

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 25 - Center for Health Care Rights

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	23	40	50	33	146
Estimated Number of Attendees	1,247	1,384	2,041	2,087	6,759
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	2	6	4	2	14
Estimated Number of Attendees	115	6,000	31,350	200	37,665
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
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	0	4	8
Estimated Number of Attendees	0	32,000,000	0	4,000,000	36,000,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	5	4	0	0	9
Estimated Number of Attendees	9,000,000	3,676,000	0	0	12,676,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	3	1	36	40
Estimated Number of Persons Reached	0	207	50	36,000,000	36,000,257

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	8	11	2	4	25
Estimated Number of Targeted Persons Reached	295,600	1,809,595	152,000	166,813	2,424,008
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	57	39	96
Total Hours for Length of Activities	0.00	0.00	233.15	132.50	365.65
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	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Other Presenters					
Total Presenters	0	0	1	0	1
Total Hours for Length of Activities	0.00	0.00	10.00	0.00	10.00
Area of Focus					
Dual Eligible with Mental Illness	5	19	10	13	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	23	40	52	33	148
Long-Term Care / Insurance	4	18	14	8	44
Low Income Subsidy (LIS) / Application Assistance	2	1	0	1	4
Medicare (Parts A & B)	13	24	27	15	79
Medicare Advantage (Part C)	9	18	26	14	67
Medicare Fraud / Abuse	3	2	7	5	17
Medicare Prescription Drug Coverage (Part D)	3	7	4	0	14
Medigap / Medicare Supplements	13	21	31	13	78
Non-Medicare Fraud/Abuse	0	0	11	4	15
Other Topics / Issues (Health Specific)	0	0	0	0	0
	8	9	22	16	55

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	2	3	5	5	15
QMB/SLMB/QI	11	23	28	15	77
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	4	11	10	5	30
American Indian or Naitave Alaskan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Caucasian	0	5	2	0	7
Chinese	0	0	3	0	3
Disabled	0	4	6	6	16
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	4	11	3	0	18
Family Member/Caregiver of Beneficiary	2	7	6	8	23
Filipino	0	0	5	0	5
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	7	15	15	7	44
Hmong	0	0	0	0	0
Japanese	0	0	1	3	4
Korean	0	0	17	6	23
Low Income	14	23	30	19	86
Medicare Beneficiaries	19	31	41	31	122
Medicare Pre-Enrollees	0	0	38	31	69
Mental Health	0	0	0	0	0
Mental Health Professionals	0	0	1	0	1
Native Hawaiian	0	0	0	0	0
Other	0	2	1	1	4
Other Asian	5	10	4	0	19
Other Pacific Islander	0	0	1	0	1
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	6	11	23	2	42
Rural	0	0	0	0	0
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	11	5	16
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	1	0	1

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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	2,833	7,202	8,001	4,645	22,681
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	6,508	17,363	14,346	8,533	46,750
Other Literature					
Other Literature	0	0	0	2,557	2,557
Brochures from Quick Call	46	30	24	21	121

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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)	1,958	2,405	2,153	1,975	8,491
Total Finalized Intakes	1,066	1,031	1,162	924	4,183
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	322	232	321	288	1,163
Aging into Medicare Postacd - CDA HICAP	0	0	0	1	1
CDA HICAP	18	13	12	13	56
CHA	1	0	0	0	1
CMS/Medicare	178	190	210	155	733
Friend/Relative	50	32	42	39	163
InfoVan	0	0	0	0	0
Internet	24	15	17	20	76
Mailings	0	0	0	0	0
Media	25	33	15	12	85
Other	324	409	208	153	1,094
Presentations	12	8	13	8	41
Previous Contacts	0	0	229	173	402
State Website	0	0	0	0	0
Missing/Not Collected	112	99	95	62	368
Mode of Client Contact					
Quick Call Contacts	1,987	2,409	2,100	2,466	8,962
Contacts by Telephone	4,086	3,467	5,276	4,184	17,013
Contacts In Person at home	5	0	1	5	11
Contacts In Person at site	1,693	1,790	2,200	1,602	7,285
Contacts by E-Mail	1,131	773	44	256	2,204
Contacts by Mail/Fax	0	0	1,199	563	1,762
Total Number of Client Contacts:	8,902	8,439	10,820	9,076	37,237
Contact Status Types					
General info	0	0	1,127	1,018	2,145
Detailed Assistance	0	0	1,783	1,507	3,290
Problem Solving/Resolution	0	0	6,127	4,933	11,060
Total Counseling Time Spent by Counselor Type					
Program Manager	81.40	63.10	54.36	75.01	273.87
Volunteer	119.10	106.55	106.55	68.15	400.35
Paid	1,507.43	1,426.11	1,991.51	1,509.10	6,434.15
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	195	177	219	228	819
Race					
African American/Black	158	150	176	120	604

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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	1	1	4
Caucasian/White	521	501	506	429	1,957
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	1	1
Asian Indian	2	9	10	6	27
Chinese	10	17	14	8	49
Filipino	24	19	24	28	95
Japanese	9	11	6	7	33
Hmong	0	0	0	0	0
Korean	68	78	74	38	258
Vietnamese	9	4	3	3	19
Other Pacific Islander	2	0	1	0	3
Other Asian	9	7	11	4	31
Two or More Race	0	0	0	0	0
Some Other race	205	194	249	252	900
Not Collected	48	40	87	27	202
Gender					
Female	641	636	705	562	2,544
Male	415	392	441	358	1,606
Not Collected	10	3	16	4	33
Monthly Income					
Less than 150% of FPL	426	435	497	433	1,791
Equal To/Greater than 150% of FPL	451	401	487	394	1,733
Not collected	189	195	178	97	659
Client Asset Limits					
Below LIS Asset limit	0	0	671	604	1,275
At or Above LIS Asset Limit	0	0	296	202	498
Not Collected	1,066	1,031	195	118	2,410

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	61	41	66	45	213
Limited English Proficient (LEP)	220	215	238	204	877
Dual Eligible	372	401	484	340	1,597
Medicare Status Due to Disability	189	169	225	183	766
Dual Eligible due to Mental Disability	0	0	86	60	146
Applying/Receiving Social Security/Medicare Disability	0	0	226	200	426
Age					
Under 60	152	123	187	153	615
60-64	84	60	90	118	352
65-74	427	419	474	370	1,690
75-84	196	208	225	164	793
85+	115	135	114	79	443
Not Collected	92	86	72	40	290
Marital Status					
Married	364	328	355	297	1,344
Never Married	164	137	188	158	647
Separated	29	34	46	30	139
Divorced	187	200	192	197	776
Widowed	225	224	241	180	870
Domestic Partner	9	9	11	5	34
Not Collected	88	99	128	57	372
Estimated Financial Saving					
Clients with Financial Savings	18	14	29	16	77
Estimated Dollars Saved	\$44,442.44	\$33,052.47	\$90,642.15	\$20,140.06	\$188,277.12

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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	249	206	247	218	920
Benefit Comparisons/Explanation/Coverage Changes	176	187	181	197	741
Appeals/Grievances	6	15	9	12	42
Billings/Claims	105	74	143	120	442
Fraud/Abuse	20	17	27	24	88
Quality of Care	0	0	116	90	206
LTC/LTCI					
Enrollment/Eligibility Assistance	45	16	16	25	102
Billings/Claims	25	9	10	13	57
LTC Partnership	0	0	7	14	21
Appeal/Grievances	18	4	2	4	28
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	8	17	25
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	30	31	107	87	255
Benefit Explanation	62	51	69	85	267
Appeals/Grievances	1	0	0	0	1
Billings/Claims	13	14	19	8	54
Fraud/Abuse	0	0	1	1	2
Disenrollment/Coverage Changes	6	8	16	7	37
Quality of Care	0	0	16	8	24
Plan Comparison	0	0	69	53	122
Marketing/Sales Complaints/Issues	0	0	8	2	10
Plan Non Renewal	0	0	4	1	5
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	111	107	177	164	559
Benefit Explanation	72	69	50	68	259
Appeals/Grievances	12	15	14	16	57
Billings/Claims	32	29	25	38	124
Fraud/Abuse	1	0	1	0	2
Coverage Changes/Disenrollment	1	10	135	76	222
Plan Non Renewal	0	2	61	67	130
Plan Comparison	0	0	99	90	189
Enrollment/Enrollment Assistance	0	0	45	43	88
Quality of Care	0	0	20	19	39
Marketing/Sales Complaints or Issues	0	0	1	3	4
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	5	3	259	225	492
Medi-Cal Application Assistance	0	0	246	213	459

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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)	83	81	97	87	348
MSP Application Assistance	0	0	143	137	280
Medi-Cal/QMB Claims	0	0	98	118	216
Fraud/Abuse	1	2	2	0	5
Other	291	209	71	101	672
Other					
Employer/Federal Health Benefits (FEHB)	83	61	66	63	273
Military Benefits	6	6	7	5	24
COBRA	5	5	4	4	18
Mental Health Topics	145	83	170	133	531
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	7	3	10
Other	77	43	61	48	229
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	377	284	661
Eligibility/Screening	121	154	430	281	986
Plan Comparison	246	443	384	248	1,321
Enrollment/Anrollment Assistance	101	284	386	238	1,009
Billings/Claims	37	33	36	48	154
Coverage Changes	56	110	99	43	308
Re-enrollment	0	1	0	0	1
Disenrollment	0	0	24	12	36
TROOP	0	0	2	2	4
Other	13	13	15	19	60
LIS / Extra Help					
Eligibility / Screening	145	126	324	252	847
Benefit Explanation	0	0	191	153	344
Application Assistance	55	35	236	190	516
Claims/Billings	0	0	39	39	78
Appeals / Grievances	26	17	4	12	59
Other Prescription Drug CoveragePlans					
Union/employer	5	6	10	16	37
PPARx	39	24	29	24	116
Military Drug Benefit	0	0	5	6	11
Manufacturer Program	10	6	16	29	61
Other	1	0	3	2	6
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	25	36	48	35	144
Lag Time	31	27	55	44	157
Multiple Enrollment	0	0	24	12	36
Poor Training of Agents	0	1	1	2	4
Poor Training of CSR	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
Fraud/Abuse	0	0	2	2	4
Marketing Fraud/Abuse	5	0	2	2	9
Agent fraud/abuse	3	0	2	2	7
Formulary problems/changes	19	9	20	23	71
Dosage problem	0	0	0	0	0
Data problems	21	18	50	41	130
Delay in medications	56	55	167	114	392
Incorrect Co-Pay/Can't Afford Co-Pay	11	7	53	43	114
Client reached donut hole	88	80	96	62	326
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	68	66	134
Quality of Care	0	0	17	8	25
Plan Non Renewal	0	0	10	17	27
HICAP Legal Services					
Referrals to HICAP Legal	3	19	65	32	119
Legal Clients Served	52	77	175	93	397
Cases Opened	3	19	65	32	119
Cases Closed	3	22	101	47	173
Favorable Closed Case Results	0	19	70	32	121
Client Representation Hours	57	64	131	73	325
Consultation to Program Hours	93	64	113	145	415
HICAP Legal Clients that Saved	0	0	1	0	1
Estimated Financial Savings	\$0.00	\$0.00	\$500.00	\$0.00	\$500.00

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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:	4	4	1	3	12
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	1	4	2	4	11
Other:	8	8	15	6	37
TOTAL MEDICARE PART D COMPLAINTS	13	16	18	13	60
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	4	5	5	6	20
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	4	5	5	6	20
800 Medicare Line Issues					
Total number of Calls with Issues	0	0	0	0	0
Total duration of calls	0.00	0.00	0.00	0.00	0.00