The Senior Issues (B) Task Force met July 29, 2021. The following Task Force members participated: Marlene Caride, Chair (NJ); Lori K. Wing-Heier, Vice Chair, represented by Sarah Bailey (AK); Jim L. Ridling represented by Anthony L. Williams (AL); Evan G. Daniels represented by Steve Fekety (AZ); Ricardo Lara represented by Tyler McKinney (CA); Michael Conway represented by Peg Brown (CO); Andrew N. Mais represented by Paul Lombardo (CT); Karima M. Woods represented by Howard Liebers (DC); Trinidad Navarro represented by Susan Jennette (DE); David Altmaier represented by Chris Struk (FL); Colin M. Hayashida represented by Kathleen Nakasone (HI); Doug Ommen represented by Andria Seip (IA); Dean L. Cameron represented by Weston Trexler (ID); Amy L. Beard represented by Rebecca Vaughan (IN); Vicki Schmidt (KS); Sharon P. Clark (KY); James J. Donelon represented by Ron Henderson (LA); Gary D. Anderson represented by Kevin Beagan (MA); Kathleen A. Birrane represented by Joy Hatchette (MD); Eric A. Cioppa represented by Sherry Ingalls (ME); Anitu G. Fox represented by Renee Campbell (MI); Grace Arnold represented by Jan Ludwigson (MN); Chlora Lindley-Myers (MO); Troy Downing represented by Ashley Perez (MT); Mike Causey represented by Tracy Biehn (NC); Jon Godfread represented by Yuri Venjohn (ND); Eric Dunning represented by Martin Swanson (NE); Chris Nicolopoulos represented by Roni Karnis (NH); Judith L. French represented by Tynesia Dorsey (OH); Glen Mulready represented by Mike Rhoads (OK); Andrew R. Stolfi represented by Gayle Woods (OR); Jessica K. Altman (PA); Larry D. Deiter represented by Jill Kruger (SD); Carter Lawrence represented by Vickie Trice (TN); Doug Slape (TX); Jonathan T. Pike represented by Tanji J. Northrup (UT); Scott A. White represented by James Young (VA); Mike Kreidler (WA); Mark Afable represented by Jennifer Stegall (WI); and James A. Dodrill (WV). Also participating were: Eric Anderson (IL); Bob Williams (MS); Bogdanka Kurahovic (NM); Martin Wojcik (NY); Andrew Dvorine (SC); and Mavis Earnshaw (WY).

1. **Adopted its June 8 Minutes**

The Task Force met June 8 and took the following action: 1) adopted its Feb. 23, 2021, and Oct. 20, 2020, minutes; and 2) discussed an article on bundling Medicare Supplement and Short-Term Care.

Ms. Kruger made a motion, seconded by Ms. Biehn, to adopt the Task Force’s June 8 minutes. The motion passed unanimously.

2. **Adopted the Report of the Long-Term Care Insurance Model Update (B) Subgroup**

The Long-Term Care Insurance Model Update (B) Subgroup met July 15, May 27, May 6, and April 22. During its July 15 meeting, the Subgroup heard from stakeholders on the current long-term care insurance (LTCI) marketplace and what products are being seen, filed, and produced in the marketplace. During its May 27 meeting, the Subgroup completed its cursory review of Sections 8 through 14 of the Long-Term Care Insurance Model Act (#640). During its May 6 meeting, the Subgroup completed its cursory review of Sections 1 through 7 of Model #640. During its April 22 meeting, the Subgroup discussed the agenda, format, and procedures for its work in the coming year.

Mr. Henderson made a motion, seconded by Ms. Kruger, to adopt the report of the Long-Term Care Insurance Model Update (B) Subgroup. The motion passed unanimously.

3. **Discussed Other Matters**

Commissioner Caride asked if there are any other matters or issues to be raised before the Task Force. Mr. Henderson raised an issue about Medicare cold calling. He said Medicare beneficiaries in Louisiana are getting lots of cold calls from outfits, whom are not agents, but refer the beneficiary to an agent. He said the outfit appears to be out of Florida. He said many of these beneficiaries are changed into a different health plan that is not helpful and, in some cases, detrimental to their needs. He said he received a call because his mother’s Medicare is attached to his cellphone. He said the Louisiana Department of Insurance (DOI) and the State Health Insurance Assistance Program (SHIP) have been working hard to help these beneficiaries and get them back into their original plans. He asked if other states have experienced a rash of cold calls.

Commissioner Caride said she has not been made aware of or is aware of any increase in cold calls in New Jersey. She asked if other states had any experiences.
Mr. Swanson said the Antifraud (D) Task Force members have been participating in monthly regulator-only meetings concerning the improper marketing of health plans. He said Nebraska has prosecuted one of these outfits. He said the cold call came to an attorney who had worked at the Nebraska DOI 50 years ago. He said if Louisiana would like to raise this before the next monthly regulator-only meeting, he would send Mr. Henderson the information about the next meeting.

Mr. Henderson said he will provide his and other information to David Torian (NAIC) to share with Mr. Swanson. Commissioner Caride asked Mr. Torian to inform Task Force members of the day and time of the next monthly regulator-only meeting on the improper marketing of health plans.

Bonnie Burns (California Health Advocates—CHA) said both SHIP and Senior Medicare Patrol (SMP) have been dealing with this issue for years, and they work with the federal government to prosecute these outfits, presuming they are not out of the country. She suggested that some of SHIP could present before this monthly regulator-only meeting on the improper marketing of health plans.

Having no further business, the Senior Issues (B) Task Force adjourned.