

BULLETIN:

CareScout Quality Network Expansion

November 18, 2024

Effective – 11/18/2024

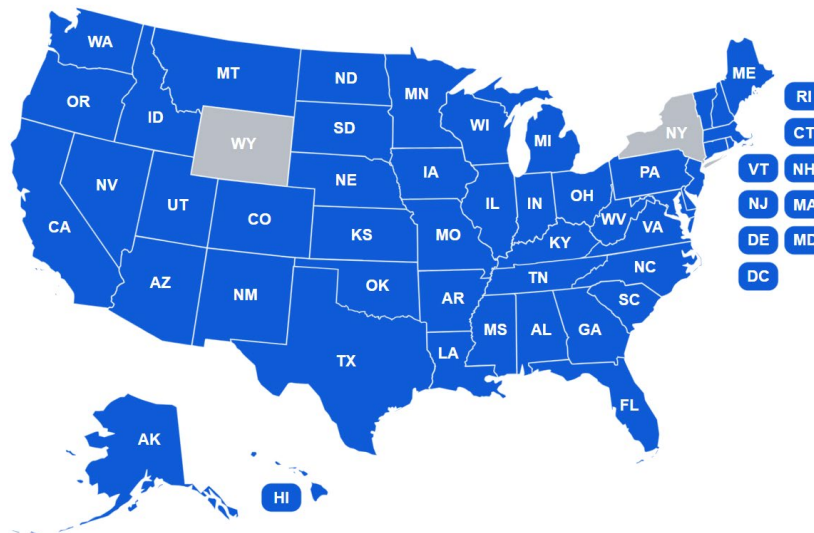
States: AK, DC, HI, IA, ID, LA, ME,
MT, ND, NH, RI, SD, UT, VT & WVContact: If you have any questions about
these changes, please contact our
Customer Service Team at 888.464.2458

We're pleased to let you know that the CareScout Quality Network, a new service that's available to our long-term care policyholders, is now available in Alaska, Hawaii, Idaho, Iowa, Louisiana, Maine, Montana, New Hampshire, North Dakota, Rhode Island, South Dakota, Utah, Vermont, Washington DC, and West Virginia.

The CareScout Quality Network consists of home care providers who meet CareScout's rigorous standards for quality and are committed to person-centered care. The network is being rolled out on a state-by-state basis and we expect to have nationwide coverage by the end of 2024.

As the network continues to expand, we will be sending a [direct mail piece](#) to introduce the CareScout Quality Network to eligible policyholders.

Policyholders who need home care services may be eligible to receive special pricing from providers in the CareScout Quality Network. The mailer directs policyholders to visit [CareScout.com/Genworth](https://www.carescout.com/genworth) to learn more about the service and request help finding care. Policyholders can also call Genworth customer service for any questions on their long-term care policies.

States (in blue) where CareScout Quality Network is currently available

Genworth Life Insurance Company is making CareScout's Quality Network available as a value-added service for policyholders. The CareScout Quality Network is not a policy benefit and can be modified or discontinued at any time.

Genworth companies include:

Genworth Life Insurance Company, Richmond, VA

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