information to my advisor – long term care insurance applications will allow the underwriter to discuss any additional information obtained from the health interview that may not have been disclosed on the application.

What to talk to the client about

Telephone and face-to-face interviews

- To help the client prepare for the telephone and face-to-face interviews, provide them with a copy of the health interview fact sheet.
- While certain questions may have already been answered on the application, a health professional will confirm the answers and obtain additional details when necessary.

Memory exercise

- As part of the interview process, the client will also need to complete a memory exercise. Let them know this will be done during the health interview.

Modified offers

- If the client has recent or recurrent soft tissue injuries or degenerative disc disease, ensure they've met the stability period. It's important to set expectations that a modified offer may be required.

Underwriting requirements

- Ordering underwriting requirements is different for LTCI than for life or critical illness insurance. Underwriting requirements for LTCI are ordered by Head Office. Outstanding requirements will be posted on the advisor website immediately, but it will take three to five days after the receipt of a fully completed application before requirements are ordered.
- For those aged 50-69, we require a phone history interview and for those age 70 and older, we require a face-to-face interview and medical records.
- Those age 65 and older who haven't had a complete physical within the last three years cannot be considered until a physical examination with age-appropriate testing has been completed.
- Due to the unique risk factors for LTCI, we may request medical records for the past five years including clinical notes (the summary notes the doctor makes after each visit with the patient), test results and consultation reports. This is different than an Attending Physician Statement (APS) ordered for life underwriting purposes, which is often just a summary of a client's medical history. For this reason, we do not accept APSs to assess eligibility for Sun LTCI.

We're here to help

We've been a trusted and reliable company for over 145 years. As a leading international financial services organization, we continue to build on that strong foundation with a focus on market-leading products, expert advice and innovative solutions.

Our team of insurance- and investment-focused sales directors, living benefits specialists, and advanced tax and estate planning specialists understand your needs and work with you to help you make the best decisions.

Need additional information?

- **Complete the potential client inquiry form via the Request Centre on the advisor website you use**
- **Speak to an underwriter directly:**
 - Sun Life Financial advisors or LTCI Specialists can call 1-877-272-2020 for English or 1-877-272-8353 for French. Select 1, 3 for long-term care.
 - Independent advisors can call 1 800-800-4SUN, after choosing English (option 1) or French (option 2) choose options 1, 1, 3.

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