

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 29 - HICAP Services of Northern California

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	2	4	3	9
Estimated Number of Attendees	0	65	77	155	297
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	0	1	1
Estimated Number of Attendees	0	0	0	400	400
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	1	0	0	1
Estimated Number of Attendees	0	17	0	0	17
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, 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	0	0	0	0
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	3	4	4	11
Grievances / Appeals - Plan Issues	0	0	0	0	0
Long-Term Care / Insurance	0	0	0	1	1
Low Income Subsidy (LIS) / Application Assistance	0	0	2	3	5
Medicare (Parts A & B)	0	1	4	3	8
Medicare Advantage (Part C)	0	3	4	3	10
Medicare Fraud / Abuse	0	3	4	3	10
Medicare Prescription Drug Coverage (Part D)	0	3	4	3	10
Medigap / Medicare Supplements	0	3	3	3	9
Non-Medicare Fraud/Abuse	0	0	1	0	1
Other Topics / Issues (Health Specific)	0	1	0	0	1

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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	0	0	0	0
QMB/SLMB/QI	0	0	0	2	2
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	0	2	3	2	7
American Indian or Naitave Alaskan	0	0	1	2	3
Asian Indian	0	0	0	0	0
Caucasian	0	3	2	3	8
Chinese	0	0	0	0	0
Disabled	0	1	1	3	5
Dual Eligible Groups	0	0	0	0	0
Employer Related Groups	0	1	2	1	4
Family Member/Caregiver of Beneficiary	0	1	0	4	5
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	3	3	3	9
Hmong	0	0	0	0	0
Japanese	0	0	0	0	0
Korean	0	0	0	0	0
Low Income	0	3	3	2	8
Medicare Beneficiaries	0	2	2	4	8
Medicare Pre-Enrollees	0	0	0	0	0
Mental Health	0	0	0	0	0
Mental Health Professionals	0	0	0	0	0
Native Hawaiian	0	0	0	0	0
Other	0	0	0	0	0
Other Asian	0	0	0	2	2
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	2	0	0	2
Rural	0	2	4	2	8
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	79	86	99	264
Literature from Events					
General HICAP Brochure	0	88	100	195	383
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	0	30	0	0	30
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)	0	85	107	67	259
Total Finalized Intakes	0	88	115	71	274
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	0	36	56	35	127
Aging into Medicare Postacd - CDA HICAP	0	0	0	0	0
CDA HICAP	0	2	2	0	4
CHA	0	0	0	0	0
CMS/Medicare	0	2	3	4	9
Friend/Relative	0	13	12	5	30
InfoVan	0	0	0	0	0
Internet	0	0	0	3	3
Mailings	0	0	0	0	0
Media	0	3	7	4	14
Other	0	20	28	15	63
Presentations	0	0	1	1	2
Previous Contacts	0	0	0	0	0
State Website	0	0	0	0	0
Missing/Not Collected	0	12	6	4	22
Mode of Client Contact					
Quick Call Contacts	0	0	0	0	0
Contacts by Telephone	0	35	58	43	136
Contacts In Person at home	0	17	0	0	17
Contacts In Person at site	0	66	113	70	249
Contacts by E-Mail	0	4	6	17	27
Contacts by Mail/Fax	0	0	0	0	0
Total Number of Client Contacts:	0	122	177	130	429
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	0.00	0.00	0.00	0.00
Volunteer	0.00	54.30	43.00	133.00	230.30
Paid	0.00	29.30	120.51	63.10	212.91
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	0	7	1	2	10
Race					
African American/Black	0	1	0	0	1

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	1	1	0	2
Caucasian/White	0	82	104	68	254
Native Hawaiian	0	1	0	0	1
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	0	0
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	1	0	0	1
Some Other race	0	0	0	1	1
Not Collected	0	2	10	1	13
Gender					
Female	0	65	57	40	162
Male	0	22	41	28	91
Not Collected	0	1	17	3	21
Monthly Income					
Less than 150% of FPL	0	21	26	29	76
Equal To/Greater than 150% of FPL	0	66	81	37	184
Not collected	0	1	8	5	14
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	88	115	71	274

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

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	0	12	15	11	38
Limited English Proficient (LEP)	0	1	0	0	1
Dual Eligible	0	11	15	17	43
Medicare Status Due to Disability	0	11	13	12	36
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	11	15	6	32
60-64	0	3	11	15	29
65-74	0	40	49	30	119
75-84	0	28	30	14	72
85+	0	5	9	5	19
Not Collected	0	1	1	1	3
Marital Status					
Married	0	38	47	34	119
Never Married	0	7	7	7	21
Separated	0	1	3	0	4
Divorced	0	18	20	16	54
Widowed	0	22	27	12	61
Domestic Partner	0	0	2	1	3
Not Collected	0	2	9	1	12
Estimated Financial Saving					
Clients with Financial Savings	0	1	2	2	5
Estimated Dollars Saved	\$0.00	\$1,680.00	\$738.00	\$3,259.00	\$5,677.00

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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	0	39	61	47	147
Benefit Comparisons/Explanation/Coverage Changes	0	41	57	45	143
Appeals/Grievances	0	1	0	0	1
Billings/Claims	0	4	7	5	16
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	0	0	0	2	2
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	36	49	38	123
Benefit Explanation	0	34	44	33	111
Appeals/Grievances	0	2	1	0	3
Billings/Claims	0	0	2	2	4
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	1	1	4	6
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	42	55	40	137
Benefit Explanation	0	38	45	37	120
Appeals/Grievances	0	4	0	0	4
Billings/Claims	0	1	1	2	4
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	0	0	2	2	4
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	1	0	2	3
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	5	3	4	12
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	8	19	20	47
Other					
Employer/Federal Health Benefits (FEHB)	0	9	20	7	36
Military Benefits	0	2	2	2	6
COBRA	0	0	2	5	7
Mental Health Topics	0	3	6	3	12
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	0	0	0
Other	0	2	4	1	7
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	0	0	0	0
Eligibility/Screening	0	51	74	48	173
Plan Comparison	0	32	42	28	102
Enrollment/Anrollment Assistance	0	5	18	5	28
Billings/Claims	0	1	5	3	9
Coverage Changes	0	2	2	0	4
Re-enrollment	0	0	0	0	0
Disenrollment	0	0	0	0	0
TROOP	0	0	0	0	0
Other	0	1	0	2	3
LIS / Extra Help					
Eligibility / Screening	0	19	15	7	41
Benefit Explanation	0	0	0	0	0
Application Assistance	0	12	0	0	12
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	0	5	5	1	11
PPARx	0	1	0	0	1
Military Drug Benefit	0	0	0	0	0
Manufacturer Program	0	1	0	0	1
Other	0	1	1	0	2
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	1	0	0	1
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

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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	0	1
Dosage problem	0	0	0	0	0
Data problems	0	0	0	0	0
Delay in medications	0	0	0	1	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	3	0	3
Client reached donut hole	0	0	1	0	1
SSA Premium withheld	0	0	1	0	1
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	1	0	0	1
Cases Opened	0	1	3	3	7
Cases Closed	0	1	0	2	3
Favorable Closed Case Results	0	0	0	2	2
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	0	1	3	5	9
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	1	2	3
TOTAL MEDICARE PART D COMPLAINTS	0	0	1	2	3
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	15	6	22
Total duration of calls	0.00	0.00	3.34	0.49	3.83