

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 18 - County of Ventura Area 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	22	36	11	19	88
Estimated Number of Attendees	785	1,428	1,162	574	3,949
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	1	1
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	7	5	6	15	33
Estimated Number of Attendees	1,852	715	848	2,293	5,708
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	20	20
Mobile InfoVan Events					
Total Number of Events	1	0	0	0	1
Estimated Number of Attendees	5,000	0	0	0	5,000
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	3	38	0	1	42
Estimated Number of Attendees	495	1,454	0	0	1,949
Estimated Number of Persons Received Any Enrollment Assistance	25	744	0	0	769
Enrollment Assistance with Medicare Programs(s)	25	744	0	0	769
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	12	4	10	7	33
Estimated Number of Attendees	220,000	80,000	1,044,010	697,500	2,041,510
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	27	2	1	0	30
Estimated Number of Targeted Persons Reached	580,767	232,000	116,000	0	928,767
Presenters					
HICAP Paid Staff					
Total Presenters	0	1	24	17	42
Total Hours for Length of Activities	0.00	0.00	20.45	2.00	22.45
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	4	7	11
Total Hours for Length of Activities	0.00	0.00	10.00	12.00	22.00
Other Presenters					
Total Presenters	0	0	3	19	22
Total Hours for Length of Activities	0.00	0.00	6.00	20.00	26.00
Area of Focus					
Dual Eligible with Mental Illness	55	108	3	16	16
Employer Termination - COBRA	0	1	6	9	0
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	41	77	22	34	174
Long-Term Care / Insurance	2	3	2	0	7
Low Income Subsidy (LIS) / Application Assistance	4	5	8	3	20
Medicare (Parts A & B)	57	79	15	23	174
Medicare Advantage (Part C)	29	72	10	18	129
Medicare Fraud / Abuse	29	78	6	4	117
Medicare Prescription Drug Coverage (Part D)	17	37	5	2	61
Medigap / Medicare Supplements	51	74	10	10	145
Non-Medicare Fraud/Abuse	22	69	7	1	99
Other Topics / Issues (Health Specific)	3	4	0	0	7
	52	26	8	10	96

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	1	3	4
Preventive Care Benefits	18	56	20	20	114
QMB/SLMB/QI	55	78	16	24	173
Volunteer Recruitment	0	0	9	9	18
Targeted Audience					
African American	63	57	17	30	167
American Indian or Naitave Alaskan	22	44	11	23	100
Asian Indian	0	0	13	18	31
Caucasian	67	83	20	32	202
Chinese	0	0	13	24	37
Disabled	42	84	14	21	161
Dual Eligible Groups	0	0	13	24	37
Employer Related Groups	39	27	10	7	83
Family Member/Caregiver of Beneficiary	58	68	15	23	164
Filipino	0	0	14	20	34
Guamanian or Chamorro	0	0	11	19	30
Hispanic / Latino	67	81	11	37	196
Hmong	0	0	11	16	27
Japanese	0	0	13	24	37
Korean	0	0	11	19	30
Low Income	61	78	17	29	185
Medicare Beneficiaries	62	61	17	28	168
Medicare Pre-Enrollees	0	0	12	13	25
Mental Health	35	63	13	19	130
Mental Health Professionals	0	0	9	11	20
Native Hawaiian	0	0	10	16	26
Other	60	30	7	4	101
Other Asian	59	60	10	16	145
Other Pacific Islander	28	43	9	15	95
Partnership Outreach	0	0	5	13	18
Presentations to Groups in Language Other than English	30	61	2	5	98
Rural	21	20	9	7	57
Samoan	0	0	10	17	27
Socail Work Professionals	0	1	10	12	23
Some Other Race or Ethnicity	0	0	8	18	26
Vietnamese	0	0	9	18	27

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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	12,090	4,132	1,432	2,697	20,351
"Taking Care of Tomorrow"	0	90	70	150	310
Other Publications (Created by or on Behalf of Local HICAP)	3,666	2,333	1,475	947	8,421
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	1	2	5	0	8

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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)	805	2,169	1,769	1,027	5,770
Total Finalized Intakes	309	612	1,041	549	2,511
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	179	288	587	352	1,406
Aging into Medicare Postacd - CDA HICAP	0	0	6	2	8
CDA HICAP	12	48	41	4	105
CHA	2	0	3	0	5
CMS/Medicare	9	7	13	11	40
Friend/Relative	33	47	38	39	157
InfoVan	0	0	0	0	0
Internet	0	0	0	0	0
Mailings	0	0	2	0	2
Media	8	47	96	11	162
Other	18	58	55	64	195
Presentations	41	82	103	14	240
Previous Contacts	0	2	66	47	115
State Website	0	0	0	1	1
Missing/Not Collected	7	33	31	4	75
Mode of Client Contact					
Quick Call Contacts	2,485	4,243	2,119	1,410	10,257
Contacts by Telephone	97	106	236	155	594
Contacts In Person at home	0	3	6	0	9
Contacts In Person at site	277	576	954	479	2,286
Contacts by E-Mail	47	213	625	20	905
Contacts by Mail/Fax	0	1	126	8	135
Total Number of Client Contacts:	2,906	5,142	4,066	2,072	14,186
Contact Status Types					
General info	0	1	110	88	199
Detailed Assistance	0	8	732	603	1,343
Problem Solving/Resolution	0	6	236	147	389
Total Counseling Time Spent by Counselor Type					
Program Manager	113.25	95.15	388.45	91.25	688.10
Volunteer	239.32	600.59	745.23	312.26	1,897.40
Paid	3.00	24.05	82.30	114.57	223.92
In-Kind	1.15	4.50	27.50	0.00	33.15
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	41	66	171	121	399
Race					
African American/Black	2	8	10	8	28

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	1	2	2	6
Caucasian/White	270	494	715	371	1,850
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	2	0	2
Asian Indian	1	6	2	1	10
Chinese	1	2	13	6	22
Filipino	5	2	5	9	21
Japanese	0	6	15	4	25
Hmong	0	0	0	0	0
Korean	2	2	4	0	8
Vietnamese	1	2	5	2	10
Other Pacific Islander	0	0	1	0	1
Other Asian	2	0	4	4	10
Two or More Race	8	27	55	31	121
Some Other race	1	4	55	99	159
Not Collected	15	58	153	12	238
Gender					
Female	155	366	565	343	1,429
Male	80	189	412	199	880
Not Collected	74	57	64	7	202
Monthly Income					
Less than 150% of FPL	70	122	376	249	817
Equal To/Greater than 150% of FPL	211	421	536	251	1,419
Not collected	28	69	129	49	275
Client Asset Limits					
Below LIS Asset limit	0	0	15	0	15
At or Above LIS Asset Limit	0	0	5	0	5
Not Collected	309	612	1,021	549	2,491

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

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	22	34	58	25	139
Limited English Proficient (LEP)	16	30	62	88	196
Dual Eligible	32	69	309	176	586
Medicare Status Due to Disability	42	56	262	67	427
Dual Eligible due to Mental Disability	0	0	35	10	45
Applying/Receiving Social Security/Medicare Disability	0	0	106	160	266
Age					
Under 60	23	50	209	37	319
60-64	20	28	68	55	171
65-74	132	265	399	190	986
75-84	59	135	208	134	536
85+	21	67	91	72	251
Not Collected	54	67	66	61	248
Marital Status					
Married	119	255	390	234	998
Never Married	14	32	213	48	307
Separated	6	4	14	8	32
Divorced	73	114	132	90	409
Widowed	70	128	134	127	459
Domestic Partner	3	7	4	3	17
Not Collected	24	72	154	39	289
Estimated Financial Saving					
Clients with Financial Savings	30	28	38	18	114
Estimated Dollars Saved	\$38,958.00	\$39,113.00	\$79,611.00	\$43,292.00	\$200,974.00

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	196	311	550	463	1,520
Benefit Comparisons/Explanation/Coverage Changes	144	284	471	354	1,253
Appeals/Grievances	3	5	9	7	24
Billings/Claims	15	13	12	20	60
Fraud/Abuse	0	0	3	0	3
Quality of Care	0	0	3	0	3
LTC/LTCI					
Enrollment/Eligibility Assistance	20	14	15	18	67
Billings/Claims	2	0	3	5	10
LTC Partnership	0	0	2	1	3
Appeal/Grievances	2	1	3	3	9
Fraud/Abuse	0	0	0	1	1
Other LTC	0	0	12	8	20
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	149	237	273	216	875
Benefit Explanation	111	209	215	182	717
Appeals/Grievances	2	2	4	4	12
Billings/Claims	4	5	10	9	28
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	7	7	4	4	22
Quality of Care	0	0	2	1	3
Plan Comparison	0	1	64	62	127
Marketing/Sales Complaints/Issues	0	0	0	0	0
Plan Non Renewal	0	0	1	0	1
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	137	282	307	210	936
Benefit Explanation	104	254	281	191	830
Appeals/Grievances	1	9	9	2	21
Billings/Claims	5	6	6	9	26
Fraud/Abuse	0	0	1	0	1
Coverage Changes/Disenrollment	9	28	20	6	63
Plan Non Renewal	0	2	2	1	5
Plan Comparison	0	1	78	71	150
Enrollment/Enrollment Assistance	0	1	31	5	37
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	5	3	53	173	234
Medi-Cal Application Assistance	0	0	22	7	29

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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)	17	19	117	215	368
MSP Application Assistance	0	0	7	2	9
Medi-Cal/QMB Claims	0	0	7	3	10
Fraud/Abuse	3	3	2	2	10
Other	94	121	204	52	471
Other					
Employer/Federal Health Benefits (FEHB)	39	60	62	87	248
Military Benefits	15	8	20	12	55
COBRA	14	11	9	13	47
Mental Health Topics	14	15	170	12	211
Fraud/Abuse	0	0	0	1	1
Other Health Insurance	0	0	5	2	7
Other	21	17	14	16	68
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	5	405	361	771
Eligibility/Screening	165	476	831	380	1,852
Plan Comparison	126	436	803	294	1,659
Enrollment/Anrollment Assistance	40	229	546	72	887
Billings/Claims	7	2	6	13	28
Coverage Changes	13	42	81	25	161
Re-enrollment	2	23	11	1	37
Disenrollment	1	0	6	2	9
TROOP	2	1	5	0	8
Other	20	31	10	4	65
LIS / Extra Help					
Eligibility / Screening	33	69	187	186	475
Benefit Explanation	0	1	88	71	160
Application Assistance	12	16	32	16	76
Claims/Billings	0	0	5	2	7
Appeals / Grievances	1	1	1	5	8
Other Prescription Drug CoveragePlans					
Union/employer	13	27	36	41	117
PPARx	0	0	0	0	0
Military Drug Benefit	0	0	9	5	14
Manufacturer Program	16	4	1	0	21
Other	4	6	9	5	24
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	12	2	14	14	42
Lag Time	2	1	2	1	6
Multiple Enrollment	1	0	2	1	4
Poor Training of Agents	0	0	0	0	0
Poor Training of CSR	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	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	3	3	11	6	23
Dosage problem	1	0	1	1	3
Data problems	0	1	2	2	5
Delay in medications	0	1	1	1	3
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	3	1	4
Client reached donut hole	10	3	1	6	20
SSA Premium withheld	2	0	0	0	2
Appeals/Grievances	0	0	2	1	3
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	1	0	1
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 Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	0	0	0
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	3	7	9	2	21
TOTAL MEDICARE PART D COMPLAINTS	3	7	9	2	21
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	1	1
TOTAL ALL OTHER COMPLAINTS	0	0	0	1	1
800 Medicare Line Issues					
Total number of Calls with Issues	4	7	8	1	20
Total duration of calls	0.45	0.21	13.00	0.03	13.69