

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 5 - Senior Advocacy Services - HICAP

From: 07/01/2009 To: 06/30/2010

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	0	6	2	1	9
Estimated Number of Attendees	0	190	60	20	270
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	0	2	0	0	2
Estimated Number of Attendees	0	1,050	0	0	1,050
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	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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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	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP 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 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	0	9	1	1	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	9	1	1	11
Grievances / Appeals - Plan Issues	0	1	0	0	1
Long-Term Care / Insurance	0	1	0	1	2
Low Income Subsidy (LIS) / Application Assistance	0	6	1	1	8
Medicare (Parts A & B)	0	9	1	1	11
Medicare Advantage (Part C)	0	9	1	1	11
Medicare Fraud / Abuse	0	0	1	0	1
Medicare Prescription Drug Coverage (Part D)	0	9	1	1	11
Medigap / Medicare Supplements	0	9	1	1	11
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	0	0	1	1	2

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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	0	6	1	1	8
QMB/SLMB/QI	0	6	2	1	9
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	0	3	0	0	3
American Indian or Naitave Alaskan	0	3	0	0	3
Asian Indian	0	0	0	0	0
Caucasian	0	9	1	1	11
Chinese	0	0	0	0	0
Disabled	0	5	0	0	5
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	0	6	2	0	8
Family Member/Caregiver of Beneficiary	0	6	0	0	6
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	2	1	0	3
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	0	7	1	1	9
Medicare Beneficiaries	0	9	1	1	11
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	0	2	1	0	3
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	4	0	0	4
Other Asian	0	4	0	0	4
Other Pacific Islander	0	2	0	0	2
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	1	0	0	1
Rural	0	1	0	0	1
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	0	0
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	0	646	130	8	784
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	0	977	120	20	1,117
Other Literature					
Other Literature	0	0	0	0	0
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)	0	69	171	157	397
Total Finalized Intakes	0	33	43	56	132
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	0	16	10	17	43
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	1	3	1	5
CHA	0	0	0	0	0
CMS/Medicare	0	3	4	3	10
Friend/Relative	0	5	4	7	16
InfoVan	0	0	0	0	0
Internet	0	0	1	0	1
Mailings	0	0	0	0	0
Media	0	3	0	0	3
Other	0	5	16	21	42
Presentations	0	0	5	1	6
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	0	0	0	6	6
Mode of Client Contact					
Quick Call Contacts	0	37	158	149	344
Contacts by Telephone	0	19	48	48	115
Contacts In Person at home	0	0	0	0	0
Contacts In Person at site	0	17	20	24	61
Contacts by E-Mail	0	27	41	42	110
Contacts by Mail/Fax	0	0	0	0	0
Total Number of Client Contacts:	0	100	267	263	630
Contact Status Types					
General info	0	0	0	0	0
Detailed Assistance	0	0	0	0	0
Problem Solving/Resolution	0	0	0	0	0
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	34.20	1.30	2.00	37.50
Volunteer	0.00	0.00	0.00	0.00	0.00
Paid	0.00	0.00	0.00	0.00	0.00
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	0	0	0	0	0
Race					
African American/Black	0	0	0	0	0

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	0	0	0	0
Caucasian/White	0	28	40	47	115
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	0	0	0	0
Chinese	0	0	0	0	0
Filipino	0	0	0	1	1
Japanese	0	0	0	1	1
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	0	0	0	0	0
Other Pacific Islander	0	0	0	0	0
Other Asian	0	0	0	0	0
Two or More Race	0	0	0	0	0
Some Other race	0	0	0	0	0
Not Collected	0	5	3	7	15
Gender					
Female	0	21	28	31	80
Male	0	7	13	18	38
Not Collected	0	5	2	7	14
Monthly Income					
Less than 150% of FPL	0	2	9	20	31
Equal To/Greater than 150% of FPL	0	13	18	19	50
Not collected	0	18	16	17	51
Client Asset Limits					
Below LIS Asset limit	0	0	0	0	0
At or Above LIS Asset Limit	0	0	0	0	0
Not Collected	0	33	43	56	132

From: 07/01/2009 To: 06/30/2010

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	0	1	0	0	1
Limited English Proficient (LEP)	0	0	0	0	0
Dual Eligible	0	0	2	8	10
Medicare Status Due to Disability	0	6	8	15	29
Dual Eligible due to Mental Disability	0	0	0	0	0
Applying/Receiving Social Security/Medicare Disability	0	0	0	0	0
Age					
Under 60	0	5	3	13	21
60-64	0	2	0	3	5
65-74	0	12	29	22	63
75-84	0	3	3	4	10
85+	0	6	4	4	14
Not Collected	0	5	4	10	19
Marital Status					
Married	0	12	17	13	42
Never Married	0	3	3	8	14
Separated	0	0	1	0	1
Divorced	0	7	11	7	25
Widowed	0	3	3	5	11
Domestic Partner	0	0	0	0	0
Not Collected	0	8	8	23	39
Estimated Financial Saving					
Clients with Financial Savings	0	2	4	0	6
Estimated Dollars Saved	\$0.00	\$1,450.00	\$12,017.00	\$0.00	\$13,467.00

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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	0	7	14	17	38
Benefit Comparisons/Explanation/Coverage Changes	0	9	16	11	36
Appeals/Grievances	0	1	0	2	3
Billings/Claims	0	0	6	6	12
Fraud/Abuse	0	0	0	1	1
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	0	0	1	5	6
Billings/Claims	0	0	0	0	0
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	0	0
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	0	15	23	19	57
Benefit Explanation	0	16	20	18	54
Appeals/Grievances	0	1	0	0	1
Billings/Claims	0	0	3	1	4
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	3	4	0	7
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	0	0	0
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	0	10	13	18	41
Benefit Explanation	0	12	13	16	41
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	1	2	0	3
Fraud/Abuse	0	0	1	0	1
Coverage Changes/Disenrollment	0	0	1	0	1
Plan Non Renewal	0	0	0	0	0
Plan Comparison	0	0	0	0	0
Enrollment/Enrollment Assistance	0	0	0	0	0
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	3	1	0	4
Medi-Cal Application Assistance	0	0	0	0	0

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	0	2	0	0	2
MSP Application Assistance	0	0	0	0	0
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other	0	3	7	15	25
Other					
Employer/Federal Health Benefits (FEHB)	0	6	8	4	18
Military Benefits	0	2	2	0	4
COBRA	0	0	3	1	4
Mental Health Topics	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	0	0
Other	0	1	4	6	11
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	0	0	0
Eligibility/Screening	0	14	27	28	69
Plan Comparison	0	15	27	21	63
Enrollment/Anrollment Assistance	0	2	7	1	10
Billings/Claims	0	0	2	2	4
Coverage Changes	0	0	0	0	0
Re-enrollment	0	0	0	0	0
Disenrollment	0	0	0	0	0
TROOP	0	0	1	0	1
Other	0	2	7	10	19
LIS / Extra Help					
Eligibility / Screening	0	4	7	9	20
Benefit Explanation	0	0	0	0	0
Application Assistance	0	2	4	7	13
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	1	0	0	1
Other Prescription Drug CoveragePlans					
Union/employer	0	0	1	0	1
PPARx	0	0	0	0	0
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	0	6	0	0	6
Other	0	1	1	0	2
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	1	1	2
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	0	0	0
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	0	1	0	0	1
Dosage problem	0	0	0	0	0
Data problems	0	0	0	0	0
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	0	0
Client reached donut hole	0	1	0	0	1
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
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:	0	0	0	0	0
TOTAL MEDICARE PART D COMPLAINTS	0	0	0	0	0
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	0	1	0	0	1
Total duration of calls	0.00	0.30	0.00	0.00	0.30