



Announcing LTC Insurance Underwriting Changes to Ensure Best Practices

The latest John Hancock news and ideas to grow your LTC business.

As many of you know, the John Hancock Underwriting Department is committed to reviewing our underwriting guidelines and protocols every 12 months to ensure that “Best Practices” are in always in place. We recently completed the next reiteration of our 2006 underwriting evaluation, performing extensive medical research related to new medical procedures, treatments and disease management as well as consulting with geriatric experts and analyzing our 17 years of claims experience.

We are pleased to announce the following changes to our guidelines:

- Stability periods shortened on 14 conditions
- Risk classifications adjusted on 27 conditions
- 14 conditions where *both* stability periods were shortened and risk classifications adjusted
- More emphasis on “stability & control” as opposed to treatment regimen

Note: There will not be any changes related to protocols as we are achieving superior results through our current tools.

We have also taken this opportunity, to review the presentation and format of the LTC Field Underwriting Guide (LTC-1727) and intend to make the following enhancements to help improve predictability. These enhancements include the:

- addition of several new profiles
- addition of pre-qualifying questions for top medical conditions
- elimination and division of ranges in risk classifications into multiple profiles

Administrative Information

The underwriting guideline refinements are effective immediately and will apply to all applications “in the mill.” The LTC Field Underwriting Guide (LTC-1727) is undergoing enhancements, and will be updated and available for download on the producer website in the coming weeks. We will also let you know once printed versions are available. In the interim, please refer to the attached LTCI Underwriting Addendum (LTC-1727-I 3/06) as a reference tool to your current guide. This document can also be downloaded from the producer website (www.jhltc.com or www.jhnetwork.com).

We have also created a producer flier that will help get the word out to producers about these enhancements. The flier (LTC-2771) can be downloaded from the producer website.

If you have any questions, please contact the John Hancock LTC Insurance Underwriting Department at 888-604-7296, prompt 3.



LTCI Underwriting Addendum

Current Condition/Profile	Current Decision	New Condition/Profile	New Decision
Stability Period Enhancements			
Addison's Disease: Stable, well controlled, asymptomatic, no complications, on <10mg steroids	24 month stability period: Select	Addison's Disease: Stable, well controlled, no complications, under treatment with hydrocortisone <40 mg per day.	12 month stability period: Select
Chronic Fatigue Syndrome: Asymptomatic, treated w/anti-inflammatory medication	24 month stability period: Select, 90 day EP	Chronic Fatigue Syndrome: Asymptomatic, non-disabling, no limitations, treated w/anti-inflammatory medication	6 month stability period: Select
Coronary Artery Disease: With angioplasty/stent, asymptomatic, (age 75 and over), <75% stenosis	6 month stability period: Select	Coronary Artery Disease: With angioplasty/stent placement, complete recovery, asymptomatic, <75% stenosis	3 month stability period: Select
Diverticulitis: Asymptomatic, medically managed, no exacerbations/flare	6 month stability period: Preferred	Diverticulitis: Single episode, asymptomatic, medically managed, no exacerbations/flare	3 month stability period: Preferred
Diverticulitis: Hospitalization, fully recovered, asymptomatic	6 month stability period: Preferred	Diverticulitis: Single hospitalization, complete recovery, asymptomatic	3 month stability period: Preferred
Epstein-Barr: Complete recovery, no residuals	24 month stability period: Select	Epstein-Barr: Complete recovery, no residuals	12 month stability period: Select
Idiopathic Thrombocytopenia Purpura: Stable platelet counts, asymptomatic, treatment free	24 month stability period: Class 1*	Idiopathic Thrombocytopenia Purpura: Stable platelet counts >100K, asymptomatic, no circulatory disorders, treatment free	12 month stability period: Class 1*
Narcolepsy: Asymptomatic and controlled	12 month stability period: Select	Narcolepsy: Asymptomatic, well controlled, no limitations	6 month stability period: Select
Osteoarthritis: History of PT or OT	6 month stability period: Select	Osteoarthritis: Mild, successful completion of PT, full recovery and range of motion	Select
Panic Disorder: Well controlled on single medication	Select	Panic Disorder: Well controlled on <4 medications, no limitations, non-disabling	3 month stability period: Select
Polymyalgia Rheumatica: Asymptomatic, in remission and treatment-free	12 month stability period: Select	Polymyalgia Rheumatica: Asymptomatic, in remission and treatment-free	6 month stability period: Select
Sciatica: Asymptomatic, normal range of motion, treatment-free	12 month stability period: Preferred	Sciatica: Asymptomatic, treatment free, normal range of motion, no underlying spinal disorders	Preferred
Spinal Stenosis: History of laminectomy, discectomy, or spinal fusion, post-op excellent response, >74 years old	12 month stability period: Select	Spinal Stenosis: Age 75 or older, history of laminectomy, discectomy, or spinal fusion, full recovery, non-disabling, no assistive devices or limitations	6 month stability period: Select, 90 day EP
Thrombocythemia (Essential): Stable platelet counts, asymptomatic	18 month stability period: Class 1	Thrombocythemia (Essential): Normal stable platelet counts <750K, asymptomatic, no circulatory disorders, treatment free	12 month stability period: Class 1*

Current Condition/Profile	Current Decision	New Condition/Profile	New Decision
Risk Classification Enhancements			
Amputation: Due to trauma or congenital, independent, single limb	12 months stability period: Select - Class 1*	Amputation: Single limb due to trauma or congenital, no functional limitations, non-disabling, no assistive devices	12 month stability period: Select, 6 year BP
Amputation: Due to trauma or congenital, independent, single limb	12 months stability period: Select - Class 1*	Amputation: Single limb due to trauma or congenital defect, no functional limitations, non-disabling, occasional use of assistive devices	12 month stability period: Class 1, 3 year BP
Anxiety: Treated with 2 or more medications	3 month stability period: Select to Class 1*	Anxiety: Well controlled, no limitations, non-disabling, treated with <4 medications	3 month stability period: Select
Asthma: Treated with multiple medications	Decline	Asthma: Treated with multiple medications, asymptomatic, well controlled with stable baseline Pulmonary Function Tests FEV1 >65%, FVC >75%	Select
Bipolar/Manic Disorder: Well controlled on 4 or more medications	Decline	Bipolar/Manic Disorder: Well controlled on 4 or more non-antipsychotic medications, no limitations, fully independent	12 month stability period: Class 2, 90 day EP, 3 year BP
Bipolar/Manic Disorder: History of psychiatric hospitalization	24 month stability period: Class 2, 90 day EP*	Bipolar/Manic Disorder: History of a single psychiatric hospitalization, well controlled, no limitations, treated with <4 medications	24 month stability period: Class 1, 90 day EP*
Crohn's Disease: Chronic steroid treatment	Decline	Crohn's Disease: Asymptomatic, no osteoporosis or limitations, well controlled on chronic steroid treatment <7.5mg daily	12 month stability period: Class 1, 90 day EP, 3 year BP
Deep Venous Thrombosis: With a Greenfield filter implant	Decline	Deep Venous Thrombosis: With a Greenfield filter implant, no further events, no limitations, asymptomatic	12 month stability period: Class 1*
Diabetes: Treated with 26-49 units of insulin, w/no diabetic complications, A1C <7.6	6 month stability period: Class 1*	Diabetes: Treated with diet, oral meds, or insulin <50 units; A1c <7.0 (no diabetic complications, smoking, or >25% stenosis in any artery)	6 month stability period: Select
Diabetes: Treated with diet, 1-2 oral meds, or insulin 1-25 units; A1c <7.6	6 month stability period: Select	Diabetes: Treated with diet, oral meds, and or insulin <50 units; A1c 7.0 to 7.5 (no diabetic complications, smoking, or >25% stenosis in any artery)	6 month stability period: Class 1*
Diabetes: Treated with diet, oral meds, or insulin 1-25 units; A1c 7.6 to 8.0	6 month stability period: Class 1*	Diabetes: Treated with diet, oral meds, or insulin <50 units; A1c 7.6 to 8.0 (no diabetic complications, smoking, or >25% stenosis in any artery)	6 month stability period: Class 2*
Fractures: Multiple fractures (3 or more) non-weight bearing location	Decline	Fractures: Multiple traumatic fractures, non-weight bearing location, fully recovered, treatment free, normal range of motion, no history of osteoporosis	Preferred
Fractures: Multiple fractures (3 or more) weight bearing location	Decline	Fractures: Multiple traumatic fractures, weight bearing location, fully recovered, treatment free, normal range of motion, no history of osteoporosis	3 month stability period: Preferred

Current Condition/Profile	Current Decision	New Condition/Profile	New Decision
Risk Classification Enhancements (cont'd)			
Heart Valve Replacement: Valve replaced, repaired, reconstructed, asymptomatic	6 month stability period: Select - Class 1*	Heart Valve Replacement: Valve replaced, repaired or repaired, complete recovery, asymptomatic	6 month stability period: Select
Hepatitis: Type C, in remission, normal blood studies	12 month stability period: Class 1	Hepatitis: Type C, successful treatment completed, normal blood studies	12 month stability period: Select
Hypercholesterolemia: Well controlled on 2 prescription medication	Select	Hypercholesterolemia: Well controlled on 2 prescription medication	Preferred
Hypertension: Well controlled on 2-3 medications, average readings <160/90	3 month stability period: Select - Class 1	Hypertension: Well controlled <4 medications, average readings <135/85	3 month stability period: Preferred
Hypertension: Well controlled on 2-3 medications, average readings <160/90	3 month stability period: Select - Class 1	Hypertension: Well controlled on <4 medications, average readings 135/90 - 160/90	3 month stability period: Select
Incontinence Urinary: Urge	Decline	Incontinence Urinary: Urge, well controlled, self managed	Preferred
Kidney Transplant: Asymptomatic, stable renal function, normal blood studies	36 month stability period: Class 1 - Class 2*	Kidney Transplant: Asymptomatic, stable normal renal function, normal blood studies	36 month stability period: Class 1*
Lyme Disease: Asymptomatic, independent, treatment-free, no neurological or cardiac involvement	Select - Preferred	Lyme Disease: Asymptomatic, no limitation, treatment-free, no neurological or cardiac involvement	Select
Macular Degeneration: Progressive Visual Loss	Decline	Macular Degeneration: One eye affected, progressive visual loss, no limitations	Class 1*
Panic Disorder: Treated with 2 or more medications	3 month stability period: Select to Class 1*	Panic Disorder: Well controlled on <4 medications, no limitations, non-disabling	3 month stability period: Select
Sarcoidosis: Asymptomatic, normal pulmonary function	12 month stability period: Select - Class 1*	Sarcoidosis: Asymptomatic, no complications or limitations, treatment free, if lung involvement baseline pulmonary function tests FEV1 >65%, FVC >75%	12 month stability period: Select, 3 year BP
Sjogren's Syndrome: Stable, treated with 1-2 medications, no systemic involvement	Select - Class 1*	Sjogren's Syndrome: Stable and well controlled, no co-existing systemic disorders	Select
Rheumatoid Arthritis: Treated with Remicade	Decline	Rheumatoid Arthritis: Newly diagnosed, initially treated w/Remicade, no joint deformities or limitations, well controlled	6 month stability period: Class 1*, 90 day EP
Ulcerative Colitis: Chronic steroid treatment	Decline	Ulcerative Colitis: Asymptomatic, no osteoporosis or limitations, well controlled on chronic steroid treatment <7.5mg daily	12 month stability period: Class 1, 90 day EP, 3 year BP

Current Condition/Profile	Current Decision	New Condition/Profile	New Decision
Stability & Risk Classification Enhancements			
Anemia: Compensated, well controlled, normal stable blood studies	6 month stability period: Select - Preferred	Anemia: Mild folate, iron, or pernicious, no underlying disorder, asymptomatic, stable and well controlled	3 month stability period: Preferred
Anxiety: Treated with 3 medications	6 month stability period: Class 1* to Class 2*	Anxiety: Well controlled, no limitations, non-disabling, treated with <4 medications	3 month stability period: Select
Carotid Artery Disease: Asymptomatic, no progression, mild-moderate stenosis <50%	24 month stability period: Select - Class 1*	Carotid Artery Disease: Asymptomatic, no progression, mild-moderate stenosis <50%, no other circulatory disorders or history of TIA	12 month stability period: Select
Carotid Artery Disease: Asymptomatic, no progression, mild-moderate stenosis <50%	24 month stability period: Select - Class 1*	Carotid Artery Disease: Asymptomatic, no progression, mild-moderate stenosis <50%	12 month stability period: Class 1*
Degenerative Disc Disease: Moderate, asymptomatic, status post Physical Therapy	6 month stability period: Select - Class 1	Degenerative Disc Disease: Mild, no limitations, non-disabling, successful completion of Physical Therapy	3 month stability period: Select
Degenerative Disc Disease: Moderate, asymptomatic, status post Physical Therapy	6 month stability period: Select - Class 1	Degenerative Disc Disease: Moderate, no limitations, non-disabling, successful completion of Physical Therapy	3 month stability period: Select, 90 day EP
Degenerative Disc Disease: Age 75 or older, surgically treated, normal range of motion, no limitations or assistive devices	12 month stability period: Select - Class 1*	Degenerative Disc Disease: Age 75 or older, surgically treated, complete recovery, non-disabling, no limitations or assistive devices	6 month stability period: Select, 90 day EP
Depression: Well controlled on 3 medications	6 month stability period: Class 1 - Class 2*	Depression: Well controlled, no limitations, non-disabling, treated with <4 medications	3 month stability period: Select
Idiopathic Thrombocytopenia Purpura: Stable platelet counts, history of splenectomy, treatment free	24 month stability period: Select - Class 1*	Idiopathic Thrombocytopenia Purpura: Stable platelet counts >100K, history of splenectomy, treatment free, asymptomatic	12 month stability period: Select
Leukemia: CLL stage 0 or I, stable blood studies, treatment free	24 month stability period: Class 1*	Leukemia: CLL stage 0 and I, stable normal blood studies, asymptomatic, treatment free	12 month stability period: Select, 90 day EP
Lyme Disease: Asymptomatic, independent, treatment-free, no neurological or cardiac involvement	Select - Preferred	Lyme Disease: Asymptomatic, no limitations, treatment-free, no neurological or cardiac involvement	24 month stability period: Preferred
Macular Degeneration: Legally blind, independent	24 month stability period: Class 1- Class 2*	Macular Degeneration: Legally blind, independent, no limitations, non-disabling	12 month stability period: Class 1*, 90 day EP, 3 year BP
Panic Disorder: Treated with 3 medications	6 month stability period: Class 1* to Class 2*	Panic Disorder: Well controlled on <4 medications, no limitations, non-disabling	3 month stability period: Select
Polymyalgia Rheumatica: Asymptomatic, on chronic low-dose steroids (less than 10mg daily)	12 month stability period: Select - Class 1*	Polymyalgia Rheumatica: Asymptomatic, well controlled on chronic steroid therapy <7.5mg daily, no evidence of osteoporosis	6 month stability period: Class 1*

Current Condition/Profile	Current Decision	New Condition/Profile	New Decision
<i>New Profiles</i>			
Cancer: New Profile		Cancer: Stage 0 or In-Situ, treatment free, no complications	Select, 90 day EP
Depression: New Profile		Depression: Single hospitalization for situational depression, well controlled, no limitations, non-disabling	6 month stability period: Class 1*: 12 month stability period: Select
Deep Venous Thrombosis: New Profile		Deep Venous Thrombosis: Single event with a single pulmonary embolism occurring within past 60 months, complete recovery	12 month stability period: Class 1*
Diverticulitis: New Profile		Diverticulitis: Single surgically procedure, complete recovery, asymptomatic	3 month stability period: Select