



NAIC and DRA Partnership Training and Resource Guide

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Background

The Deficit Reduction Act (DRA) passed on February 8, 2006, made significant changes to the long-term care (LTC) insurance industry by paving the road for National Partnerships. The DRA requires all producers who sell Partnership LTC insurance policies and LTC riders to receive training and demonstrate an understanding of Partnership policies and their relationship to public and private coverage of LTC insurance. As a result, the NAIC developed training standards that could be adopted in states.

It is important to note that under the NAIC guidance, training is required for ALL producers regardless of whether they sell Partnership or non-Partnership LTC policies or riders. This training can be taken online, in a classroom setting, or via self-study. In addition, it is important to remember that state variations in training requirements may apply.

This NAIC and DRA Partnership Training Resource Guide is your one-stop resource for the latest information on the Deficit Reduction Act (DRA) Partnership Expansion as well as producer training requirements implemented by all states with mandatory LTC training. This guide is updated on an as-needed basis and is posted on www.jhltc.com. Look to this guide to provide you with information on:

- ✓ NAIC and DRA Partnership Producer Training and Requirements (New and existing)
- ✓ John Hancock LTC Certification and Online Training
- ✓ Additional LTC State Training Requirements
- ✓ Submission of Training Requirements to John Hancock Licensing Department
- ✓ State Partnership Program and John Hancock LTC Insurance Partnership Product Launch Dates
- ✓ John Hancock LTC Insurance Partnership Products — Available Inflation Options
- ✓ Asset Protection Reciprocity
- ✓ Original Grandfathered Partnership States — Training Requirements
- ✓ Additional Partnership Resources

IMPORTANT NOTE — LIFE PRODUCERS IN NEW YORK

These training requirements currently do not apply to producers selling LTC riders on life policies in New York.

NAIC and DRA Partnership Training

Per the Deficit Reduction Act of 2006 (DRA) and the NAIC Long Term Care Model Act, most states that have adopted training requirements are requiring that ALL licensed producers selling long-term care insurance or LTC riders take an initial 8-hour NAIC Partnership training course (followed by a 4-hour refresher course every 2 years). Some states have adopted training requirements other than those mentioned above.

Training for all producers

Some states may only require that producers writing Partnership policies be trained. In states where training requirements have been adopted, John Hancock requires that ALL producers be trained prior to soliciting its products - whether Partnership or not. Therefore, the state training requirements detailed in this guide reflect John Hancock's requirements which will always include satisfaction of specific state training mandates.

Write business in multiple states

The NAIC Model recommends training reciprocity. This allows training taken in one state to be valid (reciprocal) in other states that require training. To date, most states have adopted full training reciprocity for non-residents. However, there are a few states that have only adopted partial reciprocity. This means that they will accept the non-resident producer's 8-hour NAIC Partnership training from other states, as long as non-resident producers receive additional training as required by that state. Examples: Minnesota, South Dakota, Virginia, and Wisconsin. If a state has not adopted full reciprocity, it will be mentioned in the states training requirements outlined beginning on page 6.

No resident/home state requirements

Often times a producer may live in a state that does not have any training requirements. In order to write business in another state which does have training requirements, the producer must take the training required in that non-resident state.

What happens when the home/resident state subsequently issues new training requirements?

Three scenarios can occur:

1. The first and best scenario (which is also the most common) occurs when the home/resident state will accept an 8-hour training course from another state because the state recognizes reciprocity.
2. The second scenario occurs when the home/resident state will accept the other state's 8-hour course and additionally require some supplement state specific training. This includes: South Dakota, Georgia, Minnesota, Vermont, Virginia, and Wisconsin.
3. The third scenario occurs when the home/resident state requires that the producer take the home state's training course. This includes: Arizona, Colorado, Iowa, Illinois, Minnesota, Ohio, Pennsylvania, Tennessee, Texas and Wisconsin. Unfortunately, this means there are going to be situations where a producer will end up needing to take two training courses.

IMPORTANT NOTE — CONNECTICUT, INDIANA, AND NEW YORK

Please remember that there is no current training reciprocity between the original grandfathered Partnership programs in CT, IN, and NY and the new DRA Partnership programs.

IMPORTANT NOTE — CALIFORNIA

Effective September 16, 2013, John Hancock has discontinued the sale of the California Partnership Product (CAP). For complete information and details, please refer to *Newslink #3284*, dated August 16, 2013.

Training requirements but no Partnership program

There are several states that have implemented training requirements prior to filing a State Plan Amendment for a Partnership program, or do not have a Partnership program. Please note that several states have adopted training requirements, without implementing a Partnership program.

ClearCert Membership

John Hancock is a member of ClearCert, which assists insurer members in validating content in NAIC Partnership courses as well as offering a clearinghouse database of course completions of course provider members.

The DRA and NAIC Producer Training Model Act require that insurers assure that producers meet all applicable producer training requirements. As result, in order to make this assurance, we must validate training content and track course completions. ClearCert reviews all courses submitted to them against the current LTC training requirements that have been pre-approved by insurer members. ClearCert then posts all approved courses on their website. This assures producers who successfully complete courses from providers listed on ClearCert have met their state's LTCI training requirement(s) as required by John Hancock. All course completions from approved course providers are reported to the clearinghouse database and are available for look up by member insurers.

All courses completed by producers must be approved by ClearCert in order to be accepted as valid training by John Hancock.

For more information visit <http://www.clearcert.com>.



LTC Certification Training Resource Center

John Hancock has partnered with LTC Connection to offer the required LTC training.

Online training

John Hancock's online training is available at www.JHInsuranceCE.com.

Meet your initial, and ongoing refresher training to maintain your compliance to sell LTC insurance policies online. Our online LTC Certification courses include the following:

8 Hour Initial Courses

4 Hour Ongoing Refresher Courses

State Supplemental Courses

At www.JHInsuranceCE.com, you can meet all of your continuing education requirements. John Hancock has subsidized the online training and there are two options available:

1. All courses are only \$20 each or
2. Unlimited Continuing Education Courses*

One Year Membership - \$40

Two Year Membership - \$70

*This includes CFP credits.

LTC Certification Courses

- There is an exam with unlimited takes and no time requirements.
- Multiple states include an open book exam.
- LTC Connection will automatically forward a copy of your Certificate of Completion to the John Hancock licensing department.
- The online training includes free express grading and processing.
- Receive your Certificate of Completion the next day.
- You will receive reminders when your refresher training is due.



*Please note that you are responsible for any state required roster fees.

Training Requirements

State groupings

The following table places states into five different groups depending on requirements.

GROUP	REQUIREMENTS	EXAMPLE	STATES
A	DRA, NAIC Partnership training that includes refresher training that is due 24 months from the initial training date or the prior training completion date.	The producer is required to take an 8 hour one-time LTC CE training and thereafter every 24 months take a 4 hour refresher to continue to write Long Term Care products. For example, if an producer takes training 01/01/2011, they will need to renew training by 01/01/2013.	Alaska, Arizona, Arkansas, Colorado, Florida, Idaho, Maine, Maryland, Massachusetts, Minnesota, Montana, Nebraska, Nevada, New Hampshire, New Jersey, North Dakota, Oregon, Rhode Island, South Carolina, Vermont, Virginia, Washington, Wyoming
B	DRA, NAIC Partnership training states that have implemented a refresher training deadline that coordinates with the insurance license CE renewal cycle.	An producer is licensed and takes his/her initial 8 hour Long Term Care Partnership course on 1/1/2008. Their license expires on 12/31/2009 and after renewing their license, the expiration date is now 12/31/2011. According to the requirements, this producer has until the following license renewal period to complete the refresher training, which in this scenario would be 12/31/2011.	Alabama, Georgia, Illinois, Iowa, Kansas, Kentucky, Louisiana, Missouri, North Carolina, Ohio, Oklahoma, Pennsylvania, Tennessee, Texas, Utah, West Virginia, Wisconsin
C	DRA, NAIC Partnership states that have a unique refresher training deadline determined by a certain date as opposed to every 24 months or according to the CE Cycle.		South Dakota
D	Original Partnership States. (Please note that this training is not reciprocal with any of the above state groups.)		California,* Connecticut, Indiana, New York
E	States that have a state-specific training requirement that is not associated with the DRA NAIC Partnership Training requirements. (Please note that this training is not reciprocal with any of the above state groups.)		Michigan

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State-specific training requirements

The following table summarizes training requirements by state. This is also available on www.JHInsuranceCE.com.

RESIDENT PRODUCERS: Unless otherwise specified, the NAIC Initial or Refresher Training course can be taken in your state or any other NAIC Partnership state. CE is not required unless noted. CE can count towards your license.

FULL RECIPROACITY: This means that the state will accept an NAIC/DRA Course approved in that state or any other state. No additional training is needed. Exception: There is no reciprocity between groups A, B & C with Groups D & E.

Partial Reciprocity: This means that the state requires training in addition to an NAIC/DRA Initial or Refresher Training Course.

STATE	INITIAL TRAINING REQUIREMENTS	REFRESHER TRAINING REQUIREMENTS	NON-RESIDENT PRODUCERS RECIPROACITY	GROUP
AL	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Completed by the end of every biennial renewal period thereafter 	Full reciprocity	B
AK	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
AZ	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Must be approved as Arizona CE course CE does not have to be issued 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Must be approved as Arizona CE course Must be completed within 24 months of prior completion 	Full reciprocity	A
AR	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
CA	<ul style="list-style-type: none"> General Requirement: Eight-hour California-specific course, LTC2004 Partnership Requirement Eight-hour Partnership LTC course if selling Partnership* 	Eight-hour course every year for the first four years of being licensed <ul style="list-style-type: none"> Eight-hour course biennially thereafter for both LTC and LTC Partnership 	Non-Resident producers must comply with these requirements	D
CO	16 hours of Initial Training <ul style="list-style-type: none"> Eight-hour General LTC Course (Classroom or online) Eight-hour Colorado Partnership Course which must be held in a classroom setting 	Five-hour Colorado Refresher Course <ul style="list-style-type: none"> Must be held in a classroom or webinar setting An eight-hour General LTC course cannot be used for the five hour Refresher course 	Full reciprocity	A
CT	<ul style="list-style-type: none"> General LTC Requirement: Not required Partnership LTC: Producer is required to complete a one-time seven-hour program and receive a Connecticut Partnership Certification The Partnership training consists of the two components: an online pre-requisite course (including exam) and a four-hour classroom course taught by Partnership staff 	Producer must keep their Connecticut Life & Health license current, including all normal continuing education requirements (the LTC Partnership course can be used towards this)	Non-Resident producers must comply with these requirements	D
FL	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Must be approved as CE CE does not have to be issued 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Must be approved as CE but CE does not have to be issued 	Full reciprocity	A
GA	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Resident producers may take eight-hour Georgia course which includes Georgia specific content OR may take eight-hour NAIC course from any state and a two-hour Georgia supplemental training course 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Completed by the end of every biennial renewal period thereafter 	Partial reciprocity <ul style="list-style-type: none"> May take eight-hour Georgia course which includes Georgia-specific content OR may take eight-hour NAIC course from their state and a two-hour Georgia supplemental training course 	B

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STATE	INITIAL TRAINING REQUIREMENTS	REFRESHER TRAINING REQUIREMENTS	NON-RESIDENT PRODUCERS RECIPROCITY	GROUP
ID	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
IL	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course <ul style="list-style-type: none"> If refresher training is not completed within 12 months of the renewal period, producers must take the initial eight-hour course again 	Full reciprocity	B
IA*	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Resident producers must take course approved by Iowa Department of Insurance as continuing education course Resident producers may not take an eight-hour NAIC Partnership course from another state Must be taken in classroom setting unless Continuing Education provider has gotten approval to offer online Must include Iowa Partnership, estate recovery and Medicaid content in course 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Required by the end of every Continuing Education term 	Full reciprocity	B
IN	<ul style="list-style-type: none"> General LTC Requirement: Eight-hour basic LTC Course (Self-study or online) Partnership LTC: Producer must comply with the General LTC Requirement as well as a one-time seven-hour Partnership LTC Class that cannot be taken online 	<ul style="list-style-type: none"> General LTC Requirement: A minimum of five hours (one five-hour course or combination of five hours) of continuing education in LTC every two years of the license renewal period (Self-study or online) Non-compliance with the five-hour renewal requirement will require completion of the eight-hour basic LTC class again Partnership: An annual three-hour seminar for Partners class is also offered as a refresher course on Partnership 	<ul style="list-style-type: none"> The basic eight-hour and five-hour renewal requirements are waived for producers holding a non-resident license if Indiana has reciprocity with that state The seven-hour Indiana Partnership Continuing Education requirement is required for non-resident producers 	D
KS	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Kansas only requires a four-hour initial training but John Hancock requires eight-hour course for purpose of reciprocity 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Kansas only requires a one-hour training course but John Hancock requires a four-hour course for purpose of reciprocity Course must be completed every biennium thereafter 	Non-resident producers may take a Kansas eight-hour NAIC Partnership course or they may take an eight-hour NAIC course from another state	B
KY	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Required when John Hancock launches Partnership product 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Producers must complete ongoing training of at least four hours in length by the end of each Continuing Education biennium following the period in which initial training was completed 	Full reciprocity	B
LA	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Must be completed by the end of each Continuing Education renewal period 	Full reciprocity	B

*In addition to any Clear Cert reviewed courses, John Hancock will also accept any course that is approved by the Iowa Insurance Department as CE and meets the required eight-hour initial training requirement (or eventually the four-hour refresher requirement). The approved listing of such LTC courses is maintained by Pearson Vue @ www.pearsonvue.com.

State-specific training requirements, continued

STATE	INITIAL TRAINING REQUIREMENTS	REFRESHER TRAINING REQUIREMENTS	NON-RESIDENT PRODUCERS RECIPROCITY	GROUP
MA	Eight-hour NAIC Partnership course by July 1, 2014 <ul style="list-style-type: none"> Producers may take the eight-hour Massachusetts initial course that includes the two-hour MassHealth supplemental course OR may take another state's eight-hour course along with the two-hour MassHealth supplemental course. 	<ul style="list-style-type: none"> Producers may take the four-hour Massachusetts renewal course that include the two-hour MassHealth supplemental course OR may take another state's four-hour course along with the two-hour MassHealth supplemental course. 	<ul style="list-style-type: none"> If taking an eight- or four-hour course from another state non-resident producers must also take the two-hour MassHealth supplemental course. 	A
ME	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
MD	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
MI	Eight-hour NAIC Partnership course OR Training administered by John Hancock- LTC-3811. Download on www.jhltc.com. John Hancock will accept training from other carriers.	N/A	Full reciprocity	E
MN	Eight-hour Minnesota NAIC Partnership course <ul style="list-style-type: none"> Resident producers must take Minnesota course Resident producers may not take an eight-hour NAIC Partnership course from another state 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Resident producers must take Minnesota course and cannot take a course from another state 	Partial reciprocity <ul style="list-style-type: none"> Non-resident producers may take a Minnesota eight-hour course or an eight-hour NAIC course from another state as well as a two-hour Minnesota course that teaches the unique aspects of Minnesota Medicaid Assistance. 	A
MO	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Course must be completed by the end of each license renewal cycle 	Full reciprocity	B
MT	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
NE	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
NV	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
NH	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Training required when John Hancock launches Partnership policy 	Four-hour NAIC Partnership course	Full reciprocity	A
NJ	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
NY	<ul style="list-style-type: none"> General LTC Requirement: None Partnership LTC: Eight-hour LTC Program. It consists of two parts: an online pre-requisite course (including exam) and a four-hour classroom course taught by Partnership staff 	N/A	Non-Resident producers must comply with these requirements	D
NC	Eight-hour NAIC Partnership course <ul style="list-style-type: none"> Must be completed when John Hancock launches Partnership product Must hold Medicare Supplement/LTC license Must complete 10 hours of pre-licensing LTC/Medicaid education and pass a state examination 	Four-hour NAIC Partnership course <ul style="list-style-type: none"> Completed by the end of every biennial compliance period thereafter 	Full Reciprocity <ul style="list-style-type: none"> A non-resident is exempt from the pre-licensing education and exam, but must apply for the LTC license To do so they must be qualified for LTC in their resident state and hold a North Carolina Life & Health License 	B
ND	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A

STATE	INITIAL TRAINING REQUIREMENTS	REFRESHER TRAINING REQUIREMENTS	NON-RESIDENT PRODUCERS RECIPROCITY	GROUP
OH*	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers must take an Ohio LTC8 category approved by the Ohio Department of Insurance Resident producers may not take an eight-hour NAIC Partnership course from another state unless it has been approved as an LTC8 category 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Completed by the end of every 24 months Continuing Education cycle thereafter the eight-hour initial Ohio producers must take an Ohio LTC4 category course approved by Ohio Department of Insurance 	Full reciprocity	B
OK	Eight-hour NAIC Partnership course	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Completed during each biennial renewal period 	Full reciprocity	B
OR	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
PA	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers must take the Pennsylvania eight-hour course Resident producers may not take an eight-hour NAIC Partnership course from another state 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers must take the Pennsylvania four-hour course Resident producers may not take a four-hour NAIC Partnership course from another state 	Full reciprocity	B
RI	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
SC	Eight-hour NAIC Partnership course	Four-hour NAIC Partnership course	Full reciprocity	A
SD	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> If an eight-hour NAIC course is taken in another state, producer must take the one-hour South Dakota supplemental course 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> A producer newly licensed after July 1, 2008, who has taken the initial training, must also complete the additional four-hour refresher course by July 1, 2010 (for a total of 12 hours of training). Thereafter, the producer would be required to complete additional four-hour refresher training by July 1 of every second year, plus the one-hour supplement. If four-hour NAIC course taken in another state, producer must take one-hour South Dakota supplemental course 	<p>Partial Reciprocity</p> <ul style="list-style-type: none"> If taking an eight- or four-hour course from another state producers must also take a one-hour South Dakota Medicaid course 	C
TN**	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Must be approved as Continuing Education Resident producers must take Tennessee course Resident producers may not take an eight-hour NAIC Partnership course from another state 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Starting with the end of renewal period after the eight-hour course was taken Resident producers must take Tennessee course Resident producers may not take a four-hour NAIC Partnership course from another state 	Full reciprocity	B

*There are no changes to LTC initial and refresher training requirements. However, as of January 1, 2013 applicable to all lines of business; resident producers must complete 24 hours of approved Continuing Education training, three of which must be specific to ethics prior to approving renewal.

**Producers exempt from general Continuing Education requirements in Tennessee (i.e. those who have been continually licensed since 1/1/1994) are also exempt from having to complete the four-hour ongoing LTC training requirement. This does not apply to the eight-hour initial training requirement.

State-specific training requirements, continued

STATE	INITIAL TRAINING REQUIREMENTS	REFRESHER TRAINING REQUIREMENTS	NON-RESIDENT PRODUCERS RECIPROCIITY	GROUP
TX	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers must take a course approved by the Texas Department of Insurance (It does not have to be approved as Continuing Education) Resident producers may not take an eight-hour NAIC Partnership course from another state 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers must take a course approved as a Texas Continuing Education course Continuing Education must be issued. 	<p>Full reciprocity</p> <ul style="list-style-type: none"> If licensed in your home state and the state is a Partnership state (Please note that your resident state must be a DRA/NAIC Partnership. If your resident state is one of the original Partnership states of CA, CT, IN, or NY, you need to complete the Texas eight-hour NAIC Partnership course) If your state is not Partnership state you can take the Texas eight-hour NAIC Partnership course. 	B
UT	<p>Three-hour training course on LTC & LTC Insurance</p> <ul style="list-style-type: none"> John Hancock recommends an eight-hour NAIC Partnership course for training reciprocity 	<p>Three-hour training course on LTC & LTC Insurance</p> <ul style="list-style-type: none"> Required by the end of during each subsequent two-year licensing period John Hancock recommends a four-hour NAIC Partnership course for training reciprocity 	<p>Full reciprocity</p> <ul style="list-style-type: none"> Utah will accept eight-hour course from another state Other states will not accept Utah's three-hour course 	B
VT	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> If eight-hour NAIC course is taken in another state, producer must take the two-hour Vermont supplemental course 	<p>Four-hour NAIC Partnership course</p>	<p>Partial reciprocity</p> <ul style="list-style-type: none"> If eight-hour NAIC course is taken in another state, agent must take the two-hour Vermont supplemental course 	A
VA	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers may take the eight-hour Virginia initial course that includes the two-hour Virginia partnership content Or they may take another state's course along with the two-hour Virginia supplemental course 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> If a producer misses the 24-month deadline for the refresher, they must take the initial eight-hour course again 	<p>Partial reciprocity for initial training</p> <ul style="list-style-type: none"> Non-resident producers may take the eight-hour Virginia initial course that includes the two-hour Virginia partnership content Or they may take their state's course along with the two-hour Virginia supplement course 	A
WA	<p>Eight-hour NAIC Partnership course</p>	<p>Four-hour NAIC Partnership course</p>	<p>Full reciprocity</p>	A
WV	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers must take a West Virginia course Resident producers may not take an eight-hour NAIC Partnership course from another state 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Four-hour course must be completed by the end of each biennial cycle thereafter 	<p>Full reciprocity</p>	B
WI*	<p>Eight-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Resident producers must take a Wisconsin course Resident producers may not take an eight-hour NAIC Partnership course from another state Must include two hours of Wisconsin-specific Medicaid and LTC information 	<p>Four-hour NAIC Partnership course</p> <ul style="list-style-type: none"> Four-hour course must be completed by the end of each license renewal cycle Resident producers must take a Wisconsin course Resident producers may not take a four-hour NAIC Partnership course from another state Must include one hour of Wisconsin-specific Medicaid and LTC information 	<p>Partial reciprocity</p> <ul style="list-style-type: none"> Non-resident producers can take an eight-hour Wisconsin course or another state's eight-hour NAIC Partnership course as well as a two-hour Wisconsin course Non-resident producers can take a four-hour Wisconsin course or another state's four-hour NAIC Partnership course as well as a one-hour Wisconsin course 	B
WY	<p>Eight-hour NAIC Partnership course</p>	<p>Four-hour NAIC Partnership course</p>	<p>Full reciprocity</p>	A

*Wisconsin regulations require that no producer may attempt to solicit, negotiate or sell long-term care insurance until that producer is appropriately licensed, appointed AND completed the necessary initial and any ongoing training requirements.

Submission of Training Requirements

Producers must meet their states' training requirements prior to soliciting or selling LTC insurance or LTC riders. The date the training is completed must be prior to the date the applicant(s) signs the John Hancock insurance application.

Proof of training

Insurers are required to maintain proof of training in order to assure that producers have met the training requirements for LTC insurance or LTC riders. States have set a very high bar for demonstrating compliance. It is not enough for an insurer to simply maintain a date of training course completion in a database. The insurer must retain, and as evidence in response to a market conduct examination, be able to provide copies of actual documentation of course completion.

In order to meet the high standards of the “proof of training” requirement for both the initial 8-hour training and subsequent 4-hour refresher course, John Hancock requires that all producers provide us with the Certificate of Completion they receive from the course provider.

The Certificate of Completion must include the name of the course, the course ID, and the number of hours issued.

In lieu of a Certification of Completion, we will accept a state CE transcript generated directly from the state insurance department or their designated vendor. We cannot accept a non-state generated transcript.

There are three ways to submit your Certificate of Completion to LTC Licensing:

BY EMAIL: mgalicensing@jhancock.com

BY FAX: 617-450-8057

BY MAIL:

John Hancock Life Insurance Company (U.S.A.)
ATTN: LTC Licensing
197 Clarendon Street
Boston, MA 02116



State Partnership Program and John Hancock Partnership Product Launch Dates

The following chart reflects the status of each state's Partnership program and also includes the initial launch date for John Hancock's Partnership products.

As a reminder, in order to participate in the Partnership program, a state must file an SPA (state plan amendment) with CMS so that they can change their Medicaid guidelines to allow for asset protection offered under Partnership policies. Please note that the approval of an SPA does not mean that Partnership policies can be sold immediately. It takes time for states to finalize all of their requirements for a state's Partnership program to be considered operational. In addition, insurers must file and receive approval of their Partnership certification filings before they can begin to offer Partnership policies.

STATE	STATE PARTNERSHIP PROGRAM EFFECTIVE DATE	JOHN HANCOCK PARTNERSHIP PRODUCT LAUNCH DATE
AL	3/1/09	4/1/09
AZ	7/10/08	Not yet available
AR	7/1/08	10/27/08
CO	1/1/08	10/27/08
DE	11/1/11	Not yet available
FL	1/1/07	10/29/07
GA	1/1/07	4/1/09
ID	11/1/06	12/5/06
IA	1/1/10	9/20/10
IL	1/2/14	Not yet available
KS	4/1/07	3/10/08
KY	7/14/08	Not yet available
LA	10/1/09	9/20/10
ME	7/1/09	9/20/10
MD	1/1/09	Not yet available
MN	7/1/06	10/27/08
MO	8/28/07	8/19/13
MT	7/1/09	12/13/10
NE	7/1/06	3/10/08
NJ	7/1/08	10/27/08

STATE	STATE PARTNERSHIP PROGRAM EFFECTIVE DATE	JOHN HANCOCK PARTNERSHIP PRODUCT LAUNCH DATE
NV	1/1/07	Not yet available
NH	4/1/07	Not yet available
NM	6/14/13	Not yet available
NC	1/1/11	Not yet available
ND	1/1/07	3/10/08
OH	9/1/07	8/19/13
OK	7/14/08	Not yet available
OR	1/1/08	10/27/08
PA	7/1/07	Not yet available
RI	7/1/08	4/1/09
SC	1/1/09	2/8/10
SD	7/1/07	3/10/08
TN	10/1/08	2/8/10
TX	3/1/08	10/26/09
UT	5/13/14	Not yet available
VA	9/1/07	12/10/07
WA	1/1/12	Not yet available
WV	7/1/10	8/19/13
WI	1/1/09	4/1/09
WY	7/1/09	10/26/09

John Hancock Partnership Product — Available Inflation Options

Please note that for a policy to be DRA Partnership qualified, it generally must have the following inflation protection options. Specific requirements vary by state:

AGES 60 OR YOUNGER:	CPI Compound Inflation Coverage; 5% Compound Inflation Coverage
AGES 61-75:	CPI Compound Inflation Coverage; 5% Compound Inflation Coverage
AGE 76+:	John Hancock's maximum issue age is 75

The only benefit difference between a DRA Partnership policy and a non-Partnership policy is that a DRA Partnership policy must have the appropriate age-based inflation protection.

Policy forms approved by the Insurance Interstate Compact can also qualify for DRA Partnership status after the insurer has obtained acceptance of its Partnership certification from the participating state.

The chart on the following page details what inflation options John Hancock currently has available via its Custom Care III featuring Benefit Builder product in states with operating DRA Partnership programs. We believe that these options meet DRA Partnership requirements, but are of course subject to individual State Insurance Department confirmation.

John Hancock's Custom Care III featuring Benefit Builder product is designed and certified to meet the requirements for Partnership-qualified policies in states that have implemented DRA Partnership programs.

Please note: Benefit Builder is not a Partnership-approved inflation option for issued ages 75 and under.

In addition, some states have chosen to provide regulatory guidance on available inflation options. If that is the case, that guidance is included in the "Additional Information" column. Also, we have highlighted the states where our filing has been approved.

IMPORTANT NOTE — STATE EXCEPTIONS TO INFLATION OPTIONS

John Hancock's CPI Compound Inflation option has been accepted in all DRA Partnership states to date except Kentucky. Tennessee changed its position on allowing for insureds age 60 and younger. (See below for specific details). States which require specific minimum levels of inflation are allowing the CPI alternative in addition to any fixed rate floor such as 5% or 3%. A fixed rate floor is not applicable to increases tied our CPI inflation option. This means that a CPI increase in a given year could go below 3%.

Custom Care III featuring Benefit Builder and Partnership

The table which follows covers the currently-marketed Custom Care III featuring Benefit Builder product. It is not available in every state.

ST	AGE 60 AND YOUNGER	AGE 61-75	ADDITIONAL INFORMATION
AL	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The AL DOI requires a fixed floor of 3% compound to satisfy first age tier and 3% simple for second age tier. Also, CPI expressly allowed for all age tiers.
AZ*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The AZ DOI did not set minimum floors for each Partnership age tier.
AR	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The AR DOI requires a fixed floor of 3% compound to satisfy the first age tier and 3% simple for second age tier. Also, CPI expressly allowed for all age tiers.
CO	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The CO DOI revised its inflation requirements with retroactive effect. New: <ul style="list-style-type: none"> • Ages 60 or Younger: Automatic CPI, or Annual Compound Inflation Protection • Ages 61-75: Some form of inflation protection
FL	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	No minimum requirements.
GA	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The GA DOI did not set minimum floors for each Partnership age tier.
IA	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The IA DOI requires a fixed floor of no less than CPI, or 3% compound to satisfy first age tier, and no less than 3% simple for the second age tier. Also, CPI expressly allowed for all age tiers.
ID	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The ID DOI has set a minimum fixed floor of 5%. 5% Compound, or CPI Compound are acceptable inflation options.
KS	CPI Compound Inflation Coverage, 5% Compound.	CPI, 5% Compound.	

*John Hancock not implemented.

ST	AGE 60 AND YOUNGER	AGE 61-75	ADDITIONAL INFORMATION
KY*	5% Compound	5% Compound	KY has indicated that CPI is not an acceptable option unless it contains a minimum 3% fixed floor. Therefore, our current CPI design does not meet the requirements for the first and second age tier. It requires a fixed floor of no less than 3% compound to satisfy first age tier, and no less than 3% simple or 3% compound for the second age tier.
LA	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound	The LA DOI did not set a minimum fixed floor for compound or simple inflation for ages 75 and younger. However, they expressly stated that CPI is allowed for all age tiers.
ME	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The ME DOI requires a fixed floor of no less than 3% compound to satisfy first age tier, and 3% simple for second age tier. Also, CPI expressly allowed for all age tiers.
MD*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The MD DOI requires a fixed floor of no less than 3% compound to satisfy first age tier and requires some Simple inflation for the second age tier. Also, CPI is expressly allowed for all age tiers.
MN	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	CPI is expressly allowed. MN DOI requires a fixed floor of no less than 3% compound to satisfy first age tier, and no less than 3% simple or 3% compound for the second age tier.
MO	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The MO DOI requires a fixed floor of no less than 3% compound to satisfy first two age tiers.
MT	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The MT DOI did not set minimum floors for each Partnership age tier.
NE	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The NE DOI has indicated that it will allow a fixed floor of 1% compound to satisfy the first two age tiers.
NV*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The NV DOI did not set minimum floors for each Partnership age tier.
NH*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The NH DOI requires a fixed floor of no less than 1% compound or simple inflation to satisfy first two age tiers. Also, CPI is expressly allowed for all age tiers.

*John Hancock not implemented.

Custom Care III featuring Benefit Builder and Partnership, continued

ST	AGE 60 AND YOUNGER	AGE 61-75	ADDITIONAL INFORMATION
NJ	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The NJ DOI requires a fixed floor of 3% compound to satisfy the first age tier and 3% simple for second age tier. Also, CPI expressly allowed for all age tiers.
NC*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The NC DOI requires a fixed floor of no less than 3% compound to satisfy the first age tier. Also, CPI is expressly allowed for all age tiers.
ND	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The ND DOI did not set minimum floors for each Partnership age tier.
OH	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound	The OH DOI requires a fixed floor of no less than 3% compound to satisfy the first two age tiers.
OK*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The OK DOI requires a fixed floor of no less than 3% compound to satisfy the first age tier and, no less than 3% simple to satisfy the second age tier.
OR	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The OR DOI requires a fixed floor of no less than CPI or 3% compound to satisfy first two age tiers.
PA*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	PA expressly allows CPI.
RI	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The RI DOI requires a fixed floor of 3% compound or CPI to satisfy first 2 age tiers.
SC	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The SC DOI requires a fixed floor of 3% compound to satisfy first age tiers and 3% simple for second age tier. Also, CPI expressly allowed for all age tiers.

*John Hancock not implemented.

ST	AGE 60 AND YOUNGER	AGE 61-75	ADDITIONAL INFORMATION
SD	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The SD DOI requires a fixed floor of no less than 3% compound to satisfy the first age tier, and no less than 3% Compound or 3% Simple to satisfy the second age tier. CPI allowed for all age tiers.
TN	5% Compound	CPI Compound Inflation Coverage, 5% Compound.	The TN DOI did not set minimum floors for each Partnership age tier. CPI is not considered an acceptable inflation option for ages 60 and younger.
TX	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The TX DOI requires a fixed floor of 1% compound to satisfy the first age tier and 1% simple for the second age tier.
VA	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The VA DOI did not set minimum floors for each Partnership age tier.
WA*	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The WA OIC requires a fixed floor of no less than 3% Compound to satisfy the first age tier, and no less than 3% Simple for second age tier. Also, CPI is expressly allowed for all age tiers.
WV	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The WV DOI did not set minimum floors for each Partnership age tier.
WI	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The WI DOI requires a fixed floor of no less than 3% Compound to satisfy the first age tier, and no less than 3% Simple for second age tier. Also, CPI is expressly allowed for all age tiers.
WY	CPI Compound Inflation Coverage, 5% Compound.	CPI Compound Inflation Coverage, 5% Compound.	The WY DOI did not set minimum floors for each Partnership age tier.

*John Hancock not implemented.

State Asset Protection Reciprocity

On September 2, 2008, the Department of Health and Human Services (HHS) published guidance outlining the requirements for asset protection reciprocity among Partnership states. This guidance became effective on January 1, 2009. The DRA allows states to provide asset disregards and related estate recovery offsets for Medicaid applicants who receive benefits under qualified long-term care insurance Partnership policies.



Asset protection reciprocity allows Partnership policyholders who have purchased a qualifying policy in one state, but move to another, to receive dollar-for-dollar asset protection if they qualify for Medicaid in their new state of residence.

Reciprocity is an attractive feature for many consumers, especially those who may be contemplating a move later in life or who do not currently know where they may reside in future years. Although the insurance benefits of Partnership policies are portable, the asset protection afforded by Medicaid can be limited to state-specific requirements.

Under HHS' guidance:

- All DRA Partnership states are deemed to have adopted reciprocity, unless they notify the Secretary of HHS that they opt out in writing. A state may opt out at any time.
- Any participating reciprocity state agrees to recognize reciprocity with every other participating reciprocity states for the purpose of granting asset protection.
- If a state opts out of reciprocity, that state is not allowed to recognize Partnership policies from other states for purposes of asset protection, nor can other participating states recognize asset protection via policies issued in an opt-out state.

Of the current DRA Partnership states, previously Wisconsin had opted out of reciprocity due to a technical problem with their law which requires an individual to be a Wisconsin resident in order to receive Medicaid Asset Protection. However, Wisconsin Assembly Bill 701 took effect on May 13th, 2010 and among other unrelated provisions, changed the state's position on DRA Partnership. The State of Wisconsin now provides for asset reciprocity for residents of other states who hold a DRA Partnership qualified LTCI policy.

Original grandfathered Partnership states

The original four grandfathered states (CA,* CT, IN and NY) are allowed to opt into reciprocity with DRA Partnership states by filing a revised State Plan Amendment. To date, Connecticut, Indiana, and New York have chosen to do so.

- **Connecticut** — HHS approved their participation and that approval was made retroactive back to January 1, 2009.

In addition, it should be noted that Connecticut also has a separate reciprocity agreement with the grandfathered Indiana Long-Term Care Partnership Program.

- **Indiana** — HHS has approved their participation and that approval has been made retroactive back to April 1, 2009

All Indiana Partnership policyholders regardless of when their policy was originally purchased are covered under the Reciprocity Compact Agreement.

The other states are not going to recognize Indiana's Total Asset Protection if an Indiana resident moves to a DRA state and applies for Medicaid. Similarly, a DRA state's resident moving to Indiana cannot be considered for Total Asset Protection under the Indiana Medicaid program. Under the DRA and the Reciprocity Compact, a policyholder may only receive dollar for dollar asset disregard.

- **New York** — On June 1, 2012, New York joined the National Reciprocity Compact for the recognition of Medicaid Asset Protection for member states with Deficit Reduction Act (DRA) Long-Term Care Partnership programs, with retroactive applicability.

This change allows a DRA Partnership policyholder who moves to New York state to take advantage of dollar-for-dollar asset reciprocity if later applying to New York's Medicaid program to cover continued care. Similarly, a New York Partnership policyholder who moves to a DRA state that is a member of the Reciprocity Compact will also be eligible for a dollar-for-dollar asset reciprocity if applying to that state's Medicaid program. This recognition is retroactive to all existing New York Partnership policyholders.

As of February 1, 2013, 37 states have been authorized to implement DRA Partnership programs and are members of the Asset Reciprocity Compact:

Alabama	Maine	Pennsylvania
Arkansas	Missouri	Rhode Island
Arizona	Minnesota	South Carolina
Colorado	Montana	South Dakota
Florida	North Carolina	Tennessee
Georgia	Nebraska	Texas
Iowa	North Dakota	Virginia
Idaho	New Hampshire	Washington
Illinois	Nevada	West Virginia
Kansas	New Jersey	Wisconsin
Kentucky	Ohio	Wyoming
Louisiana	Oklahoma	
Maryland	Oregon	

*Effective September 16, 2013, John Hancock has discontinued the sale of the California Partnership Product (CAP). For complete information and details, please refer to *Newslink #3284*, dated August 16, 2013.

ORIGINAL GRANDFATHERED PARTNERSHIP STATES — TRAINING REQUIREMENTS

Below are the training requirements for three of the the original four grandfathered Partnership states (John Hancock discontinued sales of its California Partnership Long-Term Care Insurance product on September 16, 2013. As a reminder, there is no training reciprocity between the original grandfathered Partnership states, nor is there any training reciprocity between a grandfathered Partnership state and a DRA Partnership state.

ST	GENERAL LTC REQUIREMENT	PARTNERSHIP LTC	NON-RESIDENT REQUIREMENTS	CONTINUING EDUCATION REQUIREMENTS
CT	Not required.	Producer is required to complete a one time seven hour program and receive a CT Partnership Certification. The Partnership training consists of the two components — an online prerequisite course (including exam) and a four-hour classroom course taught by Partnership staff. Completing this two-component training meets the specific requirements set forth by the Partnership.	Non-resident producers must comply with these requirements.	Producer must keep their CT Life & Health license current, including all normal continuing education requirements (the LTC Partnership course can be used towards this).
IN	Complete an eight-hour basic LTC course. The course may be self-study or online. After completing the initial eight-hour course, complete a minimum of five hours (one five hour course or combination of five hours) of continuing education in LTC every two years of the license renewal period. Courses can be self-study or online. Non-compliance with the five-hour renewal requirement will require completion of the eight-hour basic LTC class again	Producer must comply with the above and complete a seven-hour Partnership LTC course. This course is a one time course, in-classroom only. An annual three-hour Seminar for Partners class is also offered as a refresher course on Partnership.	The basic eight-hour and five-hour renewal requirements are waived for producers holding an IN non-resident license if Indiana has licensing reciprocity with that state. The seven-hour IN Partnership CE requirement is required for Non-Resident producers.	The LTC and LTC Partnership course can be used towards CE.
NY	Not required.	Producers are required to complete a one-time New York Partnership LTC online program and receive a New York Partnership Training Certification. Producers who complete the NYS Partnership e-learning and pass an on-line monitored final exam will earn six continuing education (CE) credits.	Non-resident producers must also complete this special New York Partnership training requirement.	Producer must keep their NY Life & Health license current and in good standing, including all normal continuing education requirements. These CE credits can be used to meet the mandatory Department of Insurance requirements for producer recertification.

Additional Partnership Resources

The www.jhltc.com homepage includes a section dedicated to the Partnership program. From there you'll be able to view resources and materials available to help you get trained, certified and market our Partnership-certified LTC insurance policies.

Client brochure

Partnership policies will use the same product brochures and applications as our existing product portfolio. Provide your clients with additional information regarding the DRA Partnership Program in the states below using the Partnership brochure, "Protecting your assets: What you need to know about the Qualified State LTCI Program." This brochure can be used in conjunction with any of our existing product brochures and includes the following topics:

- Explanation of Medicaid Asset Protection
- How a Partnership-qualified policy works
- Details about John Hancock's Partnership qualified policies

Availability

The applicable version of the Partnership brochure is available to download and to order in the states listed below, form number: ICC-LTC-7800 for Compact states; LTC-3800 for non-Compact states.

Alabama	Missouri	Oregon
Arkansas	Louisiana	Rhode Island
Colorado	Montana	South Carolina
Florida*	Nebraska	South Dakota
Georgia	New Jersey	Tennessee
Iowa	New Hampshire	Virginia
Idaho	North Dakota	Wisconsin
Kansas	Maine	Wyoming
Kentucky	Ohio	
Minnesota	Oklahoma	

As additional states establish Partnership programs, we will notify you via LTC Newslink regarding availability of this brochure in those states.

Prospecting letter

Use this new letter to raise awareness about LTCI protection and the benefits of a Partnership-qualified policy. Form: LTC-3164. Check www.jhltc.com for the latest state approvals.

Looking for additional Partnership tools?

Download the LTC Partnership Program Marketing Materials Guide (LTC-3808) for a look at all the materials available to help you market the Partnership program.

*A state version applies.