



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

5) Use of services

(*Decision based off the Basic Checklist)

(*) Eligible for 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