

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 1 - Area 1 Agency on Aging HICAP

From: 07/01/2010 To: 06/30/2011

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	9	16	13	15	53
Estimated Number of Attendees	283	668	303	401	1,655
Estimated Number of Persons Provided Enrollment Assistance	0	0	18	0	18
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	2	3	2	1	8
Estimated Number of Attendees	250	270	525	100	1,145
Estimated Number of Persons Provided Enrollment Assistance	0	0	55	0	55
Mobile InfoVan Events					
Total Number of Events	0	1	0	0	1
Estimated Number of Attendees	0	25	0	0	25
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	1	1
Estimated Number of Attendees	0	0	0	500	500
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
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	0	4	2	8	14
Estimated Number of Attendees	0	50,000	6,000	92,037	148,037
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	1	24	35	72	132
Estimated Number of Attendees	10,000	3,456,000	3,273,000	7,185,000	13,924,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	1	2	3
Estimated Number of Persons Reached	0	0	20,000	20,070	40,070

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	16	2	5	19	42
Estimated Number of Targeted Persons Reached	43,900	38,000	216,000	707,000	1,004,900
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	55	116	171
Total Hours for Length of Activities	0.00	0.00	29.36	98.00	127.36
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	1	1	2
Total Hours for Length of Activities	0.00	0.00	1.00	0.00	1.00
Other Presenters					
Total Presenters	0	0	7	3	10
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	0	2	2	2	3
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	27	54	48	110	239
Grievances / Appeals - Plan Issues	0	0	0	0	0
Long-Term Care / Insurance	0	3	4	24	31
Low Income Subsidy (LIS) / Application Assistance	24	34	53	113	224
Medicare (Parts A & B)	4	6	9	28	47
Medicare Advantage (Part C)	23	52	8	16	99
Medicare Fraud / Abuse	25	34	20	56	135
Medicare Prescription Drug Coverage (Part D)	27	53	14	44	138
Medigap / Medicare Supplements	6	6	6	41	59
Non-Medicare Fraud/Abuse	1	3	5	24	33
Other Topics / Issues (Health Specific)	3	1	0	16	20

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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	5	34	16	53	108
QMB/SLMB/QI	22	22	48	111	203
Volunteer Recruitment	0	0	6	0	6
Targeted Audience					
African American	0	1	0	0	1
American Indian or Naitave Alaskan	5	28	0	1	34
Asian Indian	0	0	0	1	1
Caucasian	1	4	0	1	6
Chinese	0	0	0	0	0
Disabled	23	53	30	40	146
Dual Eligible Groups	0	0	3	0	3
Employer Related Groups	18	40	1	0	59
Family Member/Caregiver of Beneficiary	16	52	52	111	231
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	1	6	1	0	8
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	26	53	54	112	245
Medicare Beneficiaries	24	53	53	109	239
Medicare Pre-Enrollees	0	0	44	110	154
Mental Health	18	42	7	15	82
Mental Health Professionals	0	0	4	4	8
Native Hawaiian	0	0	0	0	0
Other	0	0	1	0	1
Other Asian	0	2	0	0	2
Other Pacific Islander	0	1	0	0	1
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	5	7	0	0	12
Rural	21	50	37	97	205
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	10	2	12
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	0	0	0	0
Literature from Events					
General HICAP Brochure	470	510	75	120	1,175
"Taking Care of Tomorrow"	19	16	12	0	47
Other Publications (Created by or on Behalf of Local HICAP)	750	1,430	110	460	2,750
Other Literature					
Other Literature	30	700	0	0	730
Brochures from Quick Call	2	1	2	1	6

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	501	1,405	589	477	2,972
Total Finalized Intakes	484	1,487	565	427	2,963
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	127	187	100	75	489
Aging into Medicare Postacd - CDA HICAP	0	0	3	3	6
CDA HICAP	2	3	1	1	7
CHA	0	0	0	0	0
CMS/Medicare	4	2	7	0	13
Friend/Relative	230	462	175	92	959
InfoVan	0	1	1	0	2
Internet	0	3	0	1	4
Mailings	0	0	1	0	1
Media	30	376	59	74	539
Other	26	22	10	10	68
Presentations	2	11	3	4	20
Previous Contacts	0	0	107	128	235
State Website	0	0	1	0	1
Missing/Not Collected	63	420	97	39	619
Mode of Client Contact					
Quick Call Contacts	794	2,285	793	557	4,429
Contacts by Telephone	467	508	473	286	1,734
Contacts In Person at home	10	10	8	6	34
Contacts In Person at site	345	1,060	442	347	2,194
Contacts by E-Mail	56	333	28	14	431
Contacts by Mail/Fax	0	0	16	18	34
Total Number of Client Contacts:	1,672	4,196	1,760	1,228	8,856
Contact Status Types					
General info	0	0	68	45	113
Detailed Assistance	0	1	476	448	925
Problem Solving/Resolution	0	0	171	186	357
Total Counseling Time Spent by Counselor Type					
Program Manager	3.00	44.45	10.10	0.25	57.80
Volunteer	85.25	501.55	209.51	148.05	944.36
Paid	458.35	790.40	502.06	400.20	2,151.01
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	13	12	8	2	35
Race					
African American/Black	4	7	2	0	13

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	8	18	7	6	39
Caucasian/White	396	1,023	420	307	2,146
Native Hawaiian	1	2	0	0	3
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Chinese	1	3	1	1	6
Filipino	0	3	1	0	4
Japanese	0	3	1	0	4
Hmong	0	0	0	0	0
Korean	1	2	1	0	4
Vietnamese	1	11	3	2	17
Other Pacific Islander	0	0	0	0	0
Other Asian	0	0	0	1	1
Two or More Race	3	4	0	0	7
Some Other race	9	11	4	3	27
Not Collected	60	400	125	107	692
Gender					
Female	201	620	219	167	1,207
Male	121	342	146	126	735
Not Collected	162	525	200	134	1,021
Monthly Income					
Less than 150% of FPL	163	356	162	117	798
Equal To/Greater than 150% of FPL	273	797	311	243	1,624
Not collected	48	334	92	67	541
Client Asset Limits					
Below LIS Asset limit	0	0	25	34	59
At or Above LIS Asset Limit	0	0	29	67	96
Not Collected	484	1,487	511	326	2,808

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	54	105	50	55	264
Limited English Proficient (LEP)	2	9	2	6	19
Dual Eligible	113	275	140	91	619
Medicare Status Due to Disability	105	238	116	69	528
Dual Eligible due to Mental Disability	0	0	19	8	27
Applying/Receiving Social Security/Medicare Disability	0	0	49	47	96
Age					
Under 60	62	151	86	61	360
60-64	34	98	57	85	274
65-74	244	643	275	168	1,330
75-84	72	332	87	63	554
85+	38	151	49	36	274
Not Collected	34	112	11	14	171
Marital Status					
Married	160	503	216	171	1,050
Never Married	64	113	45	39	261
Separated	8	11	5	7	31
Divorced	98	244	108	74	524
Widowed	87	269	94	76	526
Domestic Partner	7	8	0	0	15
Not Collected	60	339	97	60	556
Estimated Financial Saving					
Clients with Financial Savings	125	615	161	108	1,009
Estimated Dollars Saved	\$233,786.40	\$1,282,515.70	\$395,511.54	\$285,688.36	\$2,197,502.00

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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	402	666	364	280	1,712
Benefit Comparisons/Explanation/Coverage Changes	242	390	254	225	1,111
Appeals/Grievances	5	11	14	12	42
Billings/Claims	37	23	37	15	112
Fraud/Abuse	4	0	0	0	4
Quality of Care	0	0	1	1	2
LTC/LTCI					
Enrollment/Eligibility Assistance	29	21	44	30	124
Billings/Claims	1	1	5	3	10
LTC Partnership	0	0	2	0	2
Appeal/Grievances	1	1	2	0	4
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	329	447	292	232	1,300
Benefit Explanation	201	369	253	207	1,030
Appeals/Grievances	2	0	3	0	5
Billings/Claims	15	18	15	10	58
Fraud/Abuse	1	0	0	0	1
Disenrollment/Coverage Changes	32	27	28	13	100
Quality of Care	0	0	2	0	2
Plan Comparison	0	0	53	72	125
Marketing/Sales Complaints/Issues	0	0	1	1	2
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	275	315	226	178	994
Benefit Explanation	120	274	183	139	716
Appeals/Grievances	2	1	3	4	10
Billings/Claims	0	2	5	4	11
Fraud/Abuse	1	0	0	0	1
Coverage Changes/Disenrollment	13	26	8	8	55
Plan Non Renewal	4	2	0	0	6
Plan Comparison	0	0	10	26	36
Enrollment/Enrollment Assistance	0	0	5	3	8
Quality of Care	0	0	2	0	2
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	15	12	27	25	79
Medi-Cal Application Assistance	0	0	4	5	9

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Topics/Needs Discussed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	249	258	326	284	1,117
MSP Application Assistance	0	0	16	22	38
Medi-Cal/QMB Claims	0	0	9	8	17
Fraud/Abuse	0	2	1	0	3
Other	310	391	56	18	775
Other					
Employer/Federal Health Benefits (FEHB)	105	56	115	107	383
Military Benefits	35	32	29	26	122
COBRA	9	5	8	1	23
Mental Health Topics	24	28	21	6	79
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	5	6	11
Other	9	7	16	4	36
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	402	329	731
Eligibility/Screening	440	1,438	370	227	2,475
Plan Comparison	330	1,385	294	188	2,197
Enrollment/Anrollment Assistance	385	1,380	180	76	2,021
Billings/Claims	22	9	45	10	86
Coverage Changes	37	49	59	19	164
Re-enrollment	4	4	7	1	16
Disenrollment	7	3	11	6	27
TROOP	0	0	0	0	0
Other	21	21	16	7	65
LIS / Extra Help					
Eligibility / Screening	416	1,297	466	378	2,557
Benefit Explanation	0	0	49	35	84
Application Assistance	10	35	24	27	96
Claims/Billings	0	0	4	2	6
Appeals / Grievances	7	2	5	2	16
Other Prescription Drug CoveragePlans					
Union/employer	44	7	43	59	153
PPARx	3	4	3	0	10
Military Drug Benefit	0	0	20	25	45
Manufacturer Program	7	6	2	0	15
Other	13	7	13	11	44
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	3	1	3	0	7
Lag Time	2	1	3	0	6
Multiple Enrollment	1	0	1	0	2
Poor Training of Agents	1	0	0	0	1
Poor Training of CSR	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	0	14	3	18
Dosage problem	0	0	4	0	4
Data problems	0	0	0	0	0
Delay in medications	1	0	2	0	3
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	2	0	2
Client reached donut hole	5	0	0	0	5
SSA Premium withheld	0	0	2	2	4
Appeals/Grievances	0	0	3	3	6
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	0	0
Cases Opened	0	0	0	0	0
Cases Closed	0	0	0	0	0
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	0	0
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	1	1	2	3	7
Part D Plan:	0	1	1	1	3
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	1	0	1
Other:	4	4	2	1	11
TOTAL MEDICARE PART D COMPLAINTS	5	6	6	5	22
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	1	0	0	1
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	1	0	0	1
800 Medicare Line Issues					
Total number of Calls with Issues	5	5	0	1	11
Total duration of calls	0.15	0.00	0.00	0.15	0.30