

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 13 - Senior Network Services

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 | 4 | 28 | 4 | 4 | 40 |
| Estimated Number of Attendees | 93 | 1,045 | 90 | 97 | 1,325 |
| Estimated Number of Persons Provided Enrollment Assistance | 0 | 0 | 0 | 25 | 25 |
| Booths or Exhibits at Fairs or Special Events | | | | | |
| Total Number of Events | 1 | 2 | 1 | 3 | 7 |
| Estimated Number of Attendees | 280 | 350 | 215 | 537 | 1,382 |
| Estimated Number of Persons Provided Enrollment Assistance | 0 | 0 | 55 | 555 | 610 |
| 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 | 11 | 0 | 1 | 12 |
| Estimated Number of Targeted Persons Reached | 0 | 255,233 | 0 | 22,137 | 277,370 |
| Presenters | | | | | |
| HICAP Paid Staff | | | | | |
| Total Presenters | 0 | 0 | 5 | 8 | 13 |
| Total Hours for Length of Activities | 0.00 | 0.00 | 38.15 | 50.05 | 88.20 |
| 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 | 1 | 1 |
| Total Hours for Length of Activities | 0.00 | 0.00 | 0.00 | 5.00 | 5.00 |
| Other Presenters | | | | | |
| Total Presenters | 0 | 0 | 0 | 4 | 4 |
| Total Hours for Length of Activities | 0.00 | 0.00 | 0.00 | 3.00 | 3.00 |
| Area of Focus | | | | | |
| Dual Eligible with Mental Illness | 4 | 53 | 8 | 10 | |
| Employer Termination - COBRA | 0 | 0 | 2 | 4 | 6 |
| General HICAP Information | 0 | 0 | 0 | 0 | 0 |
| Grievances / Appeals - Plan Issues | 5 | 41 | 5 | 8 | 59 |
| Long-Term Care / Insurance | 0 | 0 | 3 | 5 | 8 |
| Low Income Subsidy (LIS) / Application Assistance | 0 | 0 | 3 | 5 | 8 |
| Medicare (Parts A & B) | 5 | 31 | 5 | 7 | 48 |
| Medicare Advantage (Part C) | 4 | 40 | 5 | 7 | 56 |
| Medicare Fraud / Abuse | 3 | 41 | 5 | 6 | 55 |
| Medicare Prescription Drug Coverage (Part D) | 4 | 31 | 5 | 7 | 47 |
| Medigap / Medicare Supplements | 4 | 30 | 5 | 7 | 46 |
| Non-Medicare Fraud/Abuse | 2 | 30 | 4 | 5 | 41 |
| Other Topics / Issues (Health Specific) | 0 | 0 | 0 | 0 | 0 |
| | 5 | 27 | 5 | 7 | 44 |

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| | JUL-SEP | OCT-DEC | JAN-MAR | APR-JUN | TOTAL |
|--|---------|---------|---------|---------|-------|
| | Q1 | Q2 | Q3 | Q4 | |
| Partnership Recruitment | 0 | 0 | 2 | 4 | 6 |
| Preventive Care Benefits | 3 | 28 | 5 | 7 | 43 |
| QMB/SLMB/QI | 2 | 29 | 5 | 7 | 43 |
| Volunteer Recruitment | 0 | 0 | 0 | 0 | 0 |
| Targeted Audience | | | | | |
| African American | 0 | 0 | 1 | 1 | 2 |
| American Indian or Naitave Alaskan | 0 | 0 | 1 | 1 | 2 |
| Asian Indian | 0 | 0 | 0 | 2 | 2 |
| Caucasian | 2 | 11 | 2 | 6 | 21 |
| Chinese | 0 | 0 | 1 | 1 | 2 |
| Disabled | 3 | 31 | 1 | 5 | 40 |
| Dual Eligible Groups | 0 | 0 | 1 | 5 | 6 |
| Employer Related Groups | 2 | 3 | 2 | 0 | 7 |
| Family Member/Caregiver of Beneficiary | 2 | 29 | 2 | 4 | 37 |
| Filipino | 0 | 0 | 1 | 1 | 2 |
| Guamanian or Chamorro | 0 | 0 | 0 | 0 | 0 |
| Hispanic / Latino | 1 | 15 | 1 | 6 | 23 |
| Hmong | 0 | 0 | 0 | 0 | 0 |
| Japanese | 0 | 0 | 1 | 1 | 2 |
| Korean | 0 | 0 | 0 | 1 | 1 |
| Low Income | 5 | 36 | 1 | 6 | 48 |
| Medicare Beneficiaries | 5 | 38 | 2 | 5 | 50 |
| Medicare Pre-Enrollees | 0 | 0 | 2 | 3 | 5 |
| Mental Health | 1 | 17 | 1 | 4 | 23 |
| Mental Health Professionals | 0 | 0 | 2 | 2 | 4 |
| Native Hawaiian | 0 | 0 | 0 | 0 | 0 |
| Other | 0 | 0 | 1 | 4 | 5 |
| Other Asian | 0 | 2 | 0 | 1 | 3 |
| Other Pacific Islander | 0 | 0 | 0 | 0 | 0 |
| Partnership Outreach | 0 | 0 | 4 | 3 | 7 |
| Presentations to Groups in Language Other than English | 0 | 3 | 0 | 1 | 4 |
| Rural | 1 | 15 | 1 | 5 | 22 |
| Samoan | 0 | 0 | 0 | 0 | 0 |
| Socail Work Professionals | 0 | 0 | 4 | 4 | 8 |
| Some Other Race or Ethnicity | 0 | 0 | 0 | 1 | 1 |
| Vietnamese | 0 | 0 | 0 | 0 | 0 |

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Public and Media Data Report

| | 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 | 351 | 1,295 | 308 | 627 | 2,581 |
| "Taking Care of Tomorrow" | 0 | 4 | 7 | 53 | 64 |
| Other Publications (Created by or on Behalf of Local HICAP) | 0 | 696 | 523 | 1,144 | 2,363 |
| Other Literature | | | | | |
| Other Literature | 0 | 0 | 0 | 60 | 60 |
| Brochures from Quick Call | 8 | 346 | 5 | 2 | 361 |

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 13 - Senior Network Services

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

| | JUL-SEP | OCT-DEC | JAN-MAR | APR-JUN | TOTAL |
|--|------------|--------------|------------|------------|---------------|
| | Q1 | Q2 | Q3 | Q4 | |
| SECTION 1 - Client Contacts | | | | | |
| Total Clients Counseled (unduplicated) | 352 | 1,237 | 335 | 346 | 2,270 |
| Total Finalized Intakes | 226 | 492 | 209 | 310 | 1,237 |
| How did client learn about SHIP/HICAP? | | | | | |
| Agency (Social Security, Medi-Cal, etc.) | 126 | 300 | 122 | 160 | 708 |
| Aging into Medicare Postacd - CDA HICAP | 0 | 0 | 2 | 6 | 8 |
| CDA HICAP | 0 | 2 | 0 | 0 | 2 |
| CHA | 0 | 1 | 0 | 0 | 1 |
| CMS/Medicare | 2 | 2 | 2 | 3 | 9 |
| Friend/Relative | 33 | 53 | 24 | 37 | 147 |
| InfoVan | 0 | 0 | 0 | 0 | 0 |
| Internet | 2 | 3 | 3 | 3 | 11 |
| Mailings | 0 | 0 | 0 | 0 | 0 |
| Media | 5 | 7 | 1 | 7 | 20 |
| Other | 55 | 84 | 9 | 10 | 158 |
| Presentations | 3 | 33 | 2 | 3 | 41 |
| Previous Contacts | 0 | 0 | 44 | 79 | 123 |
| State Website | 0 | 0 | 0 | 2 | 2 |
| Missing/Not Collected | 0 | 7 | 0 | 0 | 7 |
| Mode of Client Contact | | | | | |
| Quick Call Contacts | 374 | 2,079 | 324 | 132 | 2,909 |
| Contacts by Telephone | 113 | 339 | 122 | 381 | 955 |
| Contacts In Person at home | 5 | 15 | 8 | 3 | 31 |
| Contacts In Person at site | 174 | 257 | 145 | 239 | 815 |
| Contacts by E-Mail | 110 | 368 | 16 | 10 | 504 |
| Contacts by Mail/Fax | 0 | 0 | 43 | 44 | 87 |
| Total Number of Client Contacts: | 776 | 3,058 | 658 | 809 | 5,301 |
| Contact Status Types | | | | | |
| General info | 0 | 0 | 257 | 441 | 698 |
| Detailed Assistance | 0 | 0 | 266 | 459 | 725 |
| Problem Solving/Resolution | 0 | 0 | 29 | 96 | 125 |
| Total Counseling Time Spent by Counselor Type | | | | | |
| Program Manager | 47.30 | 128.45 | 59.34 | 51.35 | 286.44 |
| Volunteer | 210.45 | 292.00 | 194.30 | 288.30 | 985.05 |
| Paid | 43.00 | 160.50 | 71.50 | 163.25 | 438.25 |
| In-Kind | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| SECTION 2 - Client Demographics | | | | | |
| Ethnicity | | | | | |
| (Hispanic/Latino) | 31 | 88 | 22 | 62 | 203 |
| Race | | | | | |
| African American/Black | 2 | 3 | 3 | 2 | 10 |

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 | 1 | 3 | 0 | 2 | 6 |
| Caucasian/White | 180 | 328 | 163 | 221 | 892 |
| 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 | 1 | 1 | 2 |
| Chinese | 1 | 4 | 0 | 0 | 5 |
| Filipino | 0 | 3 | 1 | 3 | 7 |
| Japanese | 2 | 1 | 2 | 0 | 5 |
| Hmong | 0 | 0 | 0 | 0 | 0 |
| Korean | 1 | 0 | 0 | 0 | 1 |
| Vietnamese | 0 | 0 | 0 | 0 | 0 |
| Other Pacific Islander | 0 | 0 | 0 | 0 | 0 |
| Other Asian | 2 | 0 | 1 | 0 | 3 |
| Two or More Race | 7 | 18 | 5 | 10 | 40 |
| Some Other race | 25 | 71 | 20 | 55 | 171 |
| Not Collected | 5 | 61 | 13 | 16 | 95 |
| Gender | | | | | |
| Female | 130 | 278 | 131 | 199 | 738 |
| Male | 95 | 209 | 75 | 107 | 486 |
| Not Collected | 1 | 5 | 3 | 4 | 13 |
| Monthly Income | | | | | |
| Less than 150% of FPL | 65 | 160 | 68 | 112 | 405 |
| Equal To/Greater than 150% of FPL | 158 | 282 | 129 | 186 | 755 |
| Not collected | 3 | 50 | 12 | 12 | 77 |
| Client Asset Limits | | | | | |
| Below LIS Asset limit | 0 | 0 | 48 | 103 | 151 |
| At or Above LIS Asset Limit | 0 | 0 | 58 | 119 | 177 |
| Not Collected | 226 | 492 | 103 | 88 | 909 |

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 | 26 | 64 | 16 | 26 | 132 |
| Limited English Proficient (LEP) | 13 | 42 | 14 | 42 | 111 |
| Dual Eligible | 38 | 89 | 42 | 63 | 232 |
| Medicare Status Due to Disability | 30 | 80 | 27 | 42 | 179 |
| Dual Eligible due to Mental Disability | 0 | 0 | 11 | 12 | 23 |
| Applying/Receiving Social Security/Medicare Disability | 0 | 0 | 26 | 40 | 66 |
| Age | | | | | |
| Under 60 | 19 | 47 | 17 | 34 | 117 |
| 60-64 | 9 | 37 | 15 | 60 | 121 |
| 65-74 | 133 | 200 | 112 | 143 | 588 |
| 75-84 | 33 | 103 | 32 | 37 | 205 |
| 85+ | 19 | 67 | 23 | 22 | 131 |
| Not Collected | 13 | 38 | 10 | 14 | 75 |
| Marital Status | | | | | |
| Married | 103 | 183 | 83 | 126 | 495 |
| Never Married | 18 | 49 | 17 | 44 | 128 |
| Separated | 2 | 7 | 2 | 3 | 14 |
| Divorced | 58 | 95 | 49 | 61 | 263 |
| Widowed | 23 | 77 | 39 | 32 | 171 |
| Domestic Partner | 4 | 6 | 2 | 2 | 14 |
| Not Collected | 18 | 75 | 17 | 42 | 152 |
| Estimated Financial Saving | | | | | |
| Clients with Financial Savings | 6 | 17 | 7 | 14 | 44 |
| Estimated Dollars Saved | \$4,942.00 | \$20,418.50 | \$13,976.06 | \$16,969.75 | \$56,306.31 |

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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 | 212 | 474 | 197 | 296 | 1,179 |
| Benefit Comparisons/Explanation/Coverage Changes | 131 | 254 | 128 | 167 | 680 |
| Appeals/Grievances | 0 | 2 | 1 | 2 | 5 |
| Billings/Claims | 11 | 24 | 7 | 28 | 70 |
| Fraud/Abuse | 1 | 2 | 0 | 1 | 4 |
| Quality of Care | 0 | 0 | 2 | 1 | 3 |
| LTC/LTCI | | | | | |
| Enrollment/Eligibility Assistance | 11 | 10 | 12 | 10 | 43 |
| Billings/Claims | 2 | 0 | 0 | 2 | 4 |
| LTC Partnership | 0 | 0 | 2 | 3 | 5 |
| Appeal/Grievances | 0 | 0 | 0 | 2 | 2 |
| Fraud/Abuse | 0 | 0 | 0 | 0 | 0 |
| Other LTC | 0 | 0 | 1 | 1 | 2 |
| Medigap/Supplement/SELECT | | | | | |
| Enrollment/Eligibility/Screening | 135 | 221 | 133 | 179 | 668 |
| Benefit Explanation | 127 | 212 | 124 | 163 | 626 |
| Appeals/Grievances | 0 | 0 | 0 | 1 | 1 |
| Billings/Claims | 1 | 6 | 5 | 7 | 19 |
| Fraud/Abuse | 0 | 0 | 0 | 0 | 0 |
| Disenrollment/Coverage Changes | 0 | 2 | 3 | 2 | 7 |
| Quality of Care | 0 | 0 | 0 | 0 | 0 |
| Plan Comparison | 0 | 0 | 111 | 154 | 265 |
| Marketing/Sales Complaints/Issues | 0 | 0 | 0 | 0 | 0 |
| Plan Non Renewal | 0 | 0 | 1 | 0 | 1 |
| Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans) | | | | | |
| Eligibility/Screening | 129 | 225 | 123 | 150 | 627 |
| Benefit Explanation | 124 | 212 | 112 | 139 | 587 |
| Appeals/Grievances | 1 | 11 | 0 | 1 | 13 |
| Billings/Claims | 1 | 14 | 4 | 7 | 26 |
| Fraud/Abuse | 0 | 0 | 0 | 0 | 0 |
| Coverage Changes/Disenrollment | 0 | 13 | 9 | 3 | 25 |
| Plan Non Renewal | 1 | 2 | 14 | 11 | 28 |
| Plan Comparison | 0 | 0 | 107 | 132 | 239 |
| Enrollment/Enrollment Assistance | 0 | 0 | 30 | 94 | 124 |
| 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) | 6 | 4 | 34 | 44 | 88 |
| Medi-Cal Application Assistance | 0 | 0 | 0 | 7 | 7 |

From: 07/01/2010 To: 06/30/2011

Topics/Needs Discussed

| | JUL-SEP | OCT-DEC | JAN-MAR | APR-JUN | TOTAL |
|---|---------|---------|---------|---------|-------|
| | Q1 | Q2 | Q3 | Q4 | |
| MSP Screening (QMB, SLMB, Q-1) | 2 | 10 | 11 | 23 | 46 |
| MSP Application Assistance | 0 | 0 | 4 | 6 | 10 |
| Medi-Cal/QMB Claims | 0 | 0 | 1 | 3 | 4 |
| Fraud/Abuse | 1 | 2 | 0 | 0 | 3 |
| Other | 50 | 118 | 7 | 14 | 189 |
| Other | | | | | |
| Employer/Federal Health Benefits (FEHB) | 62 | 61 | 45 | 43 | 211 |
| Military Benefits | 10 | 32 | 17 | 17 | 76 |
| COBRA | 7 | 9 | 2 | 3 | 21 |
| Mental Health Topics | 13 | 29 | 20 | 14 | 76 |
| Fraud/Abuse | 0 | 0 | 0 | 0 | 0 |
| Other Health Insurance | 0 | 0 | 15 | 10 | 25 |
| Other | 35 | 28 | 6 | 23 | 92 |
| Part D - Medicare Prescription Drug Coverage | | | | | |
| Benefit Explanation | 0 | 0 | 166 | 200 | 366 |
| Eligibility/Screening | 185 | 428 | 164 | 204 | 981 |
| Plan Comparison | 168 | 409 | 147 | 163 | 887 |
| Enrollment/Anrollment Assistance | 171 | 406 | 139 | 168 | 884 |
| Billings/Claims | 4 | 2 | 3 | 6 | 15 |
| Coverage Changes | 2 | 6 | 2 | 4 | 14 |
| Re-enrollment | 0 | 0 | 0 | 1 | 1 |
| Disenrollment | 0 | 2 | 5 | 3 | 10 |
| TROOP | 1 | 0 | 0 | 2 | 3 |
| Other | 11 | 40 | 5 | 25 | 81 |
| LIS / Extra Help | | | | | |
| Eligibility / Screening | 56 | 119 | 100 | 207 | 482 |
| Benefit Explanation | 0 | 0 | 24 | 48 | 72 |
| Application Assistance | 17 | 50 | 5 | 24 | 96 |
| Claims/Billings | 0 | 0 | 3 | 3 | 6 |
| Appeals / Grievances | 0 | 1 | 0 | 1 | 2 |
| Other Prescription Drug CoveragePlans | | | | | |
| Union/employer | 36 | 9 | 19 | 21 | 85 |
| PPARx | 9 | 13 | 3 | 10 | 35 |
| Military Drug Benefit | 0 | 0 | 15 | 8 | 23 |
| Manufacturer Program | 3 | 3 | 0 | 0 | 6 |
| Other | 14 | 15 | 3 | 5 | 37 |
| Part D Plan Problems | | | | | |
| (Non-Compliance Services Unmet) | | | | | |
| Eligibility | 1 | 3 | 0 | 3 | 7 |
| Lag Time | 1 | 1 | 0 | 1 | 3 |
| Multiple Enrollment | 1 | 1 | 0 | 0 | 2 |
| Poor Training of Agents | 0 | 0 | 0 | 0 | 0 |
| Poor Training of CSR | 0 | 0 | 0 | 1 | 1 |

From: 07/01/2010 To: 06/30/2011

Topics/Needs Discussed

| | JUL-SEP Q1 | OCT-DEC Q2 | JAN-MAR Q3 | APR-JUN Q4 | TOTAL |
|--------------------------------------|---------------|---------------|---------------|---------------|-------------------|
| 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 | 2 | 1 | 0 | 1 | 4 |
| Dosage problem | 0 | 0 | 0 | 1 | 1 |
| Data problems | 0 | 2 | 0 | 4 | 6 |
| Delay in medications | 0 | 0 | 0 | 1 | 1 |
| Incorrect Co-Pay/Can't Afford Co-Pay | 1 | 0 | 0 | 1 | 2 |
| Client reached donut hole | 6 | 8 | 0 | 2 | 16 |
| SSA Premium withheld | 0 | 0 | 0 | 1 | 1 |
| Appeals/Grievances | 0 | 0 | 0 | 2 | 2 |
| Quality of Care | 0 | 0 | 0 | 0 | 0 |
| Plan Non Renewal | 0 | 0 | 3 | 1 | 4 |
| HICAP Legal Services | | | | | |
| Referrals to HICAP Legal | 0 | 1 | 0 | 0 | 1 |
| Legal Clients Served | 8 | 16 | 15 | 0 | 39 |
| Cases Opened | 1 | 4 | 0 | 0 | 5 |
| Cases Closed | 0 | 0 | 3 | 0 | 3 |
| Favorable Closed Case Results | 0 | 0 | 1 | 0 | 1 |
| Client Representation Hours | 8 | 11 | 2 | 0 | 21 |
| Consultation to Program Hours | 0 | 0 | 0 | 0 | 0 |
| HICAP Legal Clients that Saved | 0 | 0 | 1 | 0 | 1 |
| Estimated Financial Savings | \$0.00 | \$0.00 | \$2,400.00 | \$0.00 | \$2,400.00 |

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From: 07/01/2010 To: 06/30/2011

Complaints Filed

| | JUL-SEP | OCT-DEC | JAN-MAR | APR-JUN | TOTAL |
|---|----------|----------|----------|----------|-------------|
| | Q1 | Q2 | Q3 | Q4 | |
| Medicare Part D Complaints Filed | | | | | |
| CDI: | 0 | 0 | 0 | 0 | 0 |
| CMS: | 0 | 0 | 1 | 0 | 1 |
| Part D Plan: | 0 | 0 | 0 | 0 | 0 |
| SMP: | 0 | 0 | 0 | 0 | 0 |
| Urgent Fax: | 0 | 0 | 0 | 0 | 0 |
| 800 Medicare: | 0 | 1 | 0 | 1 | 2 |
| Other: | 6 | 3 | 1 | 7 | 17 |
| TOTAL MEDICARE PART D COMPLAINTS | 6 | 4 | 2 | 8 | 20 |
| All Other Complaints | | | | | |
| APS : | 0 | 0 | 0 | 0 | 0 |
| CDI: | 0 | 0 | 0 | 0 | 0 |
| CMS: | 0 | 6 | 0 | 0 | 6 |
| QIO: | 0 | 0 | 0 | 0 | 0 |
| SMP: | 0 | 0 | 0 | 1 | 1 |
| Other: | 0 | 0 | 0 | 0 | 0 |
| TOTAL ALL OTHER COMPLAINTS | 0 | 6 | 0 | 1 | 7 |
| 800 Medicare Line Issues | | | | | |
| Total number of Calls with Issues | 0 | 2 | 2 | 2 | 6 |
| Total duration of calls | 0.00 | 1.07 | 1.56 | 1.05 | 3.68 |