

Since joining LTC Partners in 2002, **Joan Melanson** has dedicated herself to the outreach and educational components of promoting the Federal Long Term Care Insurance Program and to the program's overall growth. This involves working closely with Federal agencies and affinity organizations, including active employees, annuitants, retiree organizations, members of the uniformed services, and Congressional staff.

To generate awareness and understanding of the FLTCIP, Joan manages a team of account managers and has established our pre-enrollment call center, which comprises a staff of Certified Long Term Care Insurance Consultants (CLTCs). Under Joan's supervision, the CLTCs handle in- and outbound telephone calls, ensuring that callers get the information they need to make the right long term care decision.

Prior to joining LTC Partners, Joan was director of national accounts at the Corporation for Long Term Care Certification. Joan also spent 17 years at John Hancock Financial Services, where she served in various capacities, including director of the Signator Broker Dealer Department, director of marketing for individual long term care insurance, and in other marketing, research, and sales promotional positions.

Joan has a master of business administration degree in marketing from Northeastern University, a master of education degree in counseling psychology from Boston College, and a Bachelor of Arts degree from Tufts University.