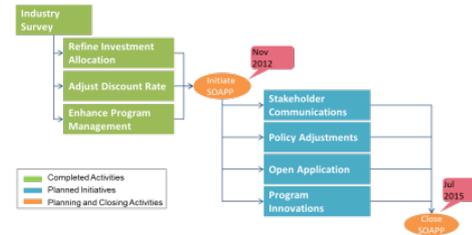


**Long-Term Care (LTC) Program
Stabilization and Open Application Period
Project (SOAPP) Update**



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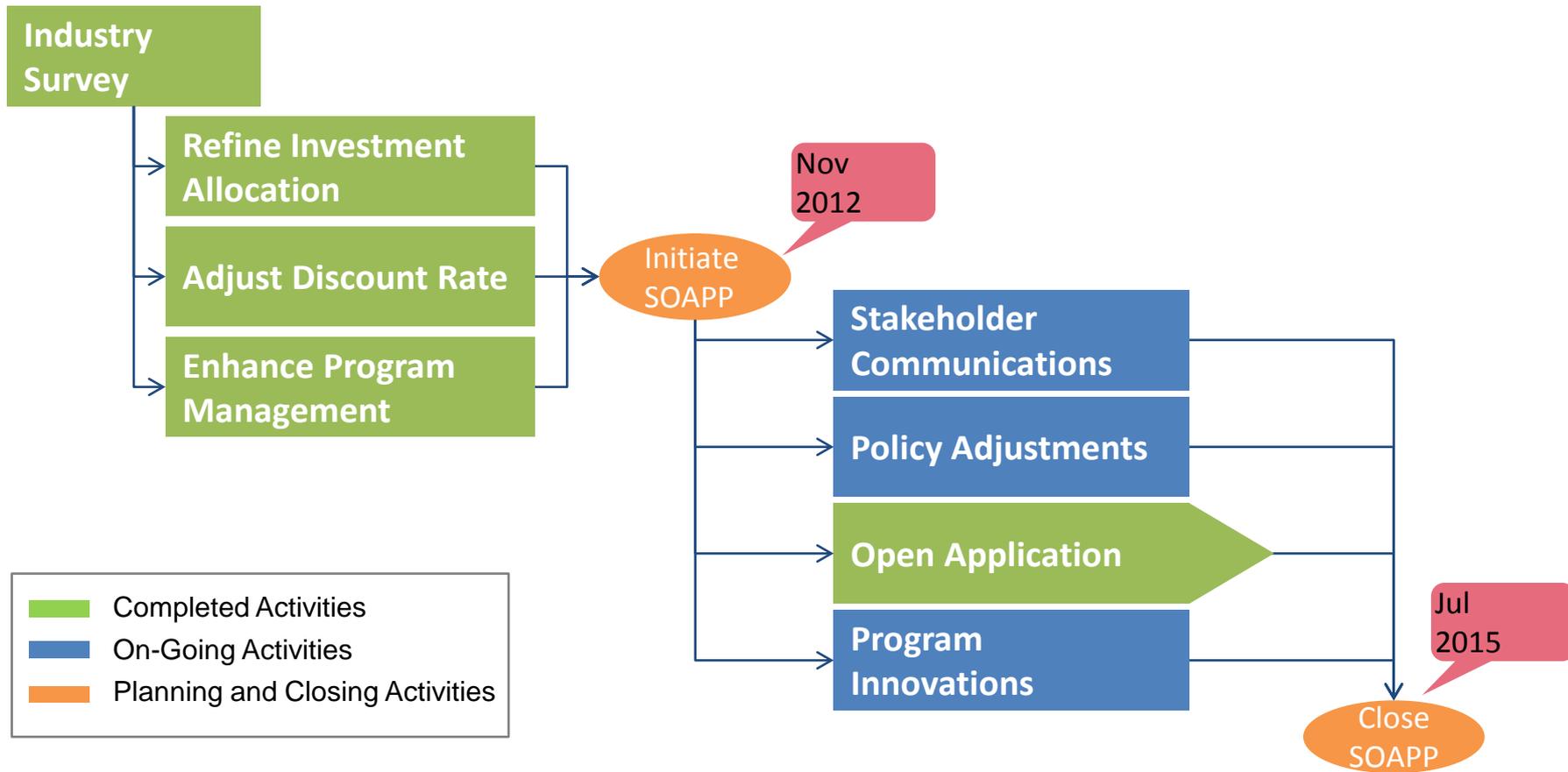
2014 Premium Increase

- Program Innovations
 - Overview and Status

Program Innovations

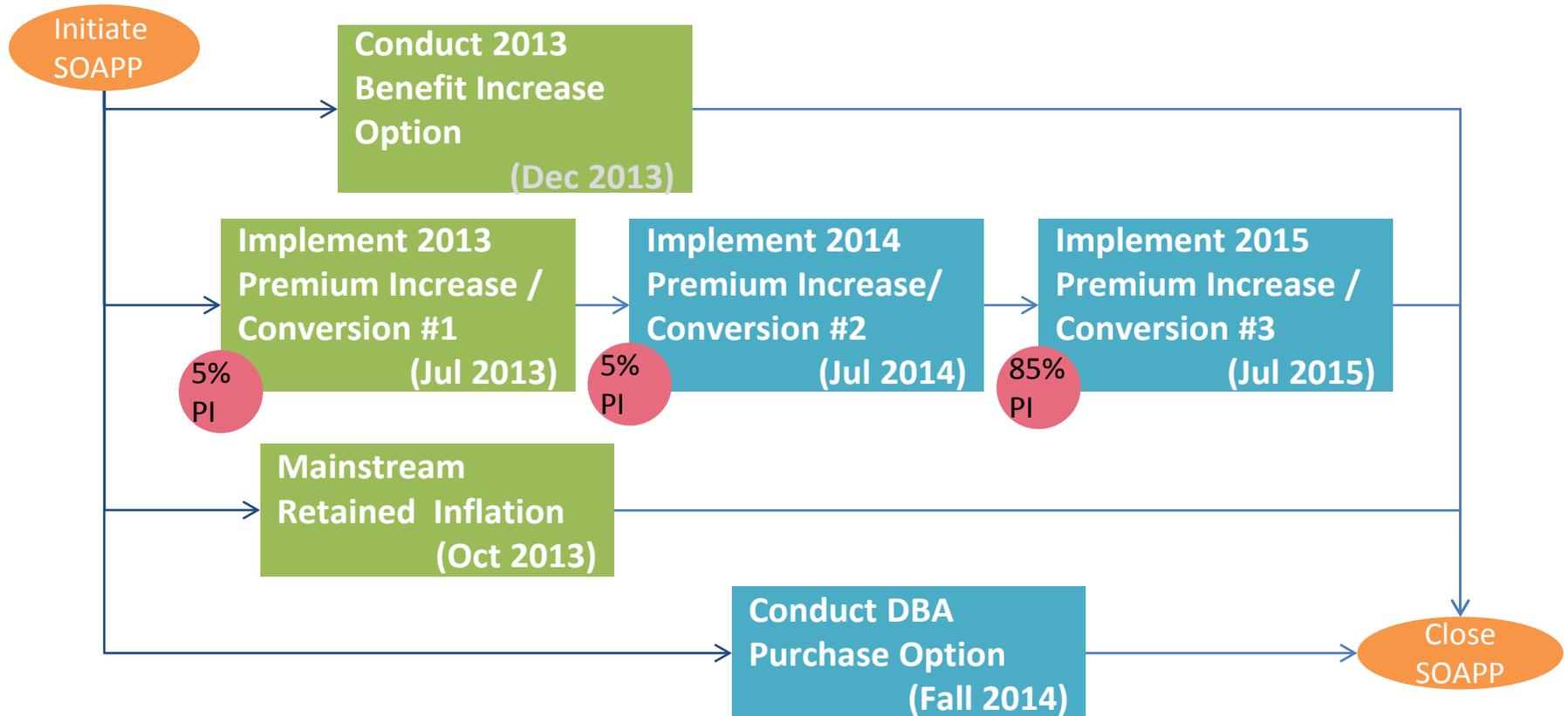
Stabilization Strategy

Significant thought and effort has gone into identifying ways to stabilize and sustain the LTC Program.



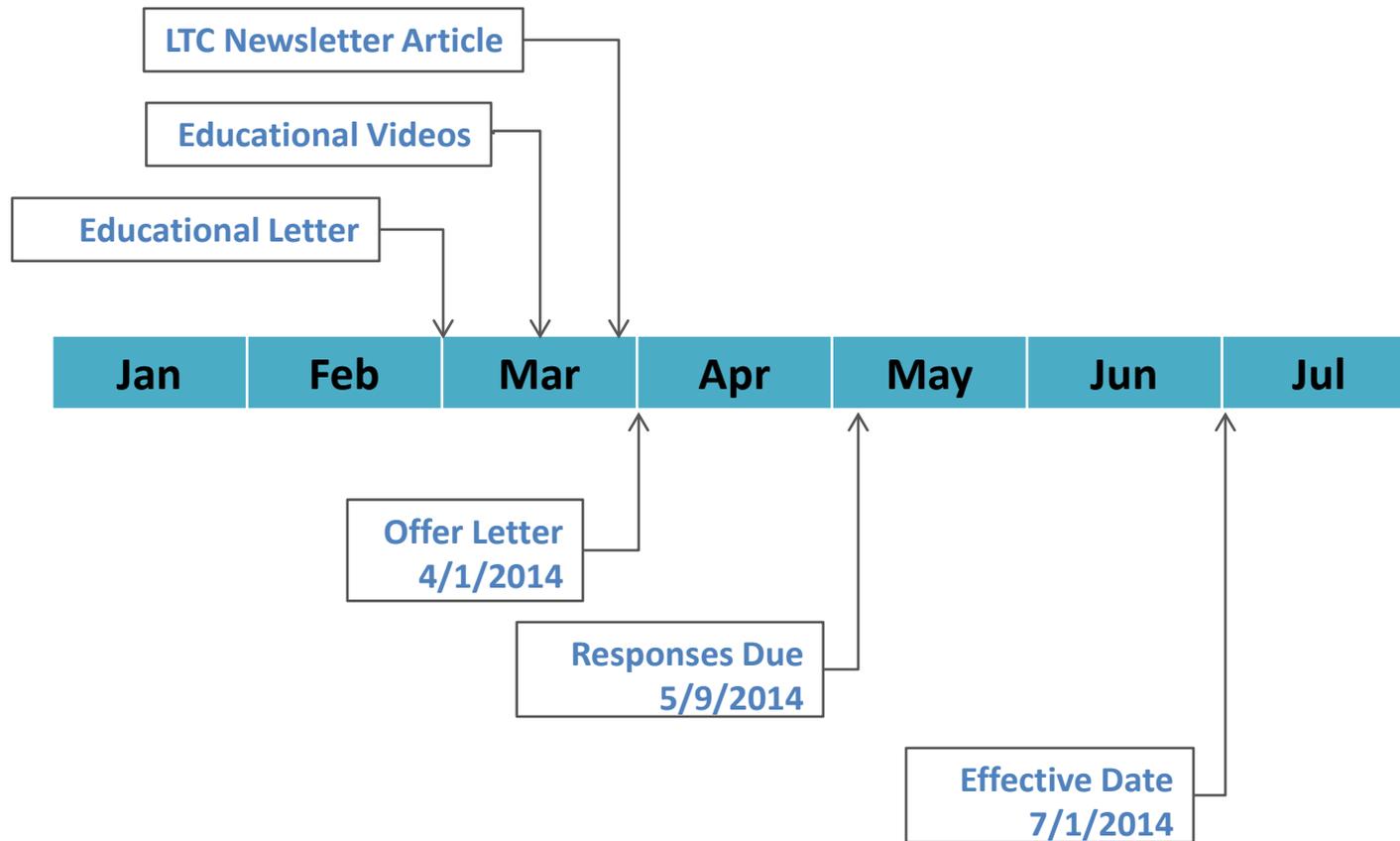
Policy Adjustments

Provide existing Participants the opportunity to adjust their coverage to avoid premium increases or adjust their benefits to meet today's conditions.



- Completed Activities
- Planned Initiatives
- Planning and Closing Activities

2014 5% Premium Increase Stakeholder Outreach and Implementation



Program Innovations

Initiative	Description	Status
Program Website	Enables Participants on-line access to premium payment status, claims history, update their personal information, download important forms, and chat “live” with a representative.	Operational
Interactive Voice Response	Enables Participants status check of claim or premium payments through touch-tone prompts and voice-activated responses.	Operational
Preferred Provider Network	Network of long-term care providers who meet certification and credentialing requirements with discounted rates ranging from 5 to 20 percent. PPN currently consists of 41 preferred providers in seven metropolitan areas of California.	Operational
Premium Payment Options	Allows Participants the option to pay their premium via credit card or Electronic Fund Transfer (EFT).	Development
Transition Care Pilot Program	Prevents avoidable hospital readmissions by ensuring the participant is not re-admitted for reasons which could have been avoided. Includes a comprehensive in-home assessment, consultative interdisciplinary care team, health coaching, and other health monitoring efforts.	Planning