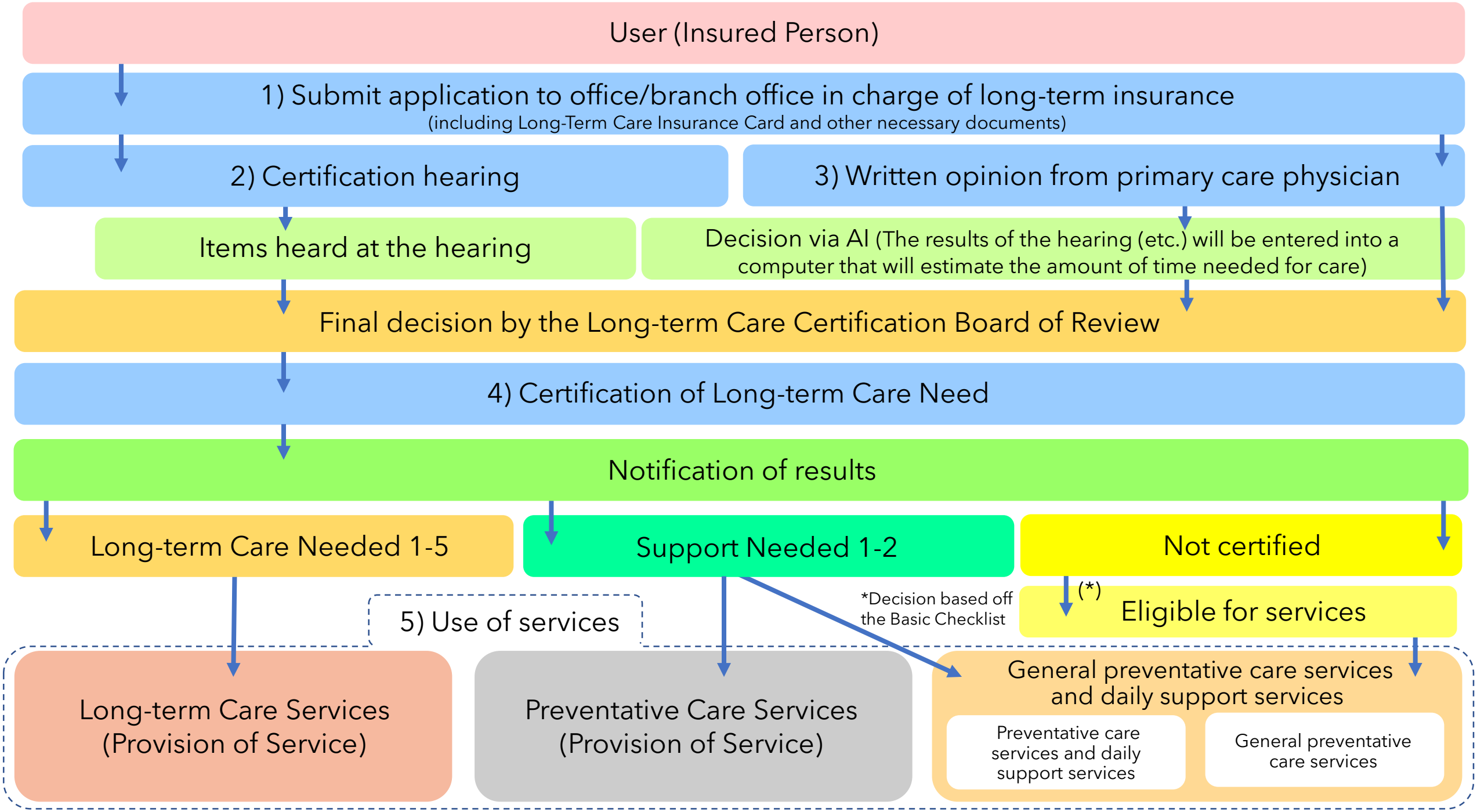
User (Insured Person)
1) Submit application to office/branch office in charge of long-term insurance
(including Long-Term Care Insurance Card and other necessary documents)
2) Certification hearing
3) Written opinion from primary care physician
Items heard at the hearing
Decision via AI (The results of the hearing (etc.) will be entered into a computer that will estimate the amount of time needed for care)
Final decision by the Long-term Care Certification Board of Review
4) Certification of Long-term Care Need
Notification of results
Long-term Care Needed 1-5
Support Needed 1-2
Not certified
*Decision based off the Basic Checklist
(*)
Eligible for services
5) Use of services
Long-term Care Services (Provision of Service)
Preventative Care Services (Provision of Service)
General preventative care services and daily support services
Preventative care services and daily support services
General preventative care services