

Oct. 15, 2021

ONEAMERICA®

Care Solutions Update

Update: WA long-term care application process

The rapid influx of applications in the state of Washington (WA) has put significant strain on carriers, underwriters, and the vendors who support this business across the industry. When we made the decision to temporarily suspend sales of our Asset Care and Annuity Care products in Washington state on Aug. 14, we indicated we were unable to guarantee applications would be fully processed with a policy in force prior to Nov. 1, 2021.

The following is the current status on pending applications for the remainder of October:

- On WA applications requiring medical records it is highly unlikely that we can request, receive, and review those records prior to Oct. 31.
- OneAmerica will continue to process and underwrite WA applications as requirements are received. If your client decides NOT to continue with the underwriting process, please reach out to your OneAmerica Case Manager.

What you can do to help cases, approved by underwriting, issue by Oct. 31:

- Submitting these requirements electronically through [OneSource Online](#) will provide the quickest turnaround for issuing business:
 - An unsigned illustration showing how the policy should be issued.

- Electronic premium via e-Check/Bank Draft Authorization (form 7-17159).
- Monitor your pending cases 24/7 through OneSource Online to quickly see updates to case status.

While Underwriters and Case Managers are focused on processing as much business as possible before Oct. 31, our normal procedures for providing and responding to status requests will be impacted. We appreciate your patience while we work to serve as many customers as possible.

OneAmerica does not determine policies eligible for exemption from the WA Cares Fund. The application will be part of any contract issued and contain the application date. Information about the WA Cares Fund and the application for exemption can be found at wacaresfund.wa.gov.

For other questions, contact your Regional Sales Director or the OneAmerica Care Solutions Sales Desk at (844) 833-5520 or LTCSales@oneamerica.com with questions.

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