

From: [ron.ronnenberg](#)
To: [ETF SMB Board Feedback](#)
Subject: Mutual of Omaha Long Term Care Insurance
Date: Saturday, October 15, 2022 10:08:33 AM

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Good Morning, I am a UW-System retiree. I retired in 2010 after more than 30 years working in the Financial Aid Office at UW-Green Bay. I retired with emeritus status after serving for 15 years as the Financial Aid Director.

My wife and I bought the Long Term Care Insurance provided by Mutual of Omaha about 15 years ago as an "investment" in our future health. For the past 15 years we have paid the monthly premiums and enjoyed the security it provided. About 2 months ago we received a letter from Mutual of Omaha explain that due to escalating costs they are going to raise our insurance premiums 80% over the next 3 years. The letter explains that we had been targeted because of our age (being over 70) and our policy.

After several phone calls that got me no where we realized that we have little choice but to drop the policy. Since we are beyond the age where it is reasonable to buy another one we will go without a long term care policy.

I am at a loss as to what else I can do. This is clearly a targeted move by an insurance company to get people who are approaching an age where they may be needing this care to cancel their policies. I was very annoyed when I recently received an promotion from Mutual of Omaha selling this product and being endorsed by ETF.

I have to ask, how can you continue to support this company? I would appreciate some comment.

Ron Ronnenberg
Financial Aid Director UWGB, Retired

Sent from [Mail](#) for Windows



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October 31, 2022

Ron Ronnenberg
[REDACTED]

MID: [REDACTED]

Dear Mr. Ronnenberg:

Thank you for letting the Department of Employee Trust Funds (ETF) know about your concerns regarding the notification of premium increase on your long-term care insurance (LTCi) policy. The policies affected by this increase were sold by United of Omaha from 2007-2014. United of Omaha is an independently operated subsidiary of Mutual of Omaha.

ETF followed up with the broker, HealthChoice and has been told that the premium increases apply to all policyholders of these United of Omaha policies, regardless of age (although, the amount of the increase may vary by age group). These policies have a richer benefit at a lower premium than the plan currently offered to ETF members through Mutual of Omaha.

The Group Insurance Board (Board) is required by state statute to offer an LTCi plan to State employees and retirees. For the two most recent contract periods (covering 2022–2024) HealthChoice/Mutual of Omaha was the only proposal submitted that met the Board's vendor requirements. Since these LTCi policies are individually underwritten, ETF and the Board do not have input into premiums or premium increases. The premium increases were filed with the Wisconsin Office of the Commissioner of Insurance. The filing states that the existing premiums were insufficient to cover expected costs of the richer benefit provided by these older United of Omaha plans.

The current LTCi plan offered through HealthChoice/Mutual of Omaha is a different plan than the United of Omaha policies affected by this premium increase. Customer issues with the current plan offering have been rare.

Thank you, again, for taking the time to share your concerns. When evaluating vendor proposals and making contract recommendations to the Board, ETF does take member feedback into account.

Sincerely,

Ron Ronnenberg
October 31, 2022
Page 2

Douglas C. Wendt, Supplemental Plans Program Manager
Office of Strategic Health Policy
Department of Employee Trust Funds