

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 4 - HICAP Services of Northern California

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	16	15	27	7	65
Estimated Number of Attendees	10,509	879	1,119	287	12,794
Estimated Number of Persons Provided Enrollment Assistance	0	0	58	0	58
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	13	5	1	9	28
Estimated Number of Attendees	36,050	740	150	1,770	38,710
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	1	0	1
Estimated Number of Attendees	0	0	15	0	15
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	8	0	0	8
Estimated Number of Attendees	0	205	0	0	205
Estimated Number of Persons Received Any Enrollment Assistance	0	186	0	0	186
Enrollment Assistance with Medicare Programs(s)	0	186	0	0	186
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	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	1	0	0	0	1
Estimated Number of Targeted Persons Reached	56	0	0	0	56
Presenters					
HICAP Paid Staff					
Total Presenters	2	5	29	15	51
Total Hours for Length of Activities	5.00	27.00	68.30	72.35	172.65
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	1	1
Total Hours for Length of Activities	0.00	0.00	0.00	6.00	6.00
Other Presenters					
Total Presenters	0	0	4	5	9
Total Hours for Length of Activities	0.00	0.00	2.50	3.00	5.50
Area of Focus					
Dual Eligible with Mental Illness	2	10	7	4	
Employer Termination - COBRA	1	0	8	0	9
General HICAP Information	1	0	1	2	4
Grievances / Appeals - Plan Issues	29	25	30	16	100
Long-Term Care / Insurance	2	3	1	3	9
Low Income Subsidy (LIS) / Application Assistance	6	6	1	6	19
Medicare (Parts A & B)	29	25	29	12	95
Medicare Advantage (Part C)	28	26	28	16	98
Medicare Fraud / Abuse	30	26	26	10	92
Medicare Prescription Drug Coverage (Part D)	28	23	26	8	85
Medigap / Medicare Supplements	29	25	26	16	96
Non-Medicare Fraud/Abuse	27	25	26	13	91
Other Topics / Issues (Health Specific)	1	0	1	0	2
	3	3	3	4	13

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	1	1
Preventive Care Benefits	2	8	9	9	28
QMB/SLMB/QI	2	2	17	1	22
Volunteer Recruitment	0	0	3	4	7
Targeted Audience					
African American	22	18	23	11	74
American Indian or Naitave Alaskan	9	5	2	1	17
Asian Indian	0	0	1	3	4
Caucasian	29	28	29	15	101
Chinese	0	1	10	7	18
Disabled	19	19	8	12	58
Dual Eligible Groups	0	0	8	10	18
Employer Related Groups	8	7	3	1	19
Family Member/Caregiver of Beneficiary	10	7	16	11	44
Filipino	1	1	7	3	12
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	25	24	20	9	78
Hmong	0	0	3	1	4
Japanese	0	1	2	7	10
Korean	0	0	1	5	6
Low Income	17	23	15	9	64
Medicare Beneficiaries	20	20	24	15	79
Medicare Pre-Enrollees	0	2	19	9	30
Mental Health	4	1	2	1	8
Mental Health Professionals	0	0	2	5	7
Native Hawaiian	0	0	1	0	1
Other	0	1	0	0	1
Other Asian	23	17	2	6	48
Other Pacific Islander	3	0	1	0	4
Partnership Outreach	0	0	0	2	2
Presentations to Groups in Language Other than English	10	9	1	0	20
Rural	11	13	3	3	30
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	2	7	9
Some Other Race or Ethnicity	0	0	0	1	1
Vietnamese	0	0	1	2	3

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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	642	594	621	592	2,449
Literature from Events					
General HICAP Brochure	3,284	1,154	1,265	1,071	6,774
"Taking Care of Tomorrow"	12	40	5	40	97
Other Publications (Created by or on Behalf of Local HICAP)	101	101	355	421	978
Other Literature					
Other Literature	1,035	0	0	0	1,035
Brochures from Quick Call	0	0	1	0	1

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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)	1,053	1,892	1,362	1,375	5,682
Total Finalized Intakes	265	705	508	496	1,974
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	128	336	235	190	889
Aging into Medicare Postacd - CDA HICAP	0	0	2	5	7
CDA HICAP	3	26	24	8	61
CHA	0	0	1	0	1
CMS/Medicare	19	18	33	46	116
Friend/Relative	23	92	67	53	235
InfoVan	0	0	0	0	0
Internet	3	10	3	7	23
Mailings	0	0	0	6	6
Media	1	6	11	9	27
Other	45	113	56	61	275
Presentations	4	9	1	6	20
Previous Contacts	0	0	20	30	50
State Website	0	0	0	3	3
Missing/Not Collected	39	95	55	72	261
Mode of Client Contact					
Quick Call Contacts	860	1,515	1,039	1,072	4,486
Contacts by Telephone	96	191	95	129	511
Contacts In Person at home	1	5	2	2	10
Contacts In Person at site	244	515	376	411	1,546
Contacts by E-Mail	64	101	25	13	203
Contacts by Mail/Fax	0	0	8	6	14
Total Number of Client Contacts:	1,265	2,327	1,545	1,633	6,770
Contact Status Types					
General info	1	0	110	257	368
Detailed Assistance	0	0	90	213	303
Problem Solving/Resolution	0	0	77	151	228
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	228.28	2,525.37	2,823.08	2,412.35	7,989.08
Paid	149.46	247.17	255.23	102.58	754.44
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	16	22	40	26	104
Race					
African American/Black	11	33	21	15	80

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	3	3	3	9
Caucasian/White	193	492	366	354	1,405
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	1	1	0	0	2
Asian Indian	3	9	5	6	23
Chinese	1	7	3	3	14
Filipino	4	9	4	10	27
Japanese	2	3	2	4	11
Hmong	0	0	0	0	0
Korean	1	3	4	0	8
Vietnamese	0	6	2	1	9
Other Pacific Islander	1	2	1	2	6
Other Asian	0	3	1	6	10
Two or More Race	0	3	2	1	6
Some Other race	5	6	10	12	33
Not Collected	43	125	84	79	331
Gender					
Female	140	396	282	274	1,092
Male	106	230	193	192	721
Not Collected	19	79	33	30	161
Monthly Income					
Less than 150% of FPL	82	178	128	113	501
Equal To/Greater than 150% of FPL	126	318	251	227	922
Not collected	57	209	129	156	551
Client Asset Limits					
Below LIS Asset limit	0	0	11	15	26
At or Above LIS Asset Limit	0	0	4	4	8
Not Collected	265	705	493	477	1,940

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	9	36	39	31	115
Limited English Proficient (LEP)	2	15	19	17	53
Dual Eligible	40	133	88	83	344
Medicare Status Due to Disability	40	130	104	105	379
Dual Eligible due to Mental Disability	0	0	5	3	8
Applying/Receiving Social Security/Medicare Disability	0	0	45	121	166
Age					
Under 60	40	104	73	84	301
60-64	21	47	55	107	230
65-74	126	273	227	187	813
75-84	35	155	101	72	363
85+	21	88	33	29	171
Not Collected	22	38	19	17	96
Marital Status					
Married	105	246	195	178	724
Never Married	19	61	38	54	172
Separated	6	8	4	14	32
Divorced	55	115	116	88	374
Widowed	44	142	81	76	343
Domestic Partner	1	2	5	5	13
Not Collected	35	131	69	81	316
Estimated Financial Saving					
Clients with Financial Savings	8	24	25	19	76
Estimated Dollars Saved	\$9,957.78	\$35,501.26	\$130,078.40	\$98,789.25	\$274,326.69

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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	76	269	276	350	971
Benefit Comparisons/Explanation/Coverage Changes	42	156	173	214	585
Appeals/Grievances	9	6	12	8	35
Billings/Claims	12	28	9	32	81
Fraud/Abuse	0	1	0	0	1
Quality of Care	0	0	1	2	3
LTC/LTCI					
Enrollment/Eligibility Assistance	16	29	12	11	68
Billings/Claims	6	5	5	3	19
LTC Partnership	0	0	1	6	7
Appeal/Grievances	0	1	1	0	2
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	4	7	11
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	67	174	133	164	538
Benefit Explanation	60	166	147	188	561
Appeals/Grievances	1	4	8	2	15
Billings/Claims	1	7	4	4	16
Fraud/Abuse	1	0	0	1	2
Disenrollment/Coverage Changes	0	17	6	3	26
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	13	42	55
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	0	1	1
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	68	237	181	192	678
Benefit Explanation	50	197	175	215	637
Appeals/Grievances	3	11	13	6	33
Billings/Claims	10	15	10	20	55
Fraud/Abuse	1	1	0	0	2
Coverage Changes/Disenrollment	10	24	21	10	65
Plan Non Renewal	2	3	7	1	13
Plan Comparison	0	0	10	37	47
Enrollment/Enrollment Assistance	0	0	6	14	20
Quality of Care	0	0	0	3	3
Marketing/Sales Complaints or Issues	0	0	0	5	5
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	3	5	22	53	83
Medi-Cal Application Assistance	0	0	11	10	21

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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)	10	15	21	35	81
MSP Application Assistance	0	0	2	2	4
Medi-Cal/QMB Claims	0	0	4	5	9
Fraud/Abuse	1	0	4	0	5
Other	46	107	53	28	234
Other					
Employer/Federal Health Benefits (FEHB)	12	28	40	61	141
Military Benefits	7	21	35	26	89
COBRA	2	6	4	12	24
Mental Health Topics	5	4	1	6	16
Fraud/Abuse	1	0	0	0	1
Other Health Insurance	0	0	7	2	9
Other	9	15	14	30	68
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	100	207	307
Eligibility/Screening	83	247	154	113	597
Plan Comparison	61	227	160	79	527
Enrollment/Anrollment Assistance	11	49	27	22	109
Billings/Claims	4	10	16	10	40
Coverage Changes	9	32	30	14	85
Re-enrollment	2	6	3	2	13
Disenrollment	2	2	2	10	16
TROOP	0	3	1	0	4
Other	5	6	10	10	31
LIS / Extra Help					
Eligibility / Screening	28	130	86	107	351
Benefit Explanation	0	0	41	79	120
Application Assistance	10	72	37	37	156
Claims/Billings	0	0	3	5	8
Appeals / Grievances	4	11	11	2	28
Other Prescription Drug CoveragePlans					
Union/employer	6	11	7	13	37
PPARx	0	0	0	0	0
Military Drug Benefit	0	0	7	17	24
Manufacturer Program	0	1	1	0	2
Other	4	10	13	3	30
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	5	7	7	3	22
Lag Time	0	0	1	1	2
Multiple Enrollment	0	1	1	0	2
Poor Training of Agents	0	1	0	0	1
Poor Training of CSR	0	1	0	0	1
Fraud/Abuse	0	0	0	0	0

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Topics/Needs Discussed

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	3	4	1	7	15
Dosage problem	0	0	1	1	2
Data problems	1	2	1	0	4
Delay in medications	1	3	2	1	7
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	1	1	2
Client reached donut hole	2	6	2	0	10
SSA Premium withheld	0	0	1	0	1
Appeals/Grievances	0	0	3	3	6
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	2	2
HICAP Legal Services					
Referrals to HICAP Legal	2	0	0	6	8
Legal Clients Served	41	62	46	0	149
Cases Opened	8	6	16	16	46
Cases Closed	33	56	43	40	172
Favorable Closed Case Results	2	2	7	12	23
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	95	77	81	111	364
HICAP Legal Clients that Saved	1	1	5	8	15
Estimated Financial Savings	\$337.37	\$100.00	\$14,044.16	\$7,640.40	\$22,121.93

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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:	0	1	0	0	1
Part D Plan:	1	0	1	0	2
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	1	0	1	2
Other:	3	5	4	6	18
TOTAL MEDICARE PART D COMPLAINTS	4	7	5	7	23
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	1	0	0	0	1
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	1	0	0	0	1
800 Medicare Line Issues					
Total number of Calls with Issues	20	50	38	68	176
Total duration of calls	12.18	-3.48	19.32	15.53	43.55