State of Idaho
DEPARTMENT OF INSURANCE

C.L. "BUTCH" OTTER
Governor

700 West State Street, 3rd Floor
P.O. Box 83720
Boise, Idaho 83720-0043
Phone (208)334-4250
FAX # (208)334-4398

WILLIAM W. DEAL
Director

NEWS RELEASE

FOR IMMEDIATE RELEASE
June 25, 2008

CONTACT: Tricia Carney
208-334-4312

Long-Term Care Insurers Agree To Reconsider Denied Claims

BOISE ID – Idaho Department of Insurance Director Bill Deal wants residents to be aware of a multistate settlement involving Conseco Senior Health Insurance Co. and Bankers Life and Casualty Insurance Co. that may affect past claims.

Idahoans with long-term care insurance policies from these two companies who filed claims from January 1, 2005, through December 31, 2007, that were later denied, may have their claims reviewed for possible adjustments.

Following a multistate market conduct examination of the two companies that found problems with their claims handling practices, a corrective action plan to address concerns for the benefit of current and former policyholders was developed.

Long-term care claims that were initially denied will be reviewed a second time. Insureds may be asked to provide further documentation to support the claim. The companies must notify affected policyholders by letter that their claim is being reviewed.

Under the settlement, the insurance companies are required to review their claims and complaint handling practices to ensure that all claims are handled in a timely and appropriate way that is compliant with applicable state laws.

Conseco Senior and Bankers Life policyholders can call Conseco's multistate toll-free information line at 866-452-6589 with questions about how to refile claims or complaints.

The Consumer Affairs office of the Department of Insurance can help Idahoans with these or other problems with their insurance. Call 334-4250 in Boise, 800-721-3272 statewide or visit the website, www.doi.idaho.gov.

# # #