

We're with you every step of the way.

Long-term care insurance can be complex. Working with Mutual of Omaha shouldn't be.

From the first client conversation through underwriting, policy service and claims, you're backed by experienced teams dedicated to long-term care and helping you move business forward. That dedication reflects Mutual of Omaha's continued investment in the LTC product line and the support producers and clients need.

Support Throughout the LTC Journey



Before the Sale

Dedicated LTC Sales Team

Our Account Executives and Sales Directors are here to help you strengthen your LTC expertise and grow your business. Connect with the team for:

- Product positioning support
- LTC guidance and expertise
- Strategies to grow your practice
- Training and resources

Email: HA.Sales@mutualofomaha.com

Sales Support Unit

From appointments and contracting to proposals and marketing materials, the Sales Support Unit helps keep your business moving forward.

Phone: 800-693-6083

Email: sales.support@mutualofomaha.com



Underwritten by
Mutual of Omaha Insurance Company



During Application and Underwriting

New Business

Need an update on a pending case? Our New Business team can help you track applications and requirements from submission through policy issue.

New application submissions:

Email: healthapps@mutualofomaha.com

All other requests:

Email: healthrequirements@mutualofomaha.com

Fax: 402-550-1926

Case Management

Experienced case managers help keep you informed and your business moving.

- Clear communication throughout the review
- Help navigating outstanding requirements

Phone: 800-275-5528

Underwriting

Connect with our underwriting team for guidance on eligibility, health histories and application requirements.

- Dedicated underwriting professionals
- Underwriting risk-selection guidance
- Prescreening for health conditions not addressed in the underwriting guide

Phone: 800-551-2059

Email: ltcunderwriting@mutualofomaha.com



After Policy Issue

Policyowner Services

Our service team is here to assist producers and policyowners throughout the life of the policy.

- Responsive policy service
- Assistance for producers and policyowners
- Ongoing support as needs change

Phone: 833-367-6180

Email: mycustomerserviceltc@mutualofomaha.com



When Care is Needed

Claims and Care Support

When it's time to use the coverage, experienced claims professionals are ready to guide policyowners and their families through the process.

- Guidance throughout the claims process
- Experienced, knowledgeable support
- Help for policyowners and their loved ones

Phone: 888-232-4597

Email: INDLTC@mutualofomaha.com

Confidence comes with having the right team behind you.

When you place LTC business with Mutual of Omaha, you're not only backed by a company known for fulfilling promises and protecting what matters most. You're also getting responsive service, specialized expertise and support at every step — from the first conversation to the moment coverage matters most.

Find additional LTC resources on [Sales Professional Access](#).