

Care Solutions News

Empathetic curiosity: What a true Claims Concierge really means

Peanut butter and jelly. Ice cream and chocolate sauce. French fries and ketchup. Sales and claims?

I've been spending time with Amy Chinn, our Vice President of Claims at OneAmerica Financial. Together, we've been meeting with distribution partners to talk about the differentiated value of our Concierge Claims organization. I think of sales and claims as the two bookends of a long-term care solution.

As a product manufacturer, we distribute our Care Solutions asset-based long-term care offerings through you — our valued financial professionals. Together, we make a promise to every policyholder: We will honor the policy and fulfill our obligations as written.

That's a significant commitment, especially when no one knows whether care will be needed tomorrow, 30 years from now, or some time in between.

Our claims organization is the keeper of that promise. When a policyholder experiences a long-term care event, our team adjudicates the claim and delivers on the promise made years earlier — supporting not only the policyholder, but also their family and loved ones.

I've written an article about what I've learned from spending time with Amy: Empathetic Curiosity. [Give it a read](#) — I think you'll take away something useful and see the often-unstated value that comes with a OneAmerica Care Solutions contract.

Salt and pepper. Eggs and bacon. Wine and cheese. And yes — sales and claims.

[Dennis Martin message: Accelerating our growth journey](#)

ILFS President Dennis Martin recently announced key leadership and organizational updates, including **Bud Graessle's new role as senior vice president, ILFS Distribution & Product Development**. [Read the full message](#) to learn how these changes will enhance collaboration and innovation to better serve you and your clients.

Highlights & insights

Greater visibility into exam and lab status for Flex cases

Effective **May 13**, we've enhanced the Flex underwriting experience to provide greater transparency into exam and lab requirements ordered through ExamOne, creating more time to focus on your clients. [View all the details here.](#)

Podcast: Finding your caregiving community

A thoughtful text. A scheduled massage. A shoulder to lean on. In our latest episode of our ["Caregiving Conversations" podcast](#), host Amy Chinn, vice president of Individual Life & Financial Services Claims at OneAmerica Financial, talks with Cocktails & Caregivers Founder Amanda Clark-Wahl about the support caregivers can get to ensure they have enough left to give.

Through honest stories and practical advice, Amanda's offers inspiration to help find courage and purpose through every step of the caregiving journey.

Explore the podcast and additional caregiving resources on our [Insights & Resources page](#).

2025 annual report: Serving through strength

Discover how OneAmerica Financial leads with care, driving growth and delivering stability while making a meaningful impact. [Download the 2025 annual report](#) to explore how our strong performance and purposeful progress turn care into certainty for those we serve.

Looking ahead: Alzheimer's & Brain Awareness Month

For Alzheimer's & Brain Awareness Month this June, our enterprise social channels will highlight the importance of early planning, the realities families face when navigating cognitive decline and resources that can guide future care decisions with confidence. Join the conversation: Engage, share and help raise awareness.

Webinar: Paying long term care premiums using the company checkbook

Ready to bring your business-owner clients a strategy that's both practical and powerfully tax efficient?

Join Advanced Strategies Directors Kelly Hall and AJ Reiber for an insider look at how business owners can pay long-term care premiums directly from the company checkbook. This session breaks down how the strategy works, the tax advantages it can unlock and the compliance steps that keep everything running smoothly.

Wednesday, June 17, at 2 p.m. EST

[Register now](#)

This is a high value opportunity to add a meaningful, tax smart planning idea to your toolkit that can make a real difference for your clients and practice.

Explore more resources, upcoming sessions and watch past recordings on the [Advanced Strategies resource page](#).

Resources & reminders

Interest rate updates

Rates for some OneAmerica Financial company products changed **Friday, May 15**. [Review the changes](#) that recently took effect.

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