

Claims & Underwriting



Provider Eligibility



14th Annual Intercompany Long Term Care Insurance Conference

Panel Participants

Eric Bremberg

Director of LTC Provider Eligibility
John Hancock Insurance

Nolan Tully

Esquire
Drinker, Biddle and Reath LLP

Gina Besz

Director Claims Process Engineering
Penn Treaty Network America Insurance Company

Objective

- Identify and discuss challenges/risks associated with home health care and facility providers
- Gain legal insight on management of provider challenges
- Discuss potential solutions to provider challenges/risks.

- Panel Discussion Topics
 - Facility Provider Challenges
 - Regulatory Licensing Requirements
 - Older policy language interpretation
 - State variations with definitions and requirements of ALFs and unlicensed facilities
 - Policyholder's level of understanding
 - Level of Care
 - The independent ph in a licensed ALF room
 - Ongoing validation
 - Dual licensing of apartments ALF's and ILF's

- Panel Discussion Topics
 - Facility Provider Challenges
 - CCRC
 - Buy In
 - What is eligible?

- Panel Discussion Topics
 - Home Health Care Provider Challenges
 - Independent Care Providers
 - Regulatory Licensing Requirements
 - » Older policy language and interpretation
 - Proof of Payment
 - » Frequency, Acceptable Proof, Outcome
 - » Measuring Effectiveness of Process
 - » Customer Experience
 - POA as Primary Care Provider
 - Registries
 - Regulatory Requirements
 - Registry Fee

- Panel Discussion Topics
 - Home Health Care Provider Challenges
 - HHC Agencies
 - Regulatory Licensing Requirements
 - Assignment of Benefits
 - » Florida
 - Documentation
 - Provider Fraud