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Advisor Checklist: Long-Term Care Crisis Planning

Key Questions for Client/Family

By Joellen Meckley, JD, MHS, ChSNC®, and Kaylee Ranck, PhD

This checklist provides advisors with essential questions and considerations for guiding clients and families through long-term care crisis planning. It covers immediate care needs, legal and financial planning, caregiver impact, and key resources to support informed decision-making.

Preliminary Questions

Who are we planning for today, and what's happening?

"Are you reaching out for yourself or helping someone else? What's changed recently that made this feel urgent?"

What do you know about their current situation?

"How old are they? Are they living alone or with someone? Are they still working or receiving any benefits?"

What coverage or planning do you think is already in place?

"Do they have any health or long-term care insurance, or legal documents like a Power of Attorney or Healthcare Directive?"

Who else is involved in their care or decision-making?

"Is anyone else actively involved, like family, friends, or professionals, who help or make decisions?"

What are you hoping we can figure out today?

"What would feel most helpful by the end of our conversation, understanding care options, financial impact, next steps?"

Immediate Medical Situation and Care Needs

What is the nature of the current medical issue?**What medical or personal care is the individual currently receiving?****Has the individual's physician provided information on short-term and long-term prognosis?****If the individual is currently hospitalized and having an acute medical crisis:**

Is the individual likely to need short-term rehabilitation following discharge or are you anticipating they will come home directly from the hospital?

If it is unlikely that the individual can come directly home from the hospital, are they likely to be admitted to the hospital for at least three days? (Note - required for Medicare Part A rehab coverage)

If the individual is likely to need short-term rehabilitation, are they familiar with rehab facilities in the local area and do they know where they would like to go for rehab?

If not familiar, immediately refer to a local elder law attorney or aging life care consultant.



Legal and Decision-Making Authority

Does someone have financial power of attorney (POA) and medical POA for the individual experiencing the healthcare crisis?

If no, and if the individual has sufficient decision-making capacity to sign documents now, suggest executing POA documents as soon as possible.

Has the individual ever consulted an elder care attorney?

If yes, request name, phone number, email, and permission to contact.

Insurance Coverage Review

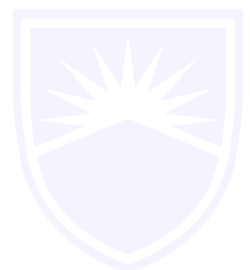
What type of medical insurance does the individual have?

- Original/Traditional Medicare
 - Part A: Hospital Insurance
 - Part B: Medical Insurance
- Medicare Advantage (Part C)
- Medigap (Medicare Supplement Insurance)
- Medicare Part D (Prescription Drug Coverage)
- Medicaid
- PACE (Program of All-Inclusive Care for the Elderly)
- VA Health Benefits
- TRICARE for Life

Is current insurance adequate to cover costs?

Does the individual have a long-term care insurance policy?

If yes, do they understand their benefits and how to access them?



Financial Overview and Planning

What is the individual's immediate financial concern?

If the individual is currently unable to manage their own finances (pay bills, etc.), is there another person designated and able to do so on their behalf?

Does the individual have excess income (i.e., above monthly expenses) that could be used to pay for supportive services?

- If no, identify which assets are best positioned to be liquidated and used, as needed, for care.

Have ways to fund long-term care been reviewed/evaluated? (ie., Medicare, Private Pay, LTC Insurance, Medicaid, Veterans Benefits)

Has your client engaged in any sort of asset protection/Medicaid planning, such as funding an irrevocable trust or gifting of assets?

- If so, how long ago did the transfer of assets take place?
- Were the planning strategies done with the advice and assistance of a qualified attorney?
If not, refer your client to an elder law attorney to review asset protection plan.

Key Documents to Review

Durable POAs (financial and medical)

Living will/end of life instructions

Wills

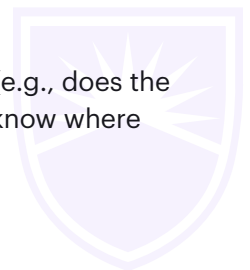
Trusts

Deeds and beneficiary designations

Insurance policies (e.g., LTC, life, annuities)

Are documents and beneficiary designations up to date? (contact the individual's attorney if uncertain)

Has the individual discussed their documents with appropriate family or friends (e.g., does the agent under the power of attorney know they are named agent? Do loved ones know where important documents are kept?)



Impact on Caregivers

Consider financial implications if your client is providing care to another person, particularly how it may affect their employment, income, retirement savings, or long-term goals.

If your client is paying for a loved one's care, evaluate how they are funding it (e.g., from personal savings, investment accounts, or insurance) and whether this is sustainable.

If caregiving affects work, discuss options like the Family and Medical Leave Act (FMLA), reduced hours, flexible schedules, or employer Employee Assistance Program (EAP) benefits.

Encourage your client to document caregiving-related expenses for potential tax deductions or benefit eligibility.

Be aware that caregiving can create emotional and physical strain; approach conversations with empathy and patience. Look out for caregiver burnout.

Recommend your client create a backup caregiving plan, including support options if the primary caregiver becomes unavailable.

If a non-spouse family member is providing significant care to the individual, suggest that your client consult with an elder law attorney to establish a "caregiver agreement."

Red Flags

No POAs

Diminished decision-making capacity

- Is it likely to be temporary or permanent?

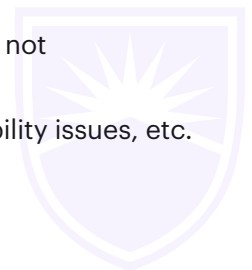
Outdated documents (big concern if there are capacity issues)

High anticipated monthly care costs with no funding plan

Family conflict/lack of decision-maker

Lack of understanding of current medical insurance, what it covers, what it does not

Current living situation/home ill-equipped for an individual with care needs, mobility issues, etc.



Resources to Share With Your Client

- **Medicare** <https://www.medicare.gov/care-compare/>
Medicare's website offers a search engine to help find doctors, hospitals, nursing homes and rehabilitation providers, hospice care, and other services in your area. The nursing home and rehabilitation provider information that is generated includes quality ratings and inspection survey results for each facility.
- **National Association of Elder Law Attorneys (NAELA)** <https://www.naela.org/>
NAELA's general website provides several consumer resources, including what clients should consider when selecting an elder law attorney.
 - <https://www.naela.org/FindALawyer> — This is the search engine on NAELA's website to find qualified elder law attorneys in your local area.
- **Aging Life Care Association** <https://www.aginglifecare.org/>
Aging Life Care management is a holistic approach to planning with and caring for aging adults or others facing ongoing health or disability challenges. Aging Life Care Professionals can be found in every state and the Aging Life Care Association website provides a search engine to help you locate a professional near you, in addition to offering information you can consider when choosing a professional to work with your family.
- **Local Area Agency on Aging** <https://eldercare.acl.gov/>
An Area Agency on Aging (AAA) is a public or private nonprofit agency designated by the state to address the needs of older persons at the regional and local level. The above website offers a search engine to find your local resources based on zip code or city/state.
- **LTC cost calculator tool** <https://www.carescout.com/cost-of-care>
Genworth and CareScout have partnered to create a tool designed to help individuals calculate and understand the cost of long-term care near you. Additionally, Genworth conducts surveys and publishes annual statistics on the average costs of care across the country.
- Offer referrals to caregiving support services such as:
 - **Family Caregiver Alliance** <https://www.caregiver.org/>
 - **AARP Caregiving Resource Center** <https://www.aarp.org/caregiving/>
 - **Eldercare Locator** <https://eldercare.acl.gov/>

