

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 28 - Senior Advocacy Services

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	8	7	7	22
Estimated Number of Attendees	0	890	160	180	1,230
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	0	1	1	2
Estimated Number of Attendees	0	0	200	55	255
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	1	0	0	1
Estimated Number of Attendees	0	5,000	0	0	5,000
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, phamplets, 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	9	3	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	9	8	7	24
Grievances / Appeals - Plan Issues	0	0	1	0	1
Long-Term Care / Insurance	0	0	0	2	2
Low Income Subsidy (LIS) / Application Assistance	0	8	6	2	16
Medicare (Parts A & B)	0	9	9	7	25
Medicare Advantage (Part C)	0	9	9	7	25
Medicare Fraud / Abuse	0	0	2	0	2
Medicare Prescription Drug Coverage (Part D)	0	8	9	7	24
Medigap / Medicare Supplements	0	8	8	7	23
Non-Medicare Fraud/Abuse	0	0	1	0	1
Other Topics / Issues (Health Specific)	0	0	4	6	10

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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	4	3	2	9
QMB/SLMB/QI	0	6	9	4	19
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	0	3	4	3	10
American Indian or Naitave Alaskan	0	1	1	0	2
Asian Indian	0	0	0	0	0
Caucasian	0	9	8	8	25
Chinese	0	0	0	0	0
Disabled	0	3	6	5	14
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	0	6	8	5	19
Family Member/Caregiver of Beneficiary	0	6	4	4	14
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	1	3	1	5
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	0	9	8	5	22
Medicare Beneficiaries	0	9	7	7	23
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	0	1	2	0	3
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	0	1	2	3
Other Asian	0	7	6	3	16
Other Pacific Islander	0	1	0	0	1
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	0	0	1	1
Rural	0	6	2	1	9
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	711	228	247	1,186
"Taking Care of Tomorrow"	0	0	25	0	25
Other Publications (Created by or on Behalf of Local HICAP)	0	840	500	304	1,644
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	2	1	3

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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)	0	105	264	233	602
Total Finalized Intakes	0	65	97	87	249
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	0	30	35	28	93
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	2	1	3	6
CHA	0	0	0	0	0
CMS/Medicare	0	4	12	10	26
Friend/Relative	0	5	15	8	28
InfoVan	0	0	0	0	0
Internet	0	0	1	0	1
Mailings	0	0	0	0	0
Media	0	1	2	3	6
Other	0	15	18	25	58
Presentations	0	4	9	4	17
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	0	4	4	6	14
Mode of Client Contact					
Quick Call Contacts	0	44	217	194	455
Contacts by Telephone	0	39	93	55	187
Contacts In Person at home	0	2	0	2	4
Contacts In Person at site	0	34	46	64	144
Contacts by E-Mail	0	42	66	26	134
Contacts by Mail/Fax	0	0	0	0	0
Total Number of Client Contacts:	0	161	422	341	924
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	2.40	3.05	2.00	7.45
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	1	1
Race					
African American/Black	0	1	4	3	8

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	52	85	74	211
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	1	0	0	1
Filipino	0	1	0	1	2
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	10	8	8	26
Gender					
Female	0	40	53	47	140
Male	0	23	32	30	85
Not Collected	0	2	12	10	24
Monthly Income					
Less than 150% of FPL	0	7	15	24	46
Equal To/Greater than 150% of FPL	0	39	68	45	152
Not collected	0	19	14	18	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	65	97	87	249

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	14	10	8	32
Limited English Proficient (LEP)	0	0	0	1	1
Dual Eligible	0	3	11	18	32
Medicare Status Due to Disability	0	8	23	14	45
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	14	14	33
60-64	0	2	5	13	20
65-74	0	21	45	28	94
75-84	0	21	13	13	47
85+	0	14	10	4	28
Not Collected	0	2	10	15	27
Marital Status					
Married	0	25	33	25	83
Never Married	0	3	11	18	32
Separated	0	1	1	0	2
Divorced	0	14	15	11	40
Widowed	0	13	20	14	47
Domestic Partner	0	0	1	0	1
Not Collected	0	9	16	19	44
Estimated Financial Saving					
Clients with Financial Savings	0	0	6	4	10
Estimated Dollars Saved	\$0.00	\$0.00	\$3,850.00	\$7,000.00	\$10,850.00

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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	8	34	54	96
Benefit Comparisons/Explanation/Coverage Changes	0	24	31	49	104
Appeals/Grievances	0	0	1	0	1
Billings/Claims	0	0	1	3	4
Fraud/Abuse	0	0	1	2	3
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	0	2	3	6	11
Billings/Claims	0	0	1	1	2
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	33	40	47	120
Benefit Explanation	0	32	39	43	114
Appeals/Grievances	0	0	1	0	1
Billings/Claims	0	0	1	0	1
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	2	1	0	3
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	45	51	51	147
Benefit Explanation	0	47	48	49	144
Appeals/Grievances	0	1	1	0	2
Billings/Claims	0	0	1	1	2
Fraud/Abuse	0	0	1	0	1
Coverage Changes/Disenrollment	0	7	5	1	13
Plan Non Renewal	0	0	3	0	3
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	1	0	1	2
Medi-Cal Application Assistance	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	
MSP Screening (QMB, SLMB, Q-1)	0	1	2	4	7
MSP Application Assistance	0	0	0	0	0
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	1	1
Other	0	10	18	30	58
Other					
Employer/Federal Health Benefits (FEHB)	0	1	9	12	22
Military Benefits	0	0	2	4	6
COBRA	0	0	1	2	3
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	0	4	3	7
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	0	0	0
Eligibility/Screening	0	35	65	50	150
Plan Comparison	0	36	63	41	140
Enrollment/Anrollment Assistance	0	15	43	20	78
Billings/Claims	0	0	1	3	4
Coverage Changes	0	0	2	0	2
Re-enrollment	0	0	2	1	3
Disenrollment	0	0	1	1	2
TROOP	0	0	0	0	0
Other	0	2	15	12	29
LIS / Extra Help					
Eligibility / Screening	0	1	13	10	24
Benefit Explanation	0	0	0	0	0
Application Assistance	0	0	9	7	16
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	0	2	1	3
Other Prescription Drug CoveragePlans					
Union/employer	0	2	0	1	3
PPARx	0	0	2	0	2
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	0	6	2	0	8
Other	0	1	2	0	3
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	2	4	6
Lag Time	0	0	0	1	1
Multiple Enrollment	0	0	0	1	1
Poor Training of Agents	0	0	1	0	1
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	0	0	1	2	3
Dosage problem	0	0	0	0	0
Data problems	0	0	1	0	1
Delay in medications	0	0	0	1	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	1	1
Client reached donut hole	0	0	1	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	1	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	0	0	4	0	4
TOTAL MEDICARE PART D COMPLAINTS	0	0	5	0	5
 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	0	0	1	1
Total duration of calls	0.00	0.00	0.00	0.15	0.15