

Draft date: 2/2/26

Virtual Meeting

MARKET CONDUCT ANNUAL STATEMENT BLANKS (D) WORKING GROUP

Thursday, February 5, 2026

1:00 – 2:00 p.m. ET / 12:00 – 1:00 p.m. CT / 11:00 a.m. – 12:00 p.m. MT / 10:00 – 11:00 a.m. PT

ROLL CALL

Joshua Guillory, Chair	Louisiana	Elouisa Macias/	New Mexico
Tolanda McNeal, Vice Chair	Arizona	Margaret Pena	
Teri Ann Mecca/Lori Plant	Arkansas	Guy Self	Ohio
Sheryl Parker	Florida	Spencer Peacock	Oregon
Elizabeth Nunes/	Georgia	Gary Jones/August Hall/	Pennsylvania
Paula Shamburger		Karen Veronikis	
Chris Heisler	Illinois	Gwendolyn Fuller-McGriff/	South Carolina
Charles Thomas	Kansas	Rachel Moore	
Lori Cunningham	Kentucky	Larry D. Deiter	South Dakota
Raymond A. Guzman	Maryland	Rhonda Bowling-Black	Tennessee
Mary Lou Moran	Massachusetts	Shelley Wiseman	Utah
Danielle Torres	Michigan	Melissa Gerachis	Virginia
Jo A. LeDuc/Julie Hesser	Missouri	Sandy Ray	Washington
Martin Swanson	Nebraska	Letha Tate	West Virginia
Jonathan Wycoff	Nevada	Rebecca Rebholz	Wisconsin

NAIC Committee Support: Teresa Cooper/Hal Marsh/Kelsey Bollin

AGENDA

1. Discuss its Review of the Long-Term Care (LTC) Market Conduct Annual Statement (MCAS)—*Joshua Guillory (LA)* Attachment 1
2. Review Items to be Discussed at Upcoming MCAS Blanks (D) Working Group Meetings—*Joshua Guillory (LA)*
3. Discuss Any Other Matters Brought Before the Working Group—*Joshua Guillory (LA)*
4. Adjournment



Long-Term Care (2025)

Long-Term Care Interrogatories

		Yes/No Response	Explanation
01	Does the company have data to report for Stand-Alone Long-Term Care?		--
02	Does the company have data to report for Life Long-Term Care Hybrid?		--
03	Does the company have data to report for Annuity Long-Term Care Hybrid?		--
04	Stand-Alone LTC - Has the company had a significant event or business strategy change that would affect the data for this reporting period?		--
05	If yes, add additional comments.	--	
06	Life LTC Hybrid - Has the company had a significant event or business strategy change that would affect the data for this reporting period?		--
07	If yes, add additional comments.	--	
08	Annuity LTC Hybrid - Has the company had a significant event or business strategy change that would affect the data for this reporting period?		--
09	If yes, add additional comments.	--	
10	Stand-Alone LTC - Has all of part of this block of business been sold, closed or moved to another company during the reporting period?		--
11	If yes, add additional comments.	--	
12	Life LTC Hybrid - Has all of part of this block of business been sold, closed or moved to another company during the reporting period?		--
13	If yes, add additional comments.	--	
14	Annuity LTC Hybrid - Has all of part of this block of business been sold, closed or moved to another company during the reporting period?		--
15	If yes, add additional comments.	--	
	Have you had any significant rate changes? (Withdrawn by AZ)		
	Is there a reason that the reported LTC (Stand Alone, Life Hybrid, Annuity Hybrid) information may identify the company as an outlier or be substantially different from previously reported data (such as assuming, selling or closing blocks of business; shifting market strategies; underwriting changes, etc)?		
	If yes, add additional comments.		
	Was the company still actively writing policies in the state at year end?		
	Number of class action lawsuits?		
	Does the company use Managing General Agents (MGAs)?		
	Does the company use Third Party Administrators (TPAs)?		
16	Additional state specific Stand-Alone Long-Term Care comments (optional).	--	
17	Additional state specific Life Long-Term Care Hybrid comments (optional).	--	
18	Additional state specific Annuity Long-Term Care Hybrid comments (optional).	--	

Long-Term Care General Information

	Stand-Alone LTC	Life LTC Hybrid	Annuity LTC Hybrid
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Long-Term Care (2025)

Long-Term Care General Information Continued

30	Number of complaints received directly from consumers.
	Number of adverse determinations overturned upon request for internal review (Do not include additional voluntary levels of reviews).
	Number of adverse determinations upheld upon request for internal review (Do not include additional voluntary levels or reviews).
	Number of customer requested appeals on final adverse determinations to an external review organization.
	Number of final adverse determinations overturned upon request for external review.
	Number of final adverse determinations upheld upon request for external review.

Long-Term Care Claimants and Claimant Requests Activity

	Stand-Alone LTC	Life LTC Hybrid	Annuity LTC Hybrid
31	Number of claimants approved for benefits as of the beginning of the period.		
32	Number of claimants with pending claimant request determinations as of the beginning of the period.		
33	Number of new claimants during the period.		
34	Number of claimants with pending claimant request determinations as of the end of the period.		
35	Number of claimants approved for benefits as of the end of the period.		
36	Number of claimant requests denied or not paid because claimant did not pursue (inactivity or death).		
37	Number of claimant requests denied or not paid because of preexisting condition exclusion.		
38	Number of claimant requests denied or not paid because of elimination or waiting period not met.		
39	Number of claimant requests denied or not paid because services provided not covered under the policy.		
40	Number of claimant requests denied or not paid because provider or facility not qualified under the policy.		
41	Number of claimant requests denied or not paid because benefits eligibility criteria not met.		
42	All other claimant requests denied or closed without payment.		
43	Number of claim request determinations made within 0-30 days.		
44	Number of claim request determinations made within 31-60 days.		
45	Number of claim request determinations made within 61-90 days.		
46	Number of claim request determinations made beyond 90 days.		

Long-Term Care Benefit Payment Requests Activity

	Stand-Alone LTC	Life LTC Hybrid	Annuity LTC Hybrid
47	Number of benefit payment requests pending as of the beginning of the period.		
48	Number of benefit payment requests received during the period.		
49	Number of benefit payment requests denied or not paid during the period.		
50	Number of benefit payment requests pending as of the end of the period.		
51	Number of benefit payment requests paid within 0-30 days.		
52	Number of benefit payment requests paid within 31-60 days.		
53	Number of benefit payment requests paid within 61-90 days.		
54	Number of benefit payment requests paid beyond 90 days.		
55	Number of benefit payment requests denied or not paid within 0-30 days.		
56	Number of benefit payment requests denied or not paid within 31-60 days.		
57	Number of benefit payment requests denied or not paid within 61-90 days.		
58	Number of benefit payment requests denied or not paid beyond 90 days.		

Long-Term Care Lawsuit Activity

	Stand-Alone LTC	Life LTC Hybrid	Annuity LTC Hybrid
59	Number of lawsuits open as of the beginning of the period.		
60	Number of lawsuits opened during the period.		
61	Number of lawsuits closed during the period - total.		
62	Number of lawsuits closed during the reporting period with consideration for the consumer.		
63	Number of lawsuits open as of the end of the period.		

Long-Term Care Attestation

	First Name	Middle Name	Last Name	Suffix	Title	Comments
64	First Attestor Information.					
65	Second Attestor Information.					
66	--	--	--	--	--	--