

FEBRUARY 15, 2021

LTC New Business Rate Refresh and Benefit Changes for Additional States

As a leading long-term care insurance carrier, Mutual of Omaha has a responsibility to our policyholders and distribution partners to ensure our pricing strategy and product offerings are in line with industry trends, internal claims data and the economic environment.

Last year, Mutual of Omaha began implementing new rates and benefit option changes to the MutualCare Solutions Portfolio in approved states. **Effective March 1, 2021, we will be implementing these changes in four additional states.**

Impacted States

Arizona, Connecticut, Indiana and Vermont

Rate Adjustments

Premium adjustments may vary by age, sex and benefit selection. You may view the new rates by referring to the quoting software beginning March 1, 2021.

Cash Benefit Changes

- MutualCare Custom: 25% of home health care benefit up to initial maximum of \$2,000 per month
- MutualCare Secure: 25% of home health care benefit up to initial maximum of \$2,000 per month

Partner Premium Allowance Changes

- Both Issued: 15%
- One Issued: 5%

Transition Rules

New paper and e-Applications for MutualCare Solutions will be required for impacted states beginning March 1, 2021. The new application pack cover series will end in _0321. Please discontinue use of all old applications based on the transition rules below. The following transition rules will apply:

- **Paper Applications**
 - Applications with a signed date of March 1, 2021, and later will get the new rates and benefits and will require our new application.
 - Applications signed prior to March 1, 2021 and received in the home office on or before March 12, 2021, will receive the current rates and product benefits.
 - Old applications received after March 12, 2021, will not be accepted regardless of application sign date. Applications will be closed, and a new application will be required to apply for coverage. No exceptions will be made.
- **e-Applications**

- If you have a pending e-Application started, it must be signed on or before February 28, 2021, to receive the old rates and benefits. You can access your pending application, complete and submit like normal.
- Pending e-Application must be submitted to the Home Office no later than March 12, 2021, or it will not be accepted.

Quoting Software

Winflex, MutualCare Solutions and mobile quote software will be available for download effective March 1, 2021. To ensure rates are appearing properly, please update your software on or after this date.

Marketing Materials and Forms

- Old paper applications will be available for download only on Sales Professional Access until February 28, 2021.
- New paper applications, e-Applications and marketing materials will be available on March 1, 2021.

Thank you for your continued trust in Mutual of Omaha. We look forward to providing LTC solutions for years to come.

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