

Life Insurance with Living Benefits

Frequently Asked Questions



What are Long-Term Care Benefits?

Long-term care benefits are a range of services and support you may need to meet your personal care needs when you are unable to care for yourself or perform activities of daily living. Most long-term care benefits are not medical care, but rather assistance with the basic personal tasks of everyday life, sometimes called Activities of Daily Living (ADLs), such as bathing, dressing, using the toilet, transferring (to or from bed or chair), caring for incontinence, and eating.

What is Life + Long-Term Care Benefits?

Unlike traditional health insurance, Life Insurance + Long-Term Care benefits provides permanent life insurance in the form of a death benefit and is designed to cover caregiving services and support, including personal and custodial care in a variety of settings such as your home, community, or other facility. This permanent life insurance coverage does not hold any cash value.

What are some other features of the Life + Long-Term Care Insurance Benefits program?

- *Guaranteed Issue:* One-time opportunity to enroll with no health questions.
- *Gender-neutral rates:* No gender-based pricing; applies to employees and spouses.
- *Portability of Coverage:* Changes in employment will have no effect on your coverage or your premium amount.

In what settings do these policies provide Long-Term Care Benefits?

Long-Term Care Benefits are very flexible and pay benefits for care in many settings, including:

- *Home:* Where most people prefer to receive care.
- *Assisted Living Facility:* Offer social activities, companionship, and limited custodial care in a home-like setting.
- *Skilled Nursing Facilities:* Provide 24-hour nursing services under the supervision of a registered nurse, with skilled, intermediate, and custodial care.

Who is eligible to apply for Life + Long-Term Care Benefits?

Sprinklr employees ages 18-70, their spouses/domestic partners ages 18-70 and a child term rider that includes only the life insurance and not the long-term care is available to children ages 0 up through and including age 25. The employee must enroll to enroll their child(ren).

*** 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. The long-term care benefits can only be paid in the US and Canada, but the life insurance can be paid internationally.**

If I apply for Life Insurance + Long-Term Care Benefits, is coverage guaranteed?

Guaranteed Issue up to \$100,000 face value is available to full-time employees ages 18-70 working 30+ hours per week during this special enrollment period only. Spouses/domestic partners may apply under Guaranteed Issue (plus one disability question) for the amount purchased up to 50% of the employee's benefit up to \$20,000. If the employee enrolls, children ages 0 up through and including age 25 may apply for \$10,000 of life insurance under Guaranteed Issue.

If I apply for Life Insurance + Long-Term Care Benefits, how are premiums calculated and will my premiums ever change?

Premiums are calculated based on your smoker status and age as of the effective date of the policy, which will be May 1, 2024, for this enrollment. Your rate will never increase, and coverage is guaranteed for life if premiums are paid even if you change jobs or retire.

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If I have a birthday coming up, how will that impact my premium?

Your premium is calculated based on your age as of the effective date of the policy, which will be May 1, 2024, for this enrollment.

Will my premiums be paid through payroll deduction?

No, premiums will be paid directly through your bank account via ACH. The first draft is scheduled for May 17, 2024, and will be the 17th of each month thereafter.

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

No—traditional health insurance pays for skilled, medically needed care. It does not pay for long-term care.

What can I expect from Medicare and Medicaid?

Medicare is your health insurance when you reach age 65. Like your health insurance, it does not cover custodial or informal care. Medicaid will help pay for caregiving services, but you must qualify by spending your assets down to qualify.

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

Disability insurance will replace all or part of your income if you cannot work due to illness or injury. Long-term care benefits pay for care and expenses required to perform everyday activities of living.

If I apply and am accepted, will rates change if I terminate employment?

No. This is an individual, fully portable policy and your rates will not change due to a change in employment status. This includes spouse/domestic partner and child policies.

When should I apply for Life Insurance + Long-Term Care Benefits?

Guaranteed Issue underwriting, meaning no health questions for eligible employees, spouse/domestic partners and children is only available if you apply during the special enrollment window from April 1 – April 12, 2024.

What happens if I do not apply during the special enrollment window from April 1 – April 12, 2024?

If you do not apply during this special enrollment, you will still have an opportunity to apply in the next annual open enrollment. Eligible employees ages 18-70 can apply for up to \$25,000 in coverage with modified guaranteed issue (answering three health questions) and includes an increase to your existing policy. Spouses/domestic partners ages 18-70 can apply for up to \$15,000 in coverage with modified guaranteed issue (answering three health questions) with no increases in existing coverage available. The child term rider is not available unless you experience a qualified life event.

**For more information
Please call (866) 872-4170 or visit
sprinklr.yourcare360.com**