

The background of the slide features a grayscale photograph of a tall, cylindrical lighthouse situated on a rocky, mountainous coastline. A bright beam of light emanates from the top of the lighthouse, cutting through the hazy sky. The right side of the image is partially obscured by a large, dark blue geometric overlay that has a subtle grid pattern.

LTCG's LTCPolicyHub

Self-Service Portal for Policyholders

Home Page


- Three quick access links to the most frequently used locations in the portal
- Flex spaces that can be customized with articles, current events, announcements, videos, etc., chosen by carrier
- *Optional*- “LTC Resource Center”
 - This can replace one of these spaces to offer downloadable forms and helpful information to Policyholders

LTC Resource Center

Access to various Forms and Publications. Downloadable forms fall within three general categories:

- Designee & Authorization Forms
- Billing Method Change Forms
- Claim Forms

[ACCESS LTC RESOURCE CENTER](#)

Welcome Niki

[Home](#) [Policy](#) [Premiums](#) [Eligibility](#) [Submitted Claims](#) [Claim Payments](#)

Welcome, Niki

Policy Number: 0000L25749

Manage Claims

Begin the claim process online or check the status of an existing claim

- Start a Claim
- Manage Active Claims

[VIEW YOUR CLAIM ACTIVITY >](#)

Your Benefits

Access your Policy and Benefits

- Policy Details
- Included Benefits
- Coverage Limits


[ACCESS YOUR POLICY AND BENEFITS >](#)

Reimbursement Activity

View Payment Details:

- Payment Amounts
- Service Details
- Explanation of Benefits

[VIEW REIMBURSEMENTS>](#)




COVID-19 Resource Center

What happens when you or a loved one contracts COVID-19? Does your long-term care policy cover your care?

We can help you understand your long-term care policy.

[VISIT OUR COVID-19 RESOURCE CENTER >](#)



Being Realistic About Caregiving

Many people, when they look ahead to their retirement, don't worry about needing long-term care because they expect their family to take care of them.

And many people with aging parents and loved ones don't want them to be cared for by strangers...

[READ MORE >](#)

Policy and Benefits

- View policy benefits and coverages
 - Benefit Maximums
 - Policy Features
- Benefits included on this page can be modified per the needs of each carrier

Your Benefits

Policy Number: 0000M78167



Policy Overview

Policy Number	0000M78167
Product Name	

Policy Benefits and Limits

Coverage Effective Date	04/19/2017
Coverage Maximums	
Adult Day Care Maximum	\$5,817.99 per month
Alternative Care Services Maximum	\$5,817.99 per month
Assisted Living Facility Maximum	\$5,817.99 per day
Bed Reservation Maximum	\$193.93 per day
Bed Reservation (Days) Maximum	\$30.00 per year

Starting a Claim

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Home Policy **Starting a Claim** Submitted Claims Claim Payments My Documents

Starting a Claim

Policy Number: 0000P31042

If you would like to begin the claim process, here is how you can get started:

1. Click the Start a Claim button below to begin the process. You will be asked to provide information regarding your living situation, medical provider(s), and long-term care provider(s).
2. Once your information is submitted, a representative will contact you to gather additional information required to open your claim.
3. If we determine that you meet your policy's benefit eligibility requirements and your provider(s) are qualified, we will provide you instructions on how to submit invoices for consideration for benefits.

Start a Claim

You should already have long-term care services in place or plan to put services in place shortly to start a claim.

☐ I confirm that I have or plan to have long-term care services in place.

Start a Claim

All of the terms and conditions of your policy (including, but not limited to, your benefit eligibility and your receipt of qualified care by a qualified long-term care provider) must be met before benefits may be paid. Please refer to your policy for all applicable terms, definitions, amounts, conditions, and exclusions.

Eligibility – Currently on Claim

- View processed benefit eligibility
 - Dates of eligibility
 - Approved providers
 - Approved benefits
- This page also shows any previously approved benefit eligibility information

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Manage Claims

Policy Number:

If your care needs have changed, please call 1-800-262-1037 .

Processed Eligibility

Eligibility Status

Approved

Decision Date

04/06/2021

Eligibility Start Date

07/16/2019

Eligibility End Date

04/06/2022

⬆

Provider Name	Provider Type	Approved Frequency	Benefit Type	Start Date	End Date	Multiple Dates
Supdimilentor International Company	Home Care Agency	24 hours per day/7 days per week	Home Health Care (HHCA, QHCP)	01/13/2020	01/23/2020	No
Tiptumackantor Holdings Inc	Skilled Nursing Facility	24 hours per day/7 days per week	Nursing Home (NH, LTCF, CCF)	07/16/2019	09/20/2019	No
Tiptumackantor Holdings Inc	Skilled Nursing Facility	24 hours per day/7 days per week	Nursing Home (NH, LTCF, CCF)	12/17/2019	01/13/2020	No
Tipweredor Direct Group	Skilled Nursing Facility	24 hours per day/7 days per week	Nursing Home (NH, LTCF, CCF)	06/18/2021	N/A	No
Uptanupower	Home Health Agency	24 hours per day/7 days per week	Home Health Care (HHCA, QHCP)	01/13/2020	06/09/2021	No

Eligibility – Pending Claim

- Access current status of claim
 - Initiated
 - Requirements ordered
 - Requirements received/pending decision
 - Eligibility decision completed
- If user is opted in to receive email notifications, they will receive an alert each time there is an update made to their claim status

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Manage Claims Policy Number: 0000M78167

✓

Claim Initiated

2

Documents and Other Information Requested

3

Eligibility Under Review

4

Eligibility Decision

0 of 13 items received

We have requested the documentation listed below from you and your providers in order to determine your eligibility. If we do not receive the requested information this may delay the processing of your request and/or may lead to your request being closed. We encourage you to work with your provider(s) to submit the requested information to expedite the process.

Completed requirements are available to view on the My Documents page.

Documents and other information requested from you

0 of 0 items received

No information required at this time

Documents and other information requested from other parties

0 of 13 items received

The Moments of Lakeville, LLC - Outstanding Information

Requirement	Requested	Received	Status
Claimant Care Need Assessment (CCNA) Form ⓘ	12/07/2021		Requested ⓘ
Continued Monthly Residence Form (CMR) ⓘ	12/07/2021		Requested ⓘ
Invoices	12/07/2021		Requested ⓘ
MD Order	12/07/2021		Requested ⓘ
Medication Administration Record (MAR) ⓘ	12/07/2021		Requested ⓘ
Plan Of Care (POC) ⓘ	12/07/2021		Requested ⓘ

Submitted Claims

HomePolicyEligibilitySubmitted ClaimsClaim Payments

Submitted Claims

Policy Number: 0000L03391

Processed Claims

The information below is a summary of your processed claims. For complete details and important information regarding your claim, including billed charges and payments, please refer to your Explanation of Benefits. Please visit ["Claims Payments"](#) to view and download your Explanation of Benefits

Claim ID	Requested Amount	Approved Amount	Service Start Date	Service End Date
1318	\$17,658.14	\$0.00	09/01/2021	09/30/2021
1319	\$2,490.30	\$2,490.30	09/01/2021	09/30/2021
1316	\$17,826.90	\$0.00	08/01/2021	08/31/2021
1317	\$2,573.31	\$2,573.31	08/01/2021	08/31/2021
1314	\$16,936.43	\$0.00	07/01/2021	07/31/2021

The information provided refers to claims submitted by you (or on your behalf). Our acknowledgement that a claim has been submitted is not a guarantee of benefit payment. Please refer to your policy for all applicable terms, definitions, amounts, conditions, and exclusions.

Previous

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Next

Claim Payments

- Access claim payment details and download Explanation of Benefits

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Reimbursement Activity

Policy Number: 0000L03391

Processed Payments

The information below is a summary of your processed payments. Please select a payment below to see the payment details and download your Explanation of Benefits. Your Explanation of Benefits provides complete details and important information regarding your claim, including billed charges and payments.

Payment Amount	Payment Status	Date Issued	Service Start Date	Service End Date	Payee
\$2,490.30	Cleared	09/30/2021	09/01/2021	09/30/2021	Claimant
\$2,573.31	Cleared	08/31/2021	08/01/2021	08/31/2021	Claimant
\$2,573.31	Cleared	07/31/2021	07/01/2021	07/31/2021	Claimant
\$2,490.30	Cleared	06/30/2021	06/01/2021	06/30/2021	Claimant
\$2,573.31	Cleared	05/31/2021	05/01/2021	05/31/2021	Claimant
\$329.34	Cleared	04/30/2021	04/01/2021	04/30/2021	Claimant
\$2,160.96	Cleared	04/30/2021	04/01/2021	04/30/2021	Claimant
\$2,573.31	Cleared	03/31/2021	03/01/2021	03/31/2021	Claimant
\$2,324.28	Cleared	02/28/2021	02/01/2021	02/28/2021	Claimant
\$2,573.31	Cleared	01/31/2021	01/01/2021	01/31/2021	Claimant

My Documents

- View/Download/Print documents associated to policy such as:
 - Claim related documents
 - Explanation of Benefits
- Users can request certain documents from the portal instead of calling Customer Service

The screenshot shows the 'My Documents' section of the Lincoln Financial Group portal. At the top, there is a header with the Lincoln Financial Group logo, a 'Back to lincolffinancial.com' link, and a 'Welcome Anthoni' message. Below the header is a navigation bar with links for 'Home', 'Policy', 'Starting a Claim', 'Submitted Claims', 'Claim Payments', and 'My Documents' (which is highlighted with a dashed border). The main content area is titled 'Long-Term Care Document Center' and includes a 'Policy Number: 0000P31042'. A maroon bar labeled 'My Documents' contains the text: 'There are currently no documents available. If you are interested in requesting documentation, please refer to the Request Documents section at the bottom of this page.' Below this, it says 'No Documents.' Another maroon bar labeled 'Request Documents' is followed by a 'Request Document:' label and a dropdown menu with 'Please Select' as the selected option. At the bottom, there is a link for 'Requested Documents History'.

Lincoln Financial Group

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Welcome Anthoni

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Long-Term Care Document Center Policy Number: 0000P31042

My Documents

There are currently no documents available. If you are interested in requesting documentation, please refer to the Request Documents section at the bottom of this page.

No Documents.

Request Documents

Request Document:


[Requested Documents History](#)

Policyholder Profile

- Demographics
 - Optional to allow edits to demographics
 - List of designees
- *Optional* - POA Access
 - Policyholder's can send a registration email to their Financial/Durable POA via their profile section.
 - POA's have the same view of the portal as the policyholders
 - POA's have view only access

Name		Primary Phone	
Designee Type	Life - POA - Financial	Alternate Phone	N/A
Designee Address		Fax	N/A
		Email	N/A

[Send Registration](#)

Welcome Niki

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My ProfilePolicy Number: 0000L25749

Policyholder Demographics

Name	Emanuel Cordano	Primary Phone	
Mailing Address	0192 ONJUFK EEIGJ VK TP VUAIXPW, NC 36794-1777	Alternate Phone	N/A
		Mobile Phone	N/A
		Birth Date	02/18/1940
		Email	N/A

To change your mailing or billing address please contact Customer Support.

Policyholder Designees

Name	Sally J Vitale	Primary Phone	N/A
Designee Type	Agent	Alternate Phone	N/A
Designee Address	47347 NR ZFZMMXR 60 T WIV 588 PCBENXGVH, NC 36763	Fax	N/A
		Email	N/A



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