

Changes effective Aug. 20 at 11:59 p.m. ET



MassMutual CareChoice Select (12 pay) and LTCAccess Rider sales suspended in Washington state, CareChoice One (single pay) minimum premium raised to \$50k

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MassMutual is suspending sales of CareChoice Select (12 pay) and the LTCAccess Rider and raising the minimum premium for CareChoice One (single pay) from \$25,000 to \$50,000 in Washington state, effective with applications submitted after 11:59 p.m. ET on Aug. 20. The company also is monitoring CareChoice One activity for further action if necessary. Illustration limitations are not yet in effect but will be put in place as soon as possible.

The suspension and minimum premium increase are due to the unprecedented volume of applications from Washington state residents seeking to purchase long-

term care coverage that qualifies for the tax exemption allowed in the Washington Cares Act.

The volume is hampering New Business efforts to prioritize this business to issue as many policies as possible by the Nov. 1 deadline for Washington state residents to have coverage that qualifies for the tax exemption. Due to large volumes received, expect longer-than-normal delays.

Applications (including conversion applications adding LTCAccess Rider) received in good order from Washington are receiving priority processing but note the following:

- Washington applications received after Aug. 1 may not get issued by Oct. 31. We are trying our best to process business but cannot guarantee coverage will be in place by the Nov. 1 deadline to qualify for the tax exemption.
- Underwriting will not waive any requirements, including medical records, if requested by the underwriter.
- Completed applications means they are entered into the system and include a signed Part 1.
- Do not to call for status because this takes time away from processing business.

All major competitors are experiencing a similar influx, and many carriers have increased their minimum face amounts or premiums, or suspended sales entirely as well.
