

# Market Conduct Annual Statement Scorecard Report for Data Year 2015

## Stand Alone Long Term Care - Overall Industry Statistics for Louisiana

### Ratio 1: Percentage of replacements to new business issued

**State Ratio: 1.10 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
7	7	0	0	0	0	0	0	0	0	0	0

### Ratio 2: Number of complaints per 1000 policies

**State Ratio: 0.41**

0	>0-0.25	>0.25-0.50	>0.50-0.75	>0.75-1.0	>1.0-2.0	>2.0-3.0	>3.0-4.0	>4.0-5.0	>5.0-6.0	>6.0-7.0	>7.0
55	0	1	0	3	3	1	1	0	1	0	1

### Ratio 3: Average number of claimants per policy

**State Ratio: 0.04**

0	>0-0.10	>.10-.20	>.20-.30	>.30-.40	>.40-.50	>.50-.60	>.60-.70	>.70-.80	>.80-.90	>.90-1.0	>1.0
16	36	11	1	1	0	0	0	0	0	1	0

### Ratio 4: Percentage of denied claimant requests to new claimants

**State Ratio: 23.64 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
16	5	8	4	6	6	2	2	0	0	0	0

### Ratio 5: Percentage of claim determinations made 60+ days from claim notice

**State Ratio: 15.52 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
17	6	2	8	2	5	0	3	1	2	3	0

### Ratio 6: Percentage of benefit payment requests denied

**State Ratio: 4.96 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
9	34	7	1	0	1	0	0	0	0	1	0

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## Stand Alone Long Term Care - Overall Industry Statistics for Louisiana

**Ratio 7: Percentage of benefit request payments made more than 60 days from request** **State Ratio: 2.97 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
27	21	1	1	0	1	0	0	0	0	1	0

**Ratio 8: Percentage of benefit request denials made 60+ days from request notice** **State Ratio: 4.61 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
24	9	5	2	2	1	0	0	0	0	1	0

**Ratio 9: Percentage of lawsuits closed with consideration for the consumer** **State Ratio: 100.00 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	0	0	0	0	0	0	0	0	0	1	0

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# Market Conduct Annual Statement Scorecard Report for Data Year 2015

## Life Hybrid Long Term Care - Overall Industry Statistics for Louisiana

### Ratio 1: Percentage of replacements to new business issued

**State Ratio: 17.09 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
7	4	5	1	1	1	1	0	1	0	0	0

### Ratio 2: Number of complaints per 1000 policies

**State Ratio: 0.00**

0	>0-0.25	>0.25-0.50	>0.50-0.75	>0.75-1.0	>1.0-2.0	>2.0-3.0	>3.0-4.0	>4.0-5.0	>5.0-6.0	>6.0-7.0	>7.0
31	0	0	0	0	0	0	0	0	0	0	0

### Ratio 3: Average number of claimants per policy

**State Ratio: 0.01**

0	>0-0.10	>.10-.20	>.20-.30	>.30-.40	>.40-.50	>.50-.60	>.60-.70	>.70-.80	>.80-.90	>.90-1.0	>1.0
25	6	0	0	0	0	0	0	0	0	0	0

### Ratio 4: Percentage of denied claimant requests to new claimants

**State Ratio: 25.58 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
3	0	2	0	0	1	0	0	0	0	1	0

### Ratio 5: Percentage of claim determinations made 60+ days from claim notice

**State Ratio: 64.71 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	0	0	0	0	0	1	1	1	0	2	0

### Ratio 6: Percentage of benefit payment requests denied

**State Ratio: 6.20 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
5	1	1	0	0	0	0	0	0	0	0	0

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## Life Hybrid Long Term Care - Overall Industry Statistics for Louisiana

**Ratio 7: Percentage of benefit request payments made more than 60 days from request** **State Ratio: 0.00 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
7	0	0	0	0	0	0	0	0	0	0	0

**Ratio 8: Percentage of benefit request denials made 60+ days from request notice** **State Ratio: 0.00 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
2	0	0	0	0	0	0	0	0	0	0	0

**Ratio 9: Percentage of lawsuits closed with consideration for the consumer** **State Ratio: DIV/0**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	0	0	0	0	0	0	0	0	0	0	0

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# Market Conduct Annual Statement Scorecard Report for Data Year 2015

## Annuity Hybrid Long Term Care - Overall Industry Statistics for Louisiana

### Ratio 1: Percentage of replacements to new business issued

**State Ratio: 22.03 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	0	1	0	1	0	0	0	0	0	1	0

### Ratio 2: Number of complaints per 1000 policies

**State Ratio: 0.00**

0	>0-0.25	>0.25-0.50	>0.50-0.75	>0.75-1.0	>1.0-2.0	>2.0-3.0	>3.0-4.0	>4.0-5.0	>5.0-6.0	>6.0-7.0	>7.0
6	0	0	0	0	0	0	0	0	0	0	0

### Ratio 3: Average number of claimants per policy

**State Ratio: 0.00**

0	>0-0.10	>.10-.20	>.20-.30	>.30-.40	>.40-.50	>.50-.60	>.60-.70	>.70-.80	>.80-.90	>.90-1.0	>1.0
5	1	0	0	0	0	0	0	0	0	0	0

### Ratio 4: Percentage of denied claimant requests to new claimants

**State Ratio: 0.00 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	0	0	0	0	0	0	0	0	0	0	0

### Ratio 5: Percentage of claim determinations made 60+ days from claim notice

**State Ratio: 0.00 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	0	0	0	0	0	0	0	0	0	0	0

### Ratio 6: Percentage of benefit payment requests denied

**State Ratio: 0.00 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	0	0	0	0	0	0	0	0	0	0	0

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**Ratio 7: Percentage of benefit request payments made more than 60 days from request** **State Ratio: 0.00 %**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
1	0	0	0	0	0	0	0	0	0	0	0

**Ratio 8: Percentage of benefit request denials made 60+ days from request notice** **State Ratio: DIV/0**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	0	0	0	0	0	0	0	0	0	0	0

**Ratio 9: Percentage of lawsuits closed with consideration for the consumer** **State Ratio: DIV/0**

0%	>0-10%	>10-20%	>20-30%	>30-40%	>40-50%	>50-60%	>60-70%	>70-80%	>80-90%	>90-100%	>100%
0	0	0	0	0	0	0	0	0	0	0	0

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