

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: All Programs

From: 07/01/2009 To: 06/30/2010

Public and Media Data Report

Type of Activity	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Interactive Presentations to Public in Person					
Total Number of Events	98	745	575	473	1,891
Estimated Number of Attendees	2,719	25,181	17,150	17,298	62,348
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	43	105	76	176	400
Estimated Number of Attendees	7,328	29,508	12,410	54,417	103,663
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	8	17	12	37
Estimated Number of Attendees	0	683	811	1,076	2,570
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	85	56	21	162
Estimated Number of Attendees	0	4,892	1,947	1,943	8,782
Estimated Number of Persons Received Any Enrollment Assistance	0	1,090	444	39	1,573
Enrollment Assistance with Medicare Programs(s)	0	1,090	444	39	1,573
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	3	31	38	44	116
Estimated Number of Attendees	1,010,000	476,400	717,032	984,514	3,187,946
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	23	8	10	41
Estimated Number of Attendees	0	106,474,530	1,245,500	4,286,500	112,006,530
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	1	1	1	5	8
Estimated Number of Persons Reached	4,000	75	2	233,578	237,655

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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	12	100	148	276	536
Estimated Number of Targeted Persons Reached	41,835	11,602,226	3,922,494	6,216,225	21,782,780
Presenters					
HICAP Paid Staff					
Total Presenters	0	1	0	0	1
Total Hours for Length of Activities	0.00	6.00	0.00	0.00	6.00
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	81	597	386	312	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	149	895	751	855	2,650
Grievances / Appeals - Plan Issues	25	133	69	105	332
Long-Term Care / Insurance	19	74	79	118	290
Low Income Subsidy (LIS) / Application Assistance	103	671	532	516	1,822
Medicare (Parts A & B)	115	754	526	514	1,909
Medicare Advantage (Part C)	105	710	463	440	1,718
Medicare Fraud / Abuse	84	378	273	291	1,026
Medicare Prescription Drug Coverage (Part D)	131	839	555	529	2,054
Medigap / Medicare Supplements	71	512	353	420	1,356
Non-Medicare Fraud/Abuse	6	63	46	35	150
Other Topics / Issues (Health Specific)	41	241	201	229	712

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	39	213	129	199	580
QMB/SLMB/QI	76	560	449	402	1,487
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	64	343	340	335	1,082
American Indian or Naitave Alaskan	45	197	178	184	604
Asian Indian	0	0	0	0	0
Caucasian	78	674	554	521	1,827
Chinese	0	0	0	0	0
Disabled	83	571	492	476	1,622
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	83	438	388	382	1,291
Family Member/Caregiver of Beneficiary	94	646	513	506	1,759
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	78	517	501	472	1,568
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	110	731	591	558	1,990
Medicare Beneficiaries	105	819	644	648	2,216
Medicare Pre-Enrollees	0	1	0	0	1
Mental Health	51	310	214	252	827
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	9	162	111	107	389
Other Asian	60	386	339	362	1,147
Other Pacific Islander	40	154	107	125	426
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	49	308	283	290	930
Rural	54	312	262	274	902
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	783	894	1,226	2,903
Literature from Events					
General HICAP Brochure	8,052	47,097	30,477	40,314	125,940
"Taking Care of Tomorrow"	69	534	329	1,181	2,113
Other Publications (Created by or on Behalf of Local HICAP)	11,158	100,311	226,297	102,322	440,088
Other Literature					
Other Literature	5,170	1,200	2,227	850	9,447
Brochures from Quick Call	27	216	614	198	1,055

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	2,594	19,850	25,145	20,768	68,357
Total Finalized Intakes	1,617	12,741	14,485	12,322	41,165
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	634	4,590	5,720	4,882	15,826
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	28	413	294	214	949
CHA	3	15	17	17	52
CMS/Medicare	158	1,046	1,071	1,125	3,400
Friend/Relative	167	1,352	1,743	1,398	4,660
InfoVan	10	38	20	11	79
Internet	8	96	88	106	298
Mailings	0	0	0	0	0
Media	57	604	730	432	1,823
Other	205	2,265	2,386	2,273	7,129
Presentations	39	522	534	408	1,503
Previous Contacts	0	0	1	1	2
State Website	0	0	0	0	0
Missing/Not Collected	308	1,800	1,881	1,455	5,444
Mode of Client Contact					
Quick Call Contacts	2,457	24,794	26,397	23,535	77,183
Contacts by Telephone	1,229	11,744	15,449	19,209	47,631
Contacts In Person at home	19	306	306	240	871
Contacts In Person at site	1,242	12,891	12,947	10,644	37,724
Contacts by E-Mail	523	4,178	7,641	10,898	23,240
Contacts by Mail/Fax	0	1	18	3	22
Total Number of Client Contacts:	5,470	53,914	62,758	64,529	186,671
Contact Status Types					
General info	2	4	23	43	72
Detailed Assistance	2	3	80	34	119
Problem Solving/Resolution	0	1	5	3	9
Total Counseling Time Spent by Counselor Type					
Program Manager	464.23	2,198.20	1,359.53	1,486.20	5,508.16
Volunteer	1,209.27	8,181.55	7,096.42	7,425.25	23,912.49
Paid	740.59	6,694.30	8,051.24	8,683.05	24,169.18
In-Kind	13.35	249.41	92.05	61.05	415.86
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	201	1,389	1,795	2,057	5,442
Race					
African American/Black	41	543	566	645	1,795

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	10	62	68	52	192
Caucasian/White	1,084	8,151	8,582	7,387	25,204
Native Hawaiian	0	8	12	8	28
Guamanian or Chamoro	0	2	0	3	5
Samoan	2	6	8	5	21
Asian Indian	3	70	73	67	213
Chinese	55	309	424	212	1,000
Filipino	21	152	319	214	706
Japanese	7	106	102	83	298
Hmong	0	0	0	0	0
Korean	2	216	143	137	498
Vietnamese	45	333	339	264	981
Other Pacific Islander	0	6	17	15	38
Other Asian	0	18	57	66	141
Two or More Race	20	189	186	151	546
Some Other race	46	857	919	949	2,771
Not Collected	281	1,713	2,670	2,064	6,728
Gender					
Female	913	7,260	7,766	6,928	22,867
Male	627	4,702	4,925	4,445	14,699
Not Collected	77	779	1,794	949	3,599
Monthly Income					
Less than 150% of FPL	480	3,751	4,738	4,072	13,041
Equal To/Greater than 150% of FPL	805	6,168	6,500	5,816	19,289
Not collected	332	2,822	3,247	2,434	8,835
Client Asset Limits					
Below LIS Asset limit	0	0	6	2	8
At or Above LIS Asset Limit	0	0	1	2	3
Not Collected	1,617	12,741	14,478	12,318	41,154

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	117	897	827	794	2,635
Limited English Proficient (LEP)	176	1,378	1,608	1,533	4,695
Dual Eligible	341	2,814	3,949	3,373	10,477
Medicare Status Due to Disability	287	2,013	2,558	2,376	7,234
Dual Eligible due to Mental Disability	0	0	0	0	0
Applying/Receiving Social Security/Medicare Disability	0	0	5	4	9
Age					
Under 60	196	1,260	1,706	1,577	4,739
60-64	99	732	942	1,529	3,302
65-74	767	5,094	5,593	4,277	15,731
75-84	291	2,525	2,629	1,990	7,435
85+	120	1,083	1,145	931	3,279
Not Collected	144	2,047	2,470	2,018	6,679
Marital Status					
Married	665	5,113	5,174	4,465	15,417
Never Married	175	1,167	1,306	1,238	3,886
Separated	21	228	248	251	748
Divorced	228	1,968	2,221	1,986	6,403
Widowed	267	2,454	2,773	2,322	7,816
Domestic Partner	13	49	67	90	219
Not Collected	248	1,762	2,696	1,970	6,676
Estimated Financial Saving					
Clients with Financial Savings	147	1,824	2,604	1,812	6,387
Estimated Dollars Saved	\$196,141.42	\$2,478,277.11	\$6,272,445.47	\$4,746,996.63	\$13,693,860.63

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	750	3,437	5,708	6,103	15,998
Benefit Comparisons/Explanation/Coverage Changes	585	2,935	4,185	4,495	12,200
Appeals/Grievances	35	142	181	194	552
Billings/Claims	85	542	839	1,440	2,906
Fraud/Abuse	5	74	87	87	253
Quality of Care	0	0	0	1	1
LTC/LTCI					
Enrollment/Eligibility Assistance	53	206	367	645	1,271
Billings/Claims	6	25	41	212	284
LTC Partnership	0	0	0	0	0
Appeal/Grievances	5	10	19	116	150
Fraud/Abuse	1	4	2	3	10
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	524	2,684	3,402	3,605	10,215
Benefit Explanation	518	2,759	3,595	3,230	10,102
Appeals/Grievances	15	40	53	38	146
Billings/Claims	16	113	253	443	825
Fraud/Abuse	1	3	17	15	36
Disenrollment/Coverage Changes	29	229	405	678	1,341
Quality of Care	0	0	0	1	1
Plan Comparison	0	0	2	3	5
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	492	3,158	4,478	4,218	12,346
Benefit Explanation	498	3,254	4,311	3,713	11,776
Appeals/Grievances	37	156	182	241	616
Billings/Claims	43	215	402	724	1,384
Fraud/Abuse	13	23	44	44	124
Coverage Changes/Disenrollment	45	523	868	1,075	2,511
Plan Non Renewal	25	62	77	81	245
Plan Comparison	0	0	2	5	7
Enrollment/Enrollment Assistance	0	0	0	2	2
Quality of Care	0	0	0	1	1
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	48	167	339	392	946
Medi-Cal Application Assistance	0	0	0	1	1

From: 07/01/2009 To: 06/30/2010

Topics/Needs Discussed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	113	683	1,495	1,203	3,494
MSP Application Assistance	0	0	2	1	3
Medi-Cal/QMB Claims	0	0	3	2	5
Fraud/Abuse	6	39	33	46	124
Other	441	2,513	4,086	4,281	11,321
Other					
Employer/Federal Health Benefits (FEHB)	186	948	1,172	1,339	3,645
Military Benefits	67	284	392	464	1,207
COBRA	50	151	230	255	686
Mental Health Topics	47	507	668	549	1,771
Fraud/Abuse	2	7	10	18	37
Other Health Insurance	0	0	0	0	0
Other	79	400	619	679	1,777
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	1	22	8	31
Eligibility/Screening	798	6,428	6,723	5,561	19,510
Plan Comparison	757	7,165	6,961	4,883	19,766
Enrollment/Anrollment Assistance	334	3,414	3,396	2,165	9,309
Billings/Claims	43	210	426	649	1,328
Coverage Changes	55	594	883	850	2,382
Re-enrollment	20	106	69	46	241
Disenrollment	10	21	39	24	94
TROOP	11	103	66	99	279
Other	53	431	791	810	2,085
LIS / Extra Help					
Eligibility / Screening	371	2,318	3,835	2,974	9,498
Benefit Explanation	0	0	7	1	8
Application Assistance	142	713	1,079	1,003	2,937
Claims/Billings	0	0	0	0	0
Appeals / Grievances	22	86	172	137	417
Other Prescription Drug CoveragePlans					
Union/employer	76	308	390	423	1,197
PPARx	49	110	173	197	529
Military Drug Benefit	0	0	1	1	2
Manufacturer Program	40	158	233	187	618
Other	29	133	204	158	524
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	36	150	288	368	842
Lag Time	10	68	129	107	314
Multiple Enrollment	4	17	27	29	77
Poor Training of Agents	2	10	18	14	44
Poor Training of CSR	3	4	6	3	16
Fraud/Abuse	2	4	16	7	29

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Topics/Needs Discussed

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Marketing Fraud/Abuse	2	12	25	17	56
Agent fraud/abuse	2	12	20	12	46
Formulary problems/changes	27	115	206	165	513
Dosage problem	1	6	17	11	35
Data problems	13	47	187	99	346
Delay in medications	9	97	236	182	524
Incorrect Co-Pay/Can't Afford Co-Pay	12	49	198	90	349
Client reached donut hole	50	254	269	241	814
SSA Premium withheld	3	7	13	17	40
Appeals/Grievances	0	0	0	0	0
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	219	121	50	390
Legal Clients Served	0	696	592	432	1,720
Cases Opened	0	243	156	117	516
Cases Closed	0	234	169	112	515
Favorable Closed Case Results	0	37	124	79	240
Client Representation Hours	0	916	682	678	2,276
Consultation to Program Hours	0	370	394	344	1,108
HICAP Legal Clients that Saved	0	28	50	18	96
Estimated Financial Savings	\$0.00	\$71,672.11	\$180,270.40	\$74,098.86	\$326,041.37

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Complaints Filed

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	1	2	0	3
CMS:	4	13	21	12	50
Part D Plan:	11	26	110	49	196
SMP:	1	5	5	5	16
Urgent Fax:	1	0	2	2	5
800 Medicare:	3	19	80	42	144
Other:	31	114	274	172	591
TOTAL MEDICARE PART D COMPLAINTS	51	178	494	282	1,005
All Other Complaints					
APS :	0	1	0	1	2
CDI:	0	4	2	1	7
CMS:	0	10	29	26	65
QIO:	0	1	1	1	3
SMP:	0	2	2	6	10
Other:	1	4	12	10	27
TOTAL ALL OTHER COMPLAINTS	1	22	46	45	114
800 Medicare Line Issues					
Total number of Calls with Issues	25	186	224	314	749
Total duration of calls	1.53	71.46	67.29	147.00	287.28