



## AGENT UNDERWRITING GUIDELINES FOR MEDICARE SUPPLEMENT

### Contact Phone Numbers:

Agent Licensing & Supplies: 1-800-321-0102

Marketing Support: 1-866-644-3988

Claims, Underwriting, Cust. Svc., & Commissions: 1-855-664-5517

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# IMPORTANT CONTACT INFORMATION:

New Business Mailing address:

Central States Indemnity  
Medicare Supplement Administration  
P.O. Box 10816  
Clearwater, FL 33757-8816

Overnight Address (FOR USE ON OVERNIGHT MAIL ONLY)

Central States Indemnity  
8545 126<sup>th</sup> Ave., Suite 200  
Largo, FL 33773-1502

Call **1-855-664-5517** for **Claims, Underwriting, Customer Service and Commissions.**

Underwriting Fax #	855-255-8653
New Business #	855-304-2855

Central States Indemnity

Marketing Support 1-866-644-3988  
Agent Licensing 1-800-321-0102

Marketing Support Fax # 706-232-1060  
Agent Licensing Fax # 706-232-2179

For faster service you may fax your supply order to:  
Supplies Fax # 866-888-1330

# INTRODUCTION

This guide provides information about the evaluation process used in underwriting and issuing Central States Indemnity's Medicare Supplement insurance policies. The goal of CSI is to issue insurance policies as quickly and efficiently as possible while assuring proper evaluation of each risk. To accomplish this goal, writing agents will be notified via the agent portal to advise him/her of any problem(s) with an application. All policies and procedures are as of the revision date listed on the front cover and are subject to change.

## POLICY ISSUE GUIDELINES

Policy issue is state specific. The applicant's state of residence controls the application, forms, premium and policy issue. If an applicant has more than one residence, the state where taxes are filed should be considered as the state of residence.

### Open Enrollment

To be eligible for open enrollment, an applicant must be at least 64 ½ years of age (in most states) and be within six months of his/her enrollment in Medicare Part B.

Applicants covered under Medicare Part B prior to age 65 are eligible for a six-month open enrollment period upon reaching age 65.

Missouri – Individuals that terminate a Medicare supplement policy within 30 days of the annual policy anniversary date may obtain the same plan on a guarantee issue basis from any issuer that offers that plan. Please include documentation verifying the Plan information, paid-to-date and the policy anniversary of the current coverage.

### Selective Issue

Applicants over the age of 65 and at least six months beyond enrollment in Medicare Part B will be medically underwritten (unless applying in a guarantee issue period). All health questions must be answered. The answers to the health questions on the application will determine the eligibility for coverage. If one or more health questions 1-12 are answered "Yes," the applicant is not eligible for coverage. If one or more health questions 13-16 are answered "Yes", the applicant may be eligible for coverage. An explanation should be provided for any "Yes" answers for questions 13-16. Prescription drug information will be evaluated to determine if the health questions were answered correctly. Both the drugs listed on the application and any prescription drug information returned from the prescription drug screen will be used to verify eligibility.

In addition to the health questions, the applicant's height and weight will be taken into consideration when determining eligibility for coverage. Coverage will be declined for those applicants who are outside the established height and weight guidelines.

## **Application Sign Dates**

- Open Enrollment – Up to six months prior to the month the applicant turns age 65.
- West Virginia – Application can be signed no more than 30 days prior to the applicant's Medicare Part B eligibility date.
- Wisconsin – Applications can be signed no more than 90 days prior to the applicant's Medicare Part B eligibility date.
- Underwritten Cases – Up to 60 days prior to the requested coverage effective date.

## **Coverage Effective Dates**

Coverage will be made effective as indicated below:

The effective date of the insurance can be between the 1<sup>st</sup> and the 28<sup>th</sup> day of the month. Applications written for an effective date of the 29<sup>th</sup>, 30<sup>th</sup>, or 31<sup>st</sup> of the month will be made effective on the 1<sup>st</sup> of the next month. Applications may not be backdated prior to the application signed date for any reason to save age.

**Exception: Applications written on the 29<sup>th</sup>, 30<sup>th</sup>, or 31<sup>st</sup> of the month may be dated the 28<sup>th</sup> of the same month upon request.**

## **Replacements**

A "replacement" takes place when an applicant wishes to terminate an existing Medicare supplement policy, with another Medicare Supplement plan available, or any other external company and replace with a newer or different Medicare Supplement/Select policy. Internal replacements are processed the same as external, requiring a fully completed application.

A policyowner wanting to apply for a non-tobacco plan must complete a new application and qualify for coverage.

The policy to be replaced must be in force on the date of replacement. All replacements involving a Medicare Supplement, Medicare Select or Medicare Advantage plan must include a completed Replacement Notice. One copy is to be left with the applicant; one copy should accompany the application.

## **Reinstatements**

When a Medicare Supplement policy has lapsed and it is within 90 days of the last paid to date, coverage may be reinstated, based upon meeting the underwriting requirements.

When a Medicare Supplement policy has lapsed and it is more than 90 days beyond the last paid to date, the coverage cannot be reinstated. The client may, however, apply for new coverage. All underwriting requirements must be met before a new policy can be issued.

## Telephone Interviews

Random telephone interviews with applicants will be conducted on underwritten cases. Please be sure to advise your clients that we may be calling to verify the information on their application.

## Pharmaceutical Information

We have implemented a process to support the collection of pharmaceutical information for underwritten Medicare Supplement applications. In order to obtain the pharmaceutical information as requested, the Authorization and Certification page of the application must be completed and signed by the applicant. Prescription information noted on the application will be compared to the additional pharmaceutical information received. Pharmaceutical information obtained from the prescription drug screen cannot be used solely as a reason to decline an application. This information would be verified with either the applicant or a physician before being used as a reason to decline an application.

## Policy Delivery Receipt

Delivery receipts are required on all policies issued in Kentucky, Louisiana, Nebraska, South Dakota, and West Virginia.

Two copies of the delivery receipt will be included in the policy package. One copy is to be left with the client. The second copy must be returned to the Company in the postage paid envelope, which is also included in the policy package.

## Guarantee Issue Rules

The rules listed below can also be found in the Guide to Health Insurance. These are the Federal requirements. We offer plans A, B, C, or F (if available) on a guarantee issue basis.

Guarantee Issue Situation	Client has the right to buy. . .
Client is in the original Medicare Plan and has an employer group health plan (including retiree or COBRA coverage) or union coverage that pays after Medicare pays. That coverage is ending. <b>Note: In this situation, state laws may vary.</b>	Medigap Plan A, B, C, F, K or L that is sold in client's state by any insurance company. If client has COBRA coverage, client can either buy a Medigap policy right away or wait until the COBRA coverage ends.
Client is in the original Medicare Plan and has a Medicare SELECT policy. Client moves out of the Medicare SELECT plan's service area. Client can keep your Medigap policy or he/she may want to switch to another Medigap policy.	Medigap Plan A, B, C, F, K or L that is sold by any insurance company in client's state or the state he/she is moving to.
Client's Medigap insurance company goes bankrupt and the client loses coverage, or client's Medigap policy coverage otherwise ends through no fault of client.	Medigap Plan A, B, C, F, K or L that is sold in client's state by any insurance company.

# MEDICARE ADVANTAGE (MA)

## Medicare Advantage (MA) Annual Election Period

General Election Periods for Medicare Advantage (MA)	Timeframe	Allows for...
Annual Election Period (AEP)	Oct. 15th – Dec. 7th of every year	<ul style="list-style-type: none"> <li>• Enrollment selection for a MA plan</li> <li>• Disenroll from a current MA plan</li> <li>• Enrollment selection for Medicare Part D</li> </ul>
Medicare Advantage Disenrollment Period (MADP)	Jan. 1st – Feb 14th of every year	<ul style="list-style-type: none"> <li>• MA enrollees to disenroll from any MA plan and return to Original Medicare.</li> </ul> <p>The MADP does not provide an opportunity to:</p> <ul style="list-style-type: none"> <li>• Switch from original Medicare to a Medicare Advantage Plan.</li> <li>• Switch from one Medicare Advantage Plan to another.</li> <li>• Switch from one Medicare Prescription Drug plan to another.</li> <li>• Join, switch or drop a Medicare medical Savings Account plan.</li> </ul>

There are many types of election periods other than the ones listed above. If there is a question as to whether or not the MA client can disenroll, please refer the client to the local SHIP office for direction.

### **Medicare Advantage (MA) Proof of Disenrollment**

If applying for Medicare Supplement, Underwriting cannot issue coverage without proof of disenrollment. If a member disenrolls from Medicare, the MA plan must notify the member of his/her Medicare Supplement guarantee issue rights.

### **Disenroll during AEP and MADP**

Complete the MA section on the Medicare supplement application; and send a copy of the applicant's MA plan's disenrollment notice.



**If an individual is disenrolling after March 31 (outside AEP/MADP):**

Complete the MA section on the Medicare supplement application; and send a copy of the applicant’s MA plan’s disenrollment notice.

For any questions regarding MA disenrollment eligibility, contact your State Health Insurance Assistance Program (SHIP) office or call 1-800-MEDICARE, as each situation presents its own unique set of circumstances. The SHIP office will help the client disenroll and return to Medicare.

**Guarantee Issue Rights**

The rights listed below can also be found in the Guide to Health Insurance. These are the Federal requirements. We offer plans A, B, C, or F (if available) on a guarantee issue basis.

Guarantee Issue Situation	Client has the right to...
Client’s MA plan is leaving the Medicare program, stops giving care in his/her area, or client moves out of the plan’s service area.	buy a Medigap Plan A, B, C, F, K or L that is sold in the client’s state by any insurance carrier. Client must switch to Original Medicare Plan.
Client joined an MA plan when first eligible for Medicare Part A at age 65 and within the first year of joining, decided to switch back to Original Medicare.	buy any Medigap plan that is sold in your state by any insurance company.
Client dropped his/her Medigap policy to join an MA Plan for the first time, have been in the plan less than a year and want to switch back.	obtain client’s Medigap policy back if that carrier still sells it. If his/her former Medigap policy is not available, the client can buy a Medigap Plan A, B, C, F, K or L that is sold in his/her state by any insurance company.
Client leaves an MA plan because the company has not followed the rules, or has misled the client.	buy Medigap plan A, B, C, F, K or L that is sold in the client’s state by any insurance company.

# PREMIUM

## Calculating Premium

- Determine ZIP code where the client resides and find the correct rate card for that ZIP code
- Determine Plan
- Determine if non-tobacco or tobacco
- Find Age/Gender - Verify that the age and date of birth are the exact age as of the effective date
- Use the following Modal Factors to Calculate the Correct Modal Premium based off of the Annual premium rate

Semiannual Premium – Modal Factor = .50

Quarterly Premium – Modal Factor = .250

Monthly Premium - Divide by 12

## Credit Card

If the applicant wishes to make their premium payment(s) by credit card, please be sure to mark the credit card box on the application and check the box indicating whether the **initial** premium is to be processed on “Issue” **or** processed on “Effective date”. The credit card authorization form must be completed and submitted with the application.

When calculating the premium for credit card payment, apply the appropriate modal factor based on the frequency of payment the applicant has chosen, then add a 2.4% credit card fee to that calculation to determine the Total Modal Premium.

Due to state regulations, credit card payments may not be offered in all states.

Currently we do not accept credit cards in the following states:

- North Carolina
- Kansas
- Maryland

## Eligibility

To determine whether you may purchase coverage, locate the applicant's height, then weight in the chart below. If the applicant's weight is in the Decline column, they are not eligible for coverage at this time. If their weight is located in the Standard column, you may continue with the application.

	<b>Decline</b>	<b>Standard</b>	<b>Decline</b>
Height	Weight	Weight	Weight
4' 2"	< 54	54 – 145	146 +
4' 3"	< 56	56 – 151	152 +
4' 4"	< 58	58 – 157	158 +
4' 5"	< 60	60 – 163	164 +
4' 6"	< 63	63 – 170	171 +
4' 7"	< 65	65 – 176	177 +
4' 8"	< 67	67 – 182	183 +
4' 9"	< 70	70 – 189	190 +
4' 10"	< 72	72 – 196	197 +
4' 11"	< 75	75 – 202	203 +
5' 0"	< 77	77 – 209	210 +
5' 1"	< 80	80 – 216	217 +
5' 2"	< 83	83 – 224	225 +
5' 3"	< 85	85 – 231	232 +
5' 4"	< 88	88 – 238	239 +
5' 5"	< 91	91 – 246	247 +
5' 6"	< 93	93 – 254	255 +
5' 7"	< 96	96 – 261	262 +
5' 8"	< 99	99 – 269	270 +
5' 9"	< 102	102 – 277	278 +
5' 10"	< 105	105 – 285	286 +
5' 11"	< 108	108 – 293	294 +
6' 0"	< 111	111 – 302	303 +
6' 1"	< 114	114 – 310	311 +
6' 2"	< 117	117 – 319	320 +
6' 3"	< 121	121 – 328	329 +
6' 4"	< 124	124 – 336	337 +
6' 5"	< 127	127 – 345	346 +
6' 6"	< 130	130 – 354	355 +
6' 7"	< 134	134 – 363	364 +
6' 8"	< 137	137 – 373	374 +
6' 9"	< 140	140 – 382	383 +
6' 10"	< 144	144 – 392	393 +
6' 11"	< 147	147 – 401	402 +
7' 0"	< 151	151 – 411	412 +
7' 1"	< 155	155 – 421	422 +
7' 2"	< 158	158 – 431	432 +
7' 3"	< 162	162 – 441	442 +
7' 4"	< 166	166 – 451	452 +

## Completing the Premium on the Application

The payment mode should be selected on the application, with the amount of modal premium indicated in the Premium Collected section. If an application is submitted without premium, the first modal premium and policy fee (if applicable) will be drafted on Issue Date or Effective Date as indicated on the application. If neither is selected on the application for the Initial Bank Draft, the first modal premium and policy fee will be drafted **upon issue**.

The available premium payment modes are:

Annual

Semiannual (Modal Factor = .50)

Quarterly (Modal Factor = .250)

Monthly\* (Modal Factor = Divide by 12)

***\*We do not offer a Monthly direct bill option.***

Please note if a Bank Draft Mode is selected:

- Bank Draft Authorization and Voided Check must be included and
- Bank Draft will be processed daily. Following the initial bank draft at policy issue, all subsequent bank drafts will be processed on the effective “day” of the policy. For example:

A policy effective on 10/10/2011 will have the bank draft submitted to the bank of the 10th day of each month. If that day falls on the weekend or a holiday, the draft will be submitted on the next business day following the weekend/holiday.

Please note if Credit Card Payment Mode is selected:

- Completed Credit Card Authorization must be included and
- A 2.4% processing fee needs to be added to the modal premium
- Credit Cards will be processed daily. Following the initial credit card payment, all subsequent payments will be submitted on the effective “day” of the policy. For example:

A policy effective on 10/10/2011 will have the credit card processed on the 10th day of each month. If that day falls on the weekend or a holiday, the credit card will be processed on the next business day following the weekend/holiday.

***NOTE: The Company does not accept post dated checks, initial or renewal premiums from a Third Party Payor that have no family or business relationship to the applicant or Foundations, except where prohibited by law.***

## Refunds

The company will make all refunds to the applicant in the event of rejection, incomplete submission, overpayment, cancellations, etc.

# APPLICATION

## Application Sections

The Medicare Supplement application consists of seven sections that must be completed. Please be sure to review your applications for the following information before submitting.

### **Section A — Proposed Insured Information**

- Please complete the client's residence address in full.
- Please complete the applicant's Date of Birth and Current Age. Please remember age and premiums are based on the effective date, not the date the application was signed.
- Medicare Card number, also referred to as the Health Insurance Claim (HIC) number, is vital for electronic claims payment
- Height/Weight —This is required on underwritten cases.

### **Section B — Plan and Premium Information**

- Entire Section must be completed
- This section should indicate the plan selected, effective date, and premium amount collected. If there was no premium collected, indicate that the initial bank draft or credit card should be drafted/processed on Issue Date or Effective Date. If neither is selected for the Initial Bank Draft on the application, the first modal premium and policy fee will be drafted **upon issue**.

### **Section C— Eligibility Question**

The tobacco question must be answered for all underwritten applications. The chart below indicates whether or not the tobacco question must be answered for open enrollment or guaranteed issue situations.

State	Tobacco question required
AK	Y
AL	Y
AR	N
AZ	Y
CA	Y
CO	N
CT	N
DC	Y
DE	Y
FL	Y
GA	Y
HI	Y
IA	N
ID	Y
IL	N
IN	Y
KS	Y
KY	N
LA	N
MD	N
ME	Y
MI	N
MN	Y
MO	N
MS	Y

State	Tobacco question required
MT	Y
NC	N
ND	N
NE	Y
NH	N
NJ	N
NM	Y
NV	Y
NY	N
OH	N
OK	Y
OR	Y
PA	N
RI	Y
SC	Y
SD	Y
TN	N
TX	Y
UT	N
VA	N
VT	N
WA	N
WI	N
WV	Y
WY	Y

- Please indicate if the applicant is covered under Parts A and B of Medicare.
- Please indicate the applicant’s Medicare Part A and B effective or eligibility dates.
- Please indicate if the applicant is applying during a guaranteed issue period, be sure to include proof of eligibility if the answer is yes.

### **Section D — Health Questions**

- If the applicant is applying during an open enrollment or a guarantee issue period, do not answer the health questions or prescription information.
- If applicant is not considered to be in open enrollment or a guarantee issue situation, all health questions must be answered, including the question regarding prescription medications.

NOTE: In order to be considered eligible for coverage, health questions 1-12 must be answered “No” and any “Yes” answers to questions 13-16 must be explained and evaluated by an underwriter.

For questions on how to answer a particular health question, see the Health Questions section of this Guide for clarification.

### **Section E – Medication History**

- Please answer if applicant is taking any prescription or over-the-counter medications recommended by a physician and list medications, as well as the original date prescribed, dosage and frequency, and diagnosis/condition the medication is treating.

### **Section F – Replacement Information**

- Verify if the applicant is covered through his/her state Medicaid program.
- If the applicant is leaving a Medicare Advantage plan, complete question #3 and include the replacement notice
- If the applicant is replacing another Medicare supplement policy, complete question #4 and include the replacement notice. If question #4 is answered 'yes', question 4b must also be answered 'yes' or a policy cannot be issued. The sale of more than one Medicare Supplement policy is prohibited by law.
- If the applicant has had any other health insurance coverage in the past 63 days, including coverage through a union, employer plan, or other non-Medicare supplement coverage, complete question #5

Please note question #1, 2, 4, and 5 must always be answered.

### **Authorization and Certification**

- Signatures and dates: required by the applicant and the writing agent. The writing agent must be appointed in the state where the application is signed.
- If someone other than the applicant is signing the application (i.e., Power of Attorney), please include copies of the papers appointing that person as the legal representative.
  - POA signatures are only allowed for Medicare Supplement applications applying for guaranteed issue or open enrollment. If Power of Attorney documents are over 12 months old we will need an affidavit signed and notarized, except where prohibited by law.
- Indicate Policy Mailing Preference, all policies will be mailed directly from our administrative office to the agent unless otherwise indicated on the application or as state law requires.

### **Declined Applications**

Applications Will Be Declined For The Following Reasons:

- The applicant does not recall filling out the application.
- A family member filled out the application and the family member signed the application.

- A POA or other representative signed the application when the applicant was not in a Medicare Supplement Open Enrollment or Medicare Supplement Guaranteed Issue period.
- Any “yes” answers to the medical and health questions. (Excluding the Tobacco question).
- The application was taken by an agent who was not licensed and appointed at the time of solicitation in the state of solicitation.
- The applicant is unable or unwilling to complete the telephone interview.
- If additional forms requested by the underwriter are not submitted within the allotted timeframe.
- If the client is taking any of the drugs listed on the Medication guideline for the condition listed. (See Medication list - page 21).
- If the application was submitted with a premium check from a third party payor that has no family or business relationship to the applicant or a Foundation, except where prohibited by law. ***Please note, renewal premium payments will not be accepted from a third party payor that has no family or business relationship to the applicant or Foundations, except where prohibited by law.***
- If the applicant is replacing a Medicare Advantage Plan and is unable to provide proof of disenrollment from the Medicare Advantage Plan.
- If an applicant cannot provide the medical condition that a prescribed medication is treating and is unable to obtain the information from their physician

#### **Applicants requesting the reason for declination**

- If the reason for decline was non-medical, we are able to release this information verbally to both the agent and applicant.
- If the reason for decline came from information the applicant disclosed during the phone interview, we will advise the applicant verbally or send “the reason for decline letter” directly to the applicant only. This request can be made verbally or in writing.
- If the reason for decline came from medical records or information obtained directly from a physician – we will only release the reason for declination to a physician of the applicant’s choice. This request should be in writing indicating the name, address and phone number of the physician and signed by the applicant.



## **Withdrawn Applications**

An applicant can request to withdraw their application anytime during the underwriting process in writing or verbally via a recorded statement with one of our representatives. The writing agent will be contacted when notification is received indicating the applicant wishes to have their application withdrawn. The writing agent will be given 10 business days in which to try to conserve the business.

If an applicant's premium check is returned by their financial institution, the application will be processed as Withdrawn (a returned check is considered written notification of the applicant's intent to withdraw their insurance application). The writing agent is not contacted about conserving the business in this situation.

A full refund of the premium submitted with a withdrawn application will be processed 21 days after the date the check was deposited (to ensure the check has cleared the bank). If an applicant requests the refund prior to that, the applicant's financial institution will be contacted to verify the check has cleared. The refund check and a letter confirming the application was withdrawn will be mailed to the applicant. A copy of the letter will also be mailed to the writing agent.

If an application was submitted without premium a letter confirming the application was withdrawn will be mailed to the applicant. A copy of the letter will also be mailed to the writing agent.

## **Not Taken Insurance Policies**

Applicants who have received an insurance policy without any outstanding delivery requirements will need to provide a signed written notice of their request not to take their issued insurance policy. The request can be in the form of the returned insurance policy appropriately marked they do not wish to keep the insurance policy or may be in the form of a signed letter or other written statement.

If the applicant was mailed an insurance policy with outstanding delivery requirements, and the delivery requirements are not received within the allotted timeframe, the insurance policy will be considered Not Taken and processed as such.

An applicant with a *Not Taken* insurance policy should be encouraged to return the insurance policy if they have not already done so.

In order to receive a full refund of premium, the request not to take the insurance policy must be either post-marked (if sent via mail) or received by our administrative office (if faxed) within the 30-day free look period. A full refund of the premium for Not Taken insurance policies will be processed 30 days after the date the check was deposited (to ensure the check has cleared the bank). If the applicant requests the refund prior to that, the applicant's financial institution will be contacted to verify the check has cleared.

# HEALTH QUESTIONS

Unless an application is completed during open enrollment or a guarantee issue period, all health questions, including the question regarding prescription medications, must be answered. Our general underwriting philosophy is to deny Medicare supplement coverage if any of the health questions #1-12 are answered "Yes." For a list of uninsurable conditions and the related medications associated with these conditions, please refer to pages 20 and 21.

There may, however, be situations where an applicant has been receiving medical treatment or taking prescription medication for a long-standing and controlled health condition which may be an acceptable risk. Those conditions are listed in health questions #13 - 16.

A condition typically is considered to be controlled if within the past 3 years there have been (1) no changes in treatment, (2) no increase in the dosage of medication and (3) the applicant has not been switched to a different medication. If the applicant meets those criteria and you would like consideration to be given to the application, answer the appropriate question "Yes". In addition, please provide an explanation on the application stating how long the condition has existed and how it is being controlled. Be sure to include the names and dosages of all prescription medications. Keep in mind, the underwriting for a condition being well controlled may involve additional factors than those stated above.

Below is a list of how some of the conditions listed in medical question #13-16 will be interpreted for underwriting purposes.

Question #13 - Consideration for coverage may be given to those persons who have any of the conditions listed in question #13 provided the event (Heart attack, stroke or TIA) or diagnosis occurred outside of the three year time frame listed on the application. There should be no increase or changes in the prescription medication(s) taken for this condition. In addition, to verify stability, there should be no cardiac related hospitalizations within the last three years.

Below are general guidelines related to Heart Disease.

Heart disease is a general term that refers to a variety of acute and chronic medical conditions that affect one or more of the components of the heart.

Conditions that would be classified as heart disease would include:

*Coronary or Carotid Artery Disease	Adams-Stokes Disease
*Heart Attack	Aortic Aneurysm
*Congestive Heart Failure	Cardiomyopathy
*Heart Valve Disease	Congenital Heart Disease
*Peripheral Vascular Disease	Rheumatic Heart Disease
*Enlarged Heart	Peripheral Artery Disease
*Heart Rhythm Disorders (which includes Arrhythmias and Atrial Fibrillation)	Myocarditis Endocarditis

\*Condition is listed on the application

Question #14 - Crippling/disabling arthritis is determined by many factors. Some additional field underwriting questions/observations are listed below to help you determine if the application should be submitted:

- ✓ Can the applicant perform their activities of daily living such as, dressing, eating, bathing, housework and shopping without limitations? – Application can be submitted.
- ✓ Does the applicant require any assistance in walking, such as, use of a cane, walker, wheelchair, or does another person provide assistance? – Application should **not** be submitted.
- ✓ Is the applicant considering or have they been advised by a physician to have physical therapy, surgery or injections? – Application should **not** be submitted.

Question #15 - Consideration for coverage may be given to those persons with a mental or nervous disorder requiring psychiatric care providing the treatment has been stable for the past three years. The condition is considered stable if there have been no increases in the medications for at least three years, the applicant has no more than 4 maintenance psychiatric visits per year **and** they have not been hospitalized for this condition in the past three years.

Question #16 - Consideration for coverage may be given to those persons with well-controlled cases of high blood pressure and diabetes. A case is considered to be well-controlled if the person is taking less than 50 units of insulin daily or no more than two oral medications for diabetes and no more than two medications for high blood pressure. A combination of less than 50 units of insulin a day and one oral medication would be the same as two oral medications. In general, to verify stability, there should be no increase in the dosages or change in medications for at least three years. Individual consideration will be given where deemed appropriate. We consider hypertension to be stable if recent average blood pressure readings are 150/85 or lower.

## Uninsurable Health Conditions

Applications should not be submitted if applicant has the following conditions:

<p>AIDS</p> <p>Alzheimer's Disease</p> <p>ARC</p> <p>Cirrhosis</p> <p>Chronic Obstructive Pulmonary Disease (COPD)</p> <p>Other chronic pulmonary disorders to include:</p> <ul style="list-style-type: none"> <li>Chronic bronchitis</li> <li>Chronic obstructive lung disease (COLD)</li> <li>Chronic asthma</li> <li>Chronic interstitial lung disease</li> <li>Chronic pulmonary fibrosis</li> <li>Cystic fibrosis</li> <li>Tuberculosis</li> <li>Sarcoidosis</li> <li>Bronchiectasis</li> </ul> <p>Scleroderma</p>	<p>Spinal Stenosis</p> <p>Emphysema</p> <p>Kidney disease</p> <p>Lateral Sclerosis (ALS)</p> <p>Lupus - Systemic</p> <p>Multiple Sclerosis</p> <p>Myasthenia Gravis</p> <p>Organ transplant</p> <p>Osteoporosis with fracture</p> <p>Parkinson's Disease</p> <p>Senile Dementia</p> <p>Other cognitive disorders to include</p> <p>Mild cognitive impairment (MCI)</p> <p>Delirium</p> <p>Organic brain disorder</p>
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In addition to the above conditions, the following will also lead to a decline:

- Implantable cardiac defibrillator
- Use of supplemental oxygen
- Use of a nebulizer
- Asthma requiring continuous use of three or more medications including inhalers
- Taking any medication that must be administered in a physician's office
- Advised to have surgery, medical tests, treatment or therapy
- If applicant's height/weight is in the decline column on the chart

## MEDICATION GUIDELINE

This list is not all-inclusive. An application should not be submitted if a client is taking any of the following medications:

3TC	AIDS	Mellaril	Psychosis
Alkeran	Cancer	Melphalan	Cancer
Amantadine	Parkinson's Disease	Memantine	Alzheimer's Disease
Apokyn	Parkinson's Disease	Methotrexate (>25mg/wk)	Rheumatoid Arthritis
Aricept	Dementia	Metrifonate	Dementia
Artane	Parkinson's Disease	Mirapex	Parkinson's Disease
Avonex	Multiple Sclerosis	Myleran	Cancer
Azilect	Parkinson's Disease	Namenda	Alzheimer's Disease
AZT	AIDS	Narcotics	Chronic Pain
Baclofen	Multiple Sclerosis	Navane	Psychosis
Betaseron	Multiple Sclerosis	Nelfinavir	AIDS
Cerefolin	Dementia	Neoral	Immunosuppression, Severe Arthritis
Carbidopa	Parkinson's Disease	Neupro	Parkinson's Disease
Cogentin	Parkinson's Disease	Paraplatin	Cancer
Cognex	Dementia	Parlodel	Parkinson's Disease
Comtan	Parkinson's Disease	Permax	Parkinson's Disease
Copaxone	Multiple Sclerosis	Prednisone (10 mg/day)	Rheumatoid Arthritis
Cytosan	Cancer, Severe Arthritis, Immunosuppression	Procrit	Kidney Failure, AIDS
D4T	AIDS	Prolixin	Psychosis
DDC	AIDS	Razadyne	Dementia
DDI	AIDS	Remicade	Rheumatoid Arthritis
DES	Cancer	Reminyl	Dementia
Eldepryl	Parkinson's Disease	Requip	Crohn's Disease Parkinson's Disease
Embrel	Rheumatoid Arthritis	Retrovir	AIDS
Epogen	Kidney Failure, AIDS	Rebif	Multiple Sclerosis
Ergoloid	Dementia	Riluzole	ALS
Exelon	Dementia	Risperdal	Psychosis
Galantamine	Dementia	Ritonavir	AIDS
Gold	Rheumatoid Arthritis	Sandimmune	Immunosuppression, Severe Arthritis
Haldol	Psychosis	Sinemet	Parkinson's Disease
Herceptin	Cancer	Stalevo	Parkinson's Disease
Hydrea	Cancer	Stelazine	Psychosis
Hydergine	Dementia	Sustiva	AIDS
Imuran	Crohn's Disease, Immunosuppression, Severe Arthritis	Symmetrel	Parkinson's Disease
Insulin (>50 units/day)	Diabetes	Tacrine	Dementia
Interferon	AIDS, Cancer, Hepatitis	Tasmar	Parkinson's Disease
Indinavir	AIDS	Teslac	Cancer
Invirase	AIDS	Thiotepa	Cancer
Kemadrin	Parkinson's Disease	Thorazine	Psychosis
Lasix/Furosemide (>60 mg/day)	Heart Disease	Tysabri	Multiple Sclerosis
L-Dopa	Parkinson's Disease	VePesid	Cancer
Leukeran	Cancer, Immunosuppression, Severe Arthritis	Vincristine	Cancer
Levodopa	Parkinson's Disease	Viramune	AIDS
Lioresal	Multiple Sclerosis	Zanosar	Cancer
Lomustin	Cancer	Zelapar	Parkinson's Disease
Megace	Cancer	Zoladex	Cancer
Megestrol	Cancer		

# REQUIRED FORMS

## Application

Only current Medicare Supplement applications may be used in applying for coverage. A copy of the completed application will be made by the Company and attached to the policy to make it part of the contract.

## Bank Authorization Form

If premiums are paid by automatic bank draft, complete this form.

## Credit Card Authorization Form

If premiums are paid by a credit card, complete this form.

## Replacement Form

The replacement form must be signed and submitted with the application when replacing any Medicare Supplement or Medicare Advantage plan. A signed replacement notice must be left with the applicant; a second signed replacement notice must be submitted with the application.

In Wisconsin, the replacement form must also be completed when replacing any other health insurance.

# AMENDMENTS

An Amendment to the application will be generated for the following reasons:

- Any question left blank (a new application will be required if four or more questions are left blank)
- Any question answered incorrectly on the application (as determined in the phone interview)
- An error or unclear answer for the date of birth or plan being applied for
- Application sign date is left blank or is altered
- The "signed at" information is left blank or is incorrect
- A change made to the application is not initialed by the applicant
- Premium calculation error (if the first month's premium is to be paid via bank draft and we are unable to contact the client to get approval)
- Draft date error (if the application requests a draft date that we can not accommodate and we are unable to reach the applicant for approval)

# STATE SPECIAL FORMS

Forms specifically mandated by the states to accompany the application.

## **Illinois**

Medicare Supplement Checklist – The Checklist must be completed and submitted with the application and a copy left with the applicant.

## **Kentucky**

Medicare Supplement Comparison Statement – The Comparison Statement must be completed and submitted when replacing a Medicare supplement or a Medicare Advantage plan.

## **Ohio**

The Medicare Supplement Insurance Solicitation Notice – This Solicitation Notice must be completed and submitted with the application and a copy left with the applicant.