

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 31 - Merced County 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	7	7	6	3	23
Estimated Number of Attendees	153	159	98	149	559
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	3	0	0	4	7
Estimated Number of Attendees	300	0	0	1,698	1,998
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	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	15	40	55
Estimated Number of Persons Reached	0	0	138,000	367,300	505,300

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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	0	0	0	17	17
Estimated Number of Targeted Persons Reached	0	0	0	128,750	128,750
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	6	5	11
Total Hours for Length of Activities	0.00	0.00	3.45	1.30	4.75
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	2			1	
Employer Termination - COBRA	0	0	4	4	8
General HICAP Information	8	7	21	64	100
Grievances / Appeals - Plan Issues	1	0	1	0	2
Long-Term Care / Insurance	0	1	0	0	1
Low Income Subsidy (LIS) / Application Assistance	8	4	21	51	84
Medicare (Parts A & B)	2	2	3	7	14
Medicare Advantage (Part C)	0	1	1	2	4
Medicare Fraud / Abuse	7	0	1	1	9
Medicare Prescription Drug Coverage (Part D)	4	1	1	2	8
Medigap / Medicare Supplements	6	4	4	3	17
Non-Medicare Fraud/Abuse	1	0	0	0	1
Other Topics / Issues (Health Specific)	1	2	0	3	6

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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	6	1	3	7	17
QMB/SLMB/QI	1	5	4	1	11
Volunteer Recruitment	0	0	0	4	4
Targeted Audience					
African American	1	1	17	59	78
American Indian or Naitave Alaskan	0	0	15	57	72
Asian Indian	0	0	15	57	72
Caucasian	10	7	21	64	102
Chinese	0	0	15	57	72
Disabled	5	4	16	58	83
Dual Eligible Groups	0	0	17	57	74
Employer Related Groups	4	0	15	57	76
Family Member/Caregiver of Beneficiary	1	0	15	57	73
Filipino	0	0	15	58	73
Guamanian or Chamorro	0	0	15	57	72
Hispanic / Latino	9	7	18	62	96
Hmong	0	0	15	57	72
Japanese	0	0	15	57	72
Korean	0	0	15	57	72
Low Income	7	4	17	58	86
Medicare Beneficiaries	1	0	16	59	76
Medicare Pre-Enrollees	0	0	15	58	73
Mental Health	2	2	15	58	77
Mental Health Professionals	0	0	15	57	72
Native Hawaiian	0	0	15	57	72
Other	0	0	1	3	4
Other Asian	0	0	15	57	72
Other Pacific Islander	0	0	15	57	72
Partnership Outreach	0	0	0	1	1
Presentations to Groups in Language Other than English	2	1	1	0	4
Rural	4	3	18	59	84
Samoan	0	0	15	57	72
Socail Work Professionals	0	0	14	58	72
Some Other Race or Ethnicity	0	0	15	53	68
Vietnamese	0	0	15	57	72

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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	50	0	98	0	148
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	403	123	6	1,844	2,376
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	0	0	0

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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)	227	541	319	211	1,298
Total Finalized Intakes	175	522	340	208	1,245
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	54	100	132	66	352
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	1	1	4	6
CHA	0	0	0	0	0
CMS/Medicare	4	12	9	13	38
Friend/Relative	22	35	24	19	100
InfoVan	0	0	0	0	0
Internet	2	0	0	0	2
Mailings	0	0	0	0	0
Media	5	1	1	4	11
Other	73	369	86	8	536
Presentations	4	0	2	2	8
Previous Contacts	0	0	85	91	176
State Website	0	0	0	0	0
Missing/Not Collected	11	4	0	1	16
Mode of Client Contact					
Quick Call Contacts	429	618	261	233	1,541
Contacts by Telephone	43	90	71	39	243
Contacts In Person at home	2	7	2	5	16
Contacts In Person at site	167	470	324	209	1,170
Contacts by E-Mail	1	7	0	0	8
Contacts by Mail/Fax	0	0	1	0	1
Total Number of Client Contacts:	642	1,192	659	486	2,979
Contact Status Types					
General info	0	0	1	0	1
Detailed Assistance	1	0	195	165	361
Problem Solving/Resolution	0	0	33	88	121
Total Counseling Time Spent by Counselor Type					
Program Manager	10.50	0.00	0.00	0.00	10.50
Volunteer	99.40	221.40	122.15	100.30	543.25
Paid	33.20	189.40	143.20	101.41	467.21
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	75	205	141	87	508
Race					
African American/Black	9	26	17	14	66

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	2	4	1	2	9
Caucasian/White	72	270	170	85	597
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	1	0	0	1
Samoan	0	0	0	0	0
Asian Indian	1	3	1	2	7
Chinese	1	0	0	2	3
Filipino	0	1	2	4	7
Japanese	0	2	0	0	2
Hmong	0	0	0	4	4
Korean	1	0	1	1	3
Vietnamese	0	1	0	0	1
Other Pacific Islander	0	0	0	0	0
Other Asian	0	1	3	2	6
Two or More Race	0	0	0	3	3
Some Other race	76	208	144	89	517
Not Collected	13	5	1	0	19
Gender					
Female	101	325	204	119	749
Male	62	194	132	89	477
Not Collected	12	3	4	0	19
Monthly Income					
Less than 150% of FPL	95	276	161	104	636
Equal To/Greater than 150% of FPL	65	228	158	96	547
Not collected	15	18	21	8	62
Client Asset Limits					
Below LIS Asset limit	2	0	27	20	49
At or Above LIS Asset Limit	0	0	4	1	5
Not Collected	173	522	309	187	1,191

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	8	30	17	16	71
Limited English Proficient (LEP)	48	107	67	42	264
Dual Eligible	72	176	117	83	448
Medicare Status Due to Disability	54	115	83	45	297
Dual Eligible due to Mental Disability	0	0	5	9	14
Applying/Receiving Social Security/Medicare Disability	0	0	49	44	93
Age					
Under 60	13	50	35	22	120
60-64	15	24	28	27	94
65-74	83	216	169	97	565
75-84	47	176	80	47	350
85+	16	56	26	14	112
Not Collected	1	0	2	1	4
Marital Status					
Married	77	251	162	102	592
Never Married	4	29	24	16	73
Separated	3	16	8	8	35
Divorced	24	75	54	36	189
Widowed	51	137	81	44	313
Domestic Partner	0	0	0	0	0
Not Collected	16	14	11	2	43
Estimated Financial Saving					
Clients with Financial Savings	28	191	121	52	392
Estimated Dollars Saved	\$103,012.43	\$332,276.21	\$350,768.94	\$159,958.92	\$946,016.50

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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	8	10	7	23	48
Benefit Comparisons/Explanation/Coverage Changes	4	6	2	9	21
Appeals/Grievances	3	2	0	0	5
Billings/Claims	23	9	13	13	58
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	1	0	0	2	3
Billings/Claims	0	0	1	0	1
LTC Partnership	0	0	0	0	0
Appeal/Grievances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	1	1
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	13	11	32	37	93
Benefit Explanation	13	3	1	4	21
Appeals/Grievances	1	0	0	0	1
Billings/Claims	4	2	6	6	18
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	2	1	1	1	5
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	4	16	20
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	6	9	8	12	35
Benefit Explanation	8	10	1	0	19
Appeals/Grievances	1	0	0	1	2
Billings/Claims	4	2	3	1	10
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	2	2	2	2	8
Plan Non Renewal	4	3	6	0	13
Plan Comparison	0	0	3	3	6
Enrollment/Enrollment Assistance	0	0	0	2	2
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)	0	0	18	27	45
Medi-Cal Application Assistance	0	0	6	5	11

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Topics/Needs Discussed

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
MSP Screening (QMB, SLMB, Q-1)	1	1	1	2	5
MSP Application Assistance	0	0	1	1	2
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other	19	12	11	4	46
Other					
Employer/Federal Health Benefits (FEHB)	1	0	0	2	3
Military Benefits	0	1	0	2	3
COBRA	1	0	0	0	1
Mental Health Topics	1	0	1	0	2
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	0	0
Other	7	3	4	35	49
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	43	38	81
Eligibility/Screening	62	330	203	85	680
Plan Comparison	65	423	188	84	760
Enrollment/Anrollment Assistance	45	275	142	47	509
Billings/Claims	7	9	17	7	40
Coverage Changes	4	2	1	0	7
Re-enrollment	4	0	1	1	6
Disenrollment	0	0	0	1	1
TROOP	0	0	0	0	0
Other	33	56	28	6	123
LIS / Extra Help					
Eligibility / Screening	31	62	63	24	180
Benefit Explanation	0	0	36	19	55
Application Assistance	26	52	56	18	152
Claims/Billings	0	0	1	0	1
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	0	0	0	3	3
PPARx	0	0	0	0	0
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	0	0	0	0	0
Other	0	0	0	0	0
Part D Plan Problems (Non-Compliance Services Unmet)					
Eligibility	0	1	0	0	1
Lag Time	0	1	0	0	1
Multiple Enrollment	1	1	0	0	2
Poor Training of Agents	0	1	1	0	2
Poor Training of CSR	0	0	2	0	2

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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	1	0	3	2	6
Dosage problem	0	0	0	0	0
Data problems	0	0	1	1	2
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	2	0	2	1	5
Client reached donut hole	2	0	0	0	2
SSA Premium withheld	1	0	0	0	1
Appeals/Grievances	0	0	1	1	2
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 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:	1	0	1	0	2
TOTAL MEDICARE PART D COMPLAINTS	1	0	1	0	2
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	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0
800 Medicare Line Issues					
Total number of Calls with Issues	1	0	0	7	8
Total duration of calls	0.10	0.00	0.00	1.25	1.35