



Case Study



Wisconsin Guarantee Association Implementation

Long Term Care Portfolio

Overview

WGA administers blocks of business that were originally issued by insurance companies that have become insolvent. WGA did not have a system that would support the unusual features of LTC products, policies, and claims. FIMMAS provides the support required for policy admin, billing and collection, and claims processing.

Implementation Plan

NCSF decided to proceed by implementing both of their blocks of business individually

First implement FIMMAS for smaller and less complex blocks of business

After that completion implement FIMMAS for their larger and more complex blocks

Challenges

The original admin systems for LTC often had deficiencies. The original companies were not able to provide complete and consistent policy data and product information in a format that could be digitally converted. Therefore, it was necessary to do a manual conversion.

Because WGA had limited resources available for the implementation, MDI staff set up the products and did most of the work for converting policies and claims history.

MDI reviewed the products and the policy forms. We found that there were numerous variations of the LTC benefits that had been sold by the original carriers. Over 200 LTC benefits were required in FIMMAS Plan & Ratebook to support the variations.

WGA VS. TRADITIONAL COMPANIES

THE WISCONSIN INSURANCE SECURITY FUND (ALSO KNOWN AS WGA) IS A NON-PROFIT LEGAL ENTITY CREATED BY THE WISCONSIN LEGISLATURE TO PROTECT STATE RESIDENT POLICYHOLDERS IN THE EVENT OF AN INSOLVENCY OF A MEMBER INSURANCE COMPANY.

DURING THIS IMPLEMENTATION FIMMAS WAS ABLE TO MEET THE COMPLEX PROGRAMING NEEDS TO HANDLE LONG TERM CARE PRODUCTS.