

BULLETIN:

CareScout Quality Network Expansion

March 24, 2025

Effective – 03/24/2025

States: NM

Contact: If you have any questions about these changes, please contact our Customer Service Team at 888.464.2458

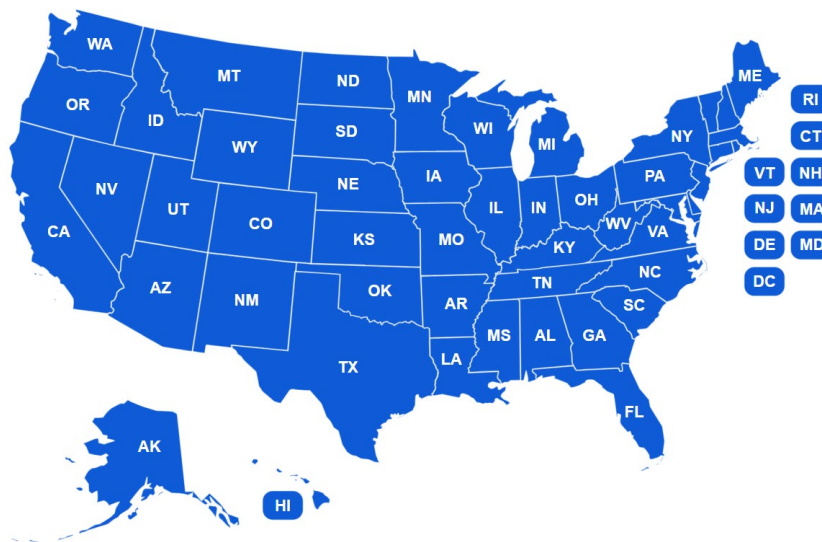
We're pleased to let you know that the CareScout Quality Network, a new service that's available to our long-term care policyholders, is now available in New Mexico.

The CareScout Quality Network consists of home care providers who meet CareScout's rigorous standards for quality and are committed to person-centered care. We've grown to more than 600 providers in all 50 states plus Washington, D.C. Our Quality Network now covers more than 85% of the 65-plus population in the United States.

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 and Genworth Life Insurance Company of New York are 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

Genworth Life Insurance Company of New York, 600 Third Avenue, New York, NY 10016

Only Genworth Life Insurance Company of New York is admitted in and conducts business in New York.

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