

Long-Term Care Insurance

2017 Consumer Complaints

Consumers 1-800-686-1526 | Medicare 1-800-686-1578 | Fraud & Enforcement 1-800-686-1527

Long-Term Care (LTC) Insurance Complaints

In 2017, the Ohio Department of Insurance (ODI) received a total of 46 complaints concerning companies that sold individual long-term care (LTC) insurance. The chart below shows the top 12 reasons for these complaints.

2017 Ohio Individual LONG-TERM CARE Insurance Complaint Statistics			
Number of authorized companies having individual long-term care insurance premiums.	Number of authorized companies having individual long-term care insurance complaints.	Consumer complaints concerning individual long-term care insurance companies received.	Number of insurance companies having at least ten individual long-term care insurance complaints.
86	15	46*	0
Top 12 Complaint Reasons**			% of Total Complaints
1. Premium and Rating			59.62%
2. Premium Notice/Billing			15.38%
3. Denial of Claim			5.77%
4. Coverage Question			3.85%
5. Premium Refund			1.92%
6. Information Requested			1.92%
7. Delays / No Response			1.92%
8. Cash Value			1.92%
9. Policy Delivery			1.92%
10. Assignment of Benefits			1.92%
11. Adverse Benefit Determination			1.92%
12. Delay			1.92%
* Number of complaints may include agents, service processors, and others who are not insurance companies.			
**Complaints may have more than one reason.			

Long-Term Care (LTC) Insurance Complaint Ratios

The chart on page two shows the 50 companies that earned the most Ohio individual long-term care insurance premium in 2017 and how each company’s consumer complaints compare to the average. A 1.00 ratio means an insurer had the same percent share of all Ohio individual long-term care insurance complaints as its share percent of all Ohio individual long-term care insurance premium. A 1.50 ratio means an insurer had a 50% higher percent share of all Ohio individual long-term care insurance complaints compared to its percent of Ohio individual long-term care insurance premium. If a company had 12.0 percent of all complaints and a 10.0 percent market share, its complaint ratio would be 1.20 (12.0 divided by 10.0).

Notes:

“Market Share” refers to each company’s percentage of Ohio total individual long-term care insurance premium. “Complaint Share” is each company’s percentage of Ohio total individual long-term care insurance complaints. “Complaint Ratio” is a comparison of Ohio long-term care insurance market share to the number of complaints. Statistics and ratios refer to individual long-term care insurance plans and do not include employer or other group long-term care insurance plans.

2017 Ohio Long Term Care Insurance Complaint Ratios						
Respondent	Premium Amount	Market Share Reported	Complaint Count	Percent of Total Complaints	Complaint to Market Share Ratio	
GENWORTH LIFE INSURANCE COMPANY (70025)	\$85,736,735.00	24.56%	7	0.18%	0.01	
JOHN HANCOCK LIFE INSURANCE COMPANY (USA) (65838)	\$51,133,969.00	14.65%	6	0.16%	0.01	
PRUDENTIAL INSURANCE COMPANY OF AMERICA (68241)	\$25,956,710.00	7.44%	3	0.08%	0.01	
METROPOLITAN LIFE INSURANCE COMPANY (65978)	\$20,466,288.00	5.86%	6	0.16%	0.03	
CONTINENTAL CASUALTY COMPANY (20443)	\$16,356,108.00	4.69%	3	0.08%	0.02	
MUTUAL OF OMAHA INSURANCE COMPANY (71412)	\$10,785,091.00	3.09%	1	0.03%	0.01	
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY (69000)	\$22,854,208.00	6.55%				
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY (25178)	\$6,330,865.00	1.81%	1	0.0003	0.01	
UNUM LIFE INSURANCE COMPANY OF AMERICA (62235)	\$14,976,147.00	4.29%				
BANKERS LIFE AND CASUALTY COMPANY (61263)	\$12,343,026.00	3.54%				
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA (90611)	\$4,848,191.00	1.39%	2	0.05%	0.04	
RIVERSOURCE LIFE INSURANCE COMPANY (65005)	\$9,738,726.00	2.79%				
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA (76325)	\$3,879,769.00	1.11%	3	0.08%	0.07	
BRIGHTHOUSE LIFE INSURANCE COMPANY (87726)	\$3,627,141.00	1.04%	3	0.08%	0.08	
NEW YORK LIFE INSURANCE COMPANY (66915)	\$8,342,903.00	2.39%				
TRANSAMERICA LIFE INSURANCE COMPANY (86231)	\$6,790,369.00	1.95%				
UNION SECURITY INSURANCE COMPANY (70408)	\$2,469,234.00	0.71%	1	0.03%	0.04	
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA (42129)	\$2,398,056.00	0.69%	1	0.03%	0.04	
AETNA LIFE INSURANCE COMPANY (60054)	\$5,960,356.00	1.71%				
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY (65935)	\$5,134,867.00	1.47%				
CONTINENTAL GENERAL INSURANCE COMPANY (71404)	\$3,087,555.00	0.89%				
UNITED OF OMAHA LIFE INSURANCE COMPANY (69868)	\$2,671,515.00	0.77%				
MEDAMERICA INSURANCE COMPANY (69515)	\$2,113,413.00	0.61%				
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA (71714)	\$2,032,441.00	0.58%				
PHYSICIANS MUTUAL INSURANCE COMPANY (80578)	\$1,863,165.00	0.53%				
PROVIDENT LIFE AND ACCIDENT INSURANCE COMPANY (68195)	\$1,403,177.00	0.40%				
AF&L INSURANCE COMPANY (35963)	\$1,377,283.00	0.40%				
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY (65536)	\$429,477.00	0.12%	1	0.03%	0.21	
LIFESECURE INSURANCE COMPANY (77720)	\$1,047,514.00	0.30%				
TIME INSURANCE COMPANY II (69477)	\$1,008,416.00	0.29%				
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS (AFLAC) (60380)	\$942,442.00	0.27%				
JOHN ALDEN LIFE INSURANCE COMPANY (65080)	\$848,186.00	0.24%				
CINCINNATI LIFE INSURANCE COMPANY, THE (76236)	\$773,608.00	0.22%				
STATE LIFE INSURANCE COMPANY (69116)	\$766,080.00	0.22%				
PENNSYLVANIA LIFE INSURANCE COMPANY (67660)	\$737,040.00	0.21%				
ABILITY INSURANCE COMPANY (71471)	\$734,951.00	0.21%				
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY (66281)	\$649,578.00	0.19%				
AMERICAN GENERAL LIFE INSURANCE COMPANY (60488)	\$594,951.00	0.17%				
AUTO-OWNERS LIFE INSURANCE COMPANY (61190)	\$524,030.00	0.15%				
AMERICAN FIDELITY ASSURANCE COMPANY (60410)	\$506,556.00	0.15%				
NASSAU LIFE INSURANCE COMPANY OF KANSAS (68284)	\$183,084.00	0.05%	1	0.03%	0.51	
UNITED AMERICAN INSURANCE COMPANY (92916)	\$369,347.00	0.11%				
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA (69345)	\$358,139.00	0.10%				
COUNTRY LIFE INSURANCE COMPANY (62553)	\$329,536.00	0.09%				
LINCOLN NATIONAL LIFE INSURANCE COMPANY (65676)	\$289,604.00	0.08%				
WASHINGTON NATIONAL INSURANCE COMPANY (70319)	\$287,964.00	0.08%				
KANAWHA INSURANCE COMPANY (65110)	\$279,960.00	0.08%				
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY (93610)	\$276,283.00	0.08%				
CMFG LIFE INSURANCE COMPANY (62626)	\$232,482.00	0.07%				
GUARANTEE TRUST LIFE INSURANCE COMPANY (64211)	\$220,651.00	0.06%				
Total /Average Carriers Above/2017	\$347,067,187.00	99.45%	39	1.05%	1.09	
All Ohio LTC /2017	\$349,053,968.00	100.00%	43	100%		
Total Above Carriers Percent of All	99.43%	99.45%	90.70%			