

Long-Term Care plus Life Insurance

Frequently Asked Questions

What is Long-Term Care Insurance?

Long-term care insurance helps offset the cost of assisted care, including home health care, skilled nursing facility care, assisted living facility care or adult day care. Long-term care is different from medical care in that it provides assistance with the basic tasks of everyday life, sometimes referred to as Activities of Daily Living (ADLs). These activities include the act of bathing, dressing, using the toilet, transferring (to or from bed or chair), caring for incontinence, and eating.

What is the Long-Term Care plus Life Insurance benefit being offered through Trustmark®?

As of 1/1/23, Intel offers a Long-Term Care plus Life Insurance benefit through Trustmark. "Long-Term Care plus Life Insurance" is Trustmark's Universal Life Insurance benefit with a Long-Term Care rider. The long-term care rider allows for benefits to be paid due to long-term care services received, on top of the basic life insurance product. When an insured is eligible for long-term care benefits, Trustmark's long-term care rider pays a monthly benefit equal to 4% of the life insurance face amount, which is different than most traditional long-term care policies, which pay benefits based on a reimbursement-type structure.

Unlike traditional long-term care insurance, the Long-Term Care plus Life Insurance benefit provides a life insurance benefit upon death as well as benefits that can be paid directly to you for long-term care services and support.

Coverage available:

- Universal LifeEvents® (ULE) is for Ages 18-64 and pays a higher death benefit during your working years, when expenses are high, and families need maximum protection. The death benefit reduces to 1/3 of the original face amount at age 70 or at the beginning of the 15th policy year, whichever comes later. However, benefits for Long-Term Care never reduce – they continue for the life of the policy.
- Universal Life (UL) is for ages 65-75. Universal Life offers a lower death benefit per premium dollar compared to Universal LifeEvents; however, the death benefit does not reduce at age 70 and the benefits for Long-Term Care never reduce – they continue for the life of the policy. When you enroll in Universal Life at age 71 or after, your coverage includes a death benefit that does not reduce but does not include a Long-Term Care benefit.

Where can I receive eligible long-term care services?

Long-Term Care plus Life Insurance offers flexibility to help pay for the ADL assistance you may receive in many different settings, including:

- *Your Home*: Enables the individual to remain in a familiar and comfortable space, while receiving necessary assistance with ADLs from a home health care agency.
- *Assisted Living Facility*: Offers social activities, companionship, and limited custodial care in a home-like setting.
- *Skilled Nursing Facilities*: Provides 24-hour nursing services under the supervision of a registered nurse, with skilled, intermediate and custodial care.
- *Adult Day Care*: Provides adult day care services at an adult day care center.

Who is eligible to apply for the Long-Term Care plus Life Insurance benefit?

Active full-time and part-time Intel employees who work and reside in the United States are eligible for coverage. You may also apply for coverage for your spouse/domestic partner between the ages of 18 and 70, children and grandchildren.

If you choose not to enroll in Long-Term Care plus Life Insurance, you still have the option to enroll your dependents. A health questionnaire will be required as part of the application process.

When will coverage begin?

If you are eligible for the Guaranteed Issue offer and enroll during a Guaranteed Issue period, the Coverage Effective Date is the date you enroll. Coverage limitations apply. If you are required to submit proof of good health, your Coverage Effective Date is the date of application if approved by Trustmark based on your responses to the health questions.

How will I pay for coverage?

While employed at Intel, premiums will be conveniently deducted from your paycheck per your regular pay cycle via payroll deductions.

The Trustmark Universal Life with Long-Term Care Insurance offered to employees in WA state in 2021 is the same as this Long-Term Care plus Life Insurance. Premiums for those in WA will continue to be direct billed for those who enrolled in 2021.

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When do payroll deductions begin?

Payroll deductions begin on your first scheduled payroll deduction following your Certificate Date. This is typically during the second month following your enrollment. The Certificate Date is the date used to initiate billing and acts as the policy anniversary date. You will not be charged for premium between your Coverage Effective Date and the Certificate Date (the date payroll deductions begin). For example, if you enroll on February 4th, payroll deductions will begin your first pay cycle after April 1.

Will the Long-Term Care plus Life Insurance benefit cover pre-existing conditions?

If you have a pre-existing condition during the 6 months immediately prior to your Certificate Date and you lose the ability to perform 2 of 6 ADLs within the first six (6) months of your Coverage Effective Date due to that pre-existing condition, benefits will not be payable.

What is a Guaranteed Issue enrollment and who is eligible?

Guaranteed Issue is an enrollment condition in which you can enroll in coverage without answering any health questions.

You may enroll in up to \$200,000 of coverage with no health questions if you are under the age of 65 and enrolling for the first time during a special designated enrollment period or if you are a newly hired or rehired employee enrolling for the first time within the first 30 days of your hire date. Your spouse/domestic partner and child(ren) may also enroll, but proof of good health is required. Coverage limits apply.

Does my medical plan or other health insurance cover long-term care? Does Medicare or Medicaid cover long-term care?

Most health insurance does not pay for assistance with ADLs in an assisted living facility, nursing home facility or home health care setting. Similar to other health insurance, Medicare does not cover assistance with performing ADLs. Medicaid will help pay for long-term care if you meet eligibility requirements, which include limits on income and assets. Medicaid requirements vary by state.

What is the difference between Disability Insurance and Long-Term Care Insurance?

Disability insurance replaces a portion of your income if you cannot work due to illness or injury that renders you disabled as per the terms of the particular disability insurance. Long-Term Care Insurance helps offset the costs to pay for the type of care that is required to perform ADLs.

Can I preview a Certificate of Insurance?

Certificates of Insurance are personalized for each policyholder; however, a sample certificate of Insurance is available on our enrollment partner, ACSIA Partners' website at: <http://intel.yourcare360.com>.

For a summary of the Long-Term Care plus Life Insurance, please review the Long-Term Care section of the Intel Pay Stock and Benefits Handbook, Chapter 20.

Can I continue coverage when my employment ends with Intel?

Yes, you have the right to continue coverage, and you can arrange to pay Trustmark directly upon separation of employment. The ported benefit includes the same coverage provisions and benefit amounts as the active coverage, and the premium rates will not change.

How much does coverage cost?

The rate is determined by how much coverage is selected, your age as of Certificate Date, and smoker status. Your gender has no impact on your rate. For an exact quote, please contact our enrollment partner, ACSIA Partners by visiting the website: <http://intel.yourcare360.com> or calling 833-743-1939, Monday – Friday, 8:00 a.m. – 6:00 p.m. CT.

When should I apply for the Long-Term Care plus Life Insurance¹?

You can apply at any time during the year; however, Guaranteed Issue underwriting, meaning no health questions for eligible employees under the age of 65 enrolling for the first time in coverage up to \$200,000, is only available during special designated enrollment periods or as a newly hired or rehired employee enrolling for the first time within the first 30 days of your hire date.

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Can I cancel coverage at any time?

Yes, you may cancel your coverage at any time by:

- Calling Trustmark at **(800) 918-8877**, Monday – Friday, 7:00am – 6:00 PM CT;
- Emailing CustomerCare@trustmarkbenefits.com; or
- Cancelling coverage within [Trustmark's enrollment system](#) by visiting trustmark.benselect.com/IntelCorp.
 - To cancel coverage, follow the below instructions:
 - Step 1: Once logged in, navigate to your enrollment details and select the "Unlock" button to make changes to your enrollment selection.
 - Step 2: Once unlocked, you will see your current coverage election. To cancel, select the "I wish to DECLINE this coverage" option. A pop-up box will appear, confirming you are cancelling. Hit 'Ok', then select the "Next" button.
 - Step 3: You will see language that indicates "You have elected to WAIVE coverage under this benefit." Select the "Confirm" button.
 - Step 4: You will then be taken to the "Sign and Submit" page where you will select the "Next" button again.
 - Step 5: You will then be taken to the "Review/Sign Forms" page where you will proceed by selecting the "Next" button.
 - You will have successfully cancelled coverage when you see the "Sign/Submit Complete." You will receive a Benefit Verification/Deduction Confirmation statement via email within 30 minutes.

Your coverage will terminate the day you contact Trustmark to terminate coverage or the day you successfully complete the cancellation process within [Trustmark's enrollment system](#).

A cancellation confirmation letter will be mailed to you within 3-5 business days of the cancellation being processed. If you have opted into Trustmark's electronic communication method, your cancellation confirmation will be available in [Trustmark's policy owner portal](#) within 1-3 business days of the cancellation being processed. You will receive an email indicating a new communication is ready for viewing in the portal. You can access Trustmark's policy owner portal by visiting myvb.trustmarkbenefits.com/login.

What if I am newly hired?

Newly hired or rehired employees enrolling for the first time will have 30 days from their most recent date of hire to enroll with Guaranteed Issue. You may also apply after 30 days of your hire date by answering a few health questions.

Can I make changes to my elections throughout the year?

Yes, however you may be required to answer health questions to increase your coverage. You can make changes to your elections at any time throughout 2023. Effective Jan. 1, 2024, you can increase your coverage throughout the year after your policy has been in force for 6 months after your Certificate Date; You must wait 6 months each time you increase your coverage election to increase coverage again.

Note: cancellations and coverage reduction can be made at any time (at will).

Please note that any new applications, including increases to your existing coverage, must go through our enrollment partner, ACSIA Partners or self-enrolled via the online portal, which may be accessed by visiting ACSIA Partners' website: <http://intel.yourcare360.com>. If you would like to decrease your coverage or remove a dependent, you must contact Trustmark Customer Care at (800) 918-8877 or CustomerCare@trustmarkbenefits.com.

Can this insurance be purchased as a replacement for my existing Long-Term Care or Life Insurance plan?

No, this insurance offering may not be purchased with the intent to lapse, cancel, or terminate existing coverage.

If I am employed by Intel and so is my spouse/domestic partner, can we both enroll in coverage and cover each other as dependents?

Both you and your spouse/domestic partner have the option to enroll in coverage as an Intel employee; however, we suggest if you are enrolled as an employee that you do not additionally enroll as a dependent under your spouse/domestic partner's coverage. You should enroll as the primary applicant. In doing so, you will receive the most favorable benefit amounts and you will minimize your administrative fees by only having one policy.

Will I receive a copy of my Trustmark Certificate of Insurance?

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Yes, you will receive a copy of your Certificate of Insurance in the mail within 10 days of Trustmark approving your application for coverage. If you have opted into Trustmark's electronic communication method, your certificate will be available within [Trustmark's policy owner portal](#) within 1-3 business days of Trustmark approving your application for coverage. You can also access information about your Certificate of Insurance by registering for and visiting [Trustmark's policy owner portal](#). Please note, you can contact Trustmark's Customer Care number at 800-918-8877 and request a copy of your Certificate of Insurance.

What if my application to purchase Long-Term Care plus Life Insurance is denied?

If you apply for coverage outside of Guaranteed Issue and your application is declined, you will receive a declination letter in the mail within ten business days from the date the underwriting decision is made (typically within 60 days or less of application) with the reason for the denial. If you have opted into electronic communications, your declination letter will be available in [Trustmark's policy owner portal](#) within 1-3 business days from the date the decision is made. You will receive an email indicating a new communication is ready for viewing in the portal.

You may appeal the decision by providing additional medical information to Trustmark. A decision on your appeal will be decided within a reasonable time not to exceed 45 days after receipt of the appeal.

You may contact Trustmark at (800)-229-4543 ext. 33038 to understand the basis of the denial and to request reconsideration, if desired.

What if I live in a state with a mandatory long term care state plan?

State governments are looking for new ways to address the increasing costs of caring for those requiring long term care. With state Medicaid budgets being impacted, many states are considering ways to implement employee funded long-term care solutions. Washington state was the first to implement such a program and others are looking closely at implementing a similar solution. For updates on states that are most engaged in exploring long-term care program options, please see [Trustmark's Long-Term Care Legislative Updates webpage](#).

What if I am on Leave of Absence during a designated Guaranteed Issue enrollment?

If you are on a leave of absence for bonding, care for a family member or pregnancy, you may enroll for coverage while on your leave during a Guaranteed Issue Enrollment period without answering health questions.

If you are on a leave of absence for your own serious health condition (except for pregnancy – see above) during a Guaranteed Issue Enrollment period, you may enroll within 30 days of your return-to-work date without answering health questions. You must contact ACSIA Partners to enroll: Call 833-743-1939, Monday – Friday, 8:00 a.m. – 6:00 p.m. CT or fill out the contact form at <http://intel.yourcare360.com>

Can I enroll in coverage if I work abroad?

You must work and reside in the United States to enroll. Employees may work abroad temporarily and enroll in coverage but must retain a U.S. address.

What if I recently transferred to the United States?

You will have 30 days from the date of your U.S. transfer to enroll without answering health questions.

Note: You may enroll or increase coverage at any time by answering a few health questions. For assistance, please contact our enrollment partner, ACSIA Partners at 833-743-1939, Monday – Friday, 8:00 a.m. – 6:00 p.m. CT.

For more details, visit [chapter 20](#) in the Pay, Stock and Benefits Handbook.

Intel's benefit programs are based on eligibility and offered in accordance with the terms of the benefit documents governing each program. In the event of a discrepancy in the information in this communication and the benefit document, the benefit document will prevail. Intel reserves the right to amend, reduce, suspend, or terminate any program or benefit at any time.