

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 7 - Contra Costa County Area Agency on Aging HICAP

From: 07/01/2011 To: 06/30/2012

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	20	18	18	24	80
Estimated Number of Attendees	427	583	456	868	2,334
Estimated Number of Persons Provided Enrollment Assistance	34	15	25	20	94
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	7	3	4	9	23
Estimated Number of Attendees	910	265	1,107	1,660	3,942
Estimated Number of Persons Provided Enrollment Assistance	15	0	0	24	39
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	1	4	2	3	10
Estimated Number of Attendees	10	108	32	58	208
Estimated Number of Persons Received Any Enrollment Assistance	0	106	9	96	211
Enrollment Assistance with Medicare Programs(s)	0	59	0	45	104
Enrollment Assistance with Part D	0	43	0	26	69
Enrollment Assistance with LIS	0	4	1	16	21
Enrollment Assistance MSP	0	0	6	9	15
Enrollment Assistance with Other Medicare Program	0	0	2	0	2
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	10	0	10
Estimated Number of Attendees	0	0	100,000	0	100,000
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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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	10	11	20	26	67
Estimated Number of Targeted Persons Reached	348,000	262,575	540,500	45,292	1,196,367
Presenters					
HICAP Paid Staff					
Total Presenters	13	19	38	16	86
Total Hours for Length of Activities	40.00	89.50	190.50	74.00	394.00
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	19	14	11	48	92
Total Hours for Length of Activities	90.05	107.40	76.40	169.05	442.90
Other Presenters					
Total Presenters	3	2	5	7	17
Total Hours for Length of Activities	4.50	4.50	29.15	28.05	66.20
Area of Focus					
Dual Eligible with Mental Illness	9	6	16	21	52
Employer Termination - COBRA	9	11	19	12	51
General HICAP Information	29	31	45	60	165
Grievances / Appeals - Plan Issues	2	5	2	12	21
Long-Term Care / Insurance	12	8	8	16	44
Low Income Subsidy (LIS) / Application Assistance	25	23	26	43	117
Medicare (Parts A & B)	25	20	31	46	122
Medicare Advantage (Part C)	26	25	33	47	131
Medicare Fraud / Abuse	18	20	25	19	82
Medicare Prescription Drug Coverage (Part D)	26	27	35	50	138
Medigap / Medicare Supplements	18	20	29	41	108
Non-Medicare Fraud/Abuse	2	0	1	2	5
Other Topics / Issues (Health Specific)	3	2	5	7	17

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	4	1	2	5	12
Preventive Care Benefits	13	11	23	24	71
QMB/SLMB/QI	13	13	28	28	82
Volunteer Recruitment	15	13	20	17	65
Targeted Audience					
African American	20	22	31	49	122
American Indian or Nataive Alaskan	6	10	16	36	68
Asian Indian	10	12	20	42	84
Caucasian	29	32	42	59	162
Chinese	15	20	32	48	115
Disabled	13	17	28	46	104
Dual Eligible Groups	20	20	32	41	113
Employer Related Groups	1	6	4	5	16
Family Member/Caregiver of Beneficiary	17	22	36	46	121
Filipino	14	19	26	47	106
Guamanian or Chamorro	3	7	14	33	57
Hispanic / Latino	19	23	30	48	120
Hmong	6	10	16	37	69
Japanese	12	11	25	44	92
Korean	9	8	23	41	81
Low Income	21	27	33	50	131
Medicare Beneficiaries	26	27	38	53	144
Medicare Pre-Enrollees	20	18	35	47	120
Mental Health	11	11	12	32	66
Mental Health Professionals	2	3	3	12	20
Native Hawaiian	4	6	10	33	53
Other	4	2	5	7	18
Other Asian	13	8	21	39	81
Other Pacific Islander	4	6	18	29	57
Partnership Outreach	1	0	7	4	12
Presentations to Groups in Language Other than English	0	3	5	4	12
Rural	1	5	8	13	27
Samoan	6	9	11	37	63
Socail Work Professionals	6	5	5	7	23
Some Other Race or Ethnicity	6	5	12	25	48
Vietnamese	6	12	14	41	73

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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	436	1,330	974	2,653	5,393
"Taking Care of Tomorrow"	4	0	5	50	59
Other Publications (Created by or on Behalf of Local HICAP)	1,354	2,812	786	4,017	8,969
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	4	6	4	0	14

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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)	532	988	636	756	2,912
Total Finalized Intakes	393	831	511	678	2,413
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	132	277	203	251	863
Aging into Medicare Postacd - CDA HICAP	7	6	3	1	17
CDA HICAP	4	6	0	4	14
CHA	0	1	0	0	1
CMS/Medicare	9	26	20	13	68
Friend/Relative	32	53	25	44	154
InfoVan	0	0	0	0	0
Internet	5	7	1	9	22
Mailings	8	6	1	6	21
Media	4	10	4	3	21
Other	54	131	51	91	327
Presentations	13	28	22	40	103
Previous Contacts	44	171	96	141	452
State Website	0	0	0	1	1
Missing/Not Collected	81	109	85	74	349
Mode of Client Contact					
Quick Call Contacts	211	290	198	221	920
Contacts by Telephone	646	1,403	925	1,631	4,605
Contacts In Person at home	7	10	3	7	27
Contacts In Person at site	202	379	195	316	1,092
Contacts by E-Mail	57	180	107	185	529
Contacts by Mail/Fax	110	360	200	333	1,003
Total Number of Client Contacts:	1,233	2,622	1,628	2,693	8,176
Contact Status Types					
General info	479	816	576	793	2,664
Detailed Assistance	719	2,291	1,172	2,137	6,319
Problem Solving/Resolution	303	540	364	613	1,820
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	16.35	7.26	6.41	30.02
Volunteer	415.37	909.44	527.41	924.15	2,776.37
Paid	122.38	330.50	173.45	81.42	707.75
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	12	23	12	15	62
Race					
African American/Black	13	11	10	23	57

From: 07/01/2011 To: 06/30/2012

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	153	239	152	210	754
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	3	4	2	7	16
Chinese	18	18	16	21	73
Filipino	4	6	5	9	24
Japanese	1	2	3	1	7
Hmong	0	0	0	0	0
Korean	0	1	0	2	3
Vietnamese	0	3	2	1	6
Other Pacific Islander	0	0	0	0	0
Other Asian	1	7	2	0	10
Two or More Race	1	2	1	2	6
Some Other race	7	9	3	4	23
Not Collected	192	529	315	398	1,434
Gender					
Female	250	478	310	379	1,417
Male	119	257	143	225	744
Not Collected	24	96	58	74	252
Monthly Income					
Less than 150% of FPL	69	136	90	181	476
Equal To/Greater than 150% of FPL	159	316	169	305	949
Not collected	165	379	252	192	988
Client Asset Limits					
Below LIS Asset limit	14	28	19	22	83
At or Above LIS Asset Limit	6	16	8	9	39
Not Collected	373	787	484	647	2,291

From: 07/01/2011 To: 06/30/2012

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	24	25	19	26	94
Limited English Proficient (LEP)	18	41	31	32	122
Dual Eligible	55	111	98	124	388
Medicare Status Due to Disability	53	113	92	127	385
Dual Eligible due to Mental Disability	8	16	14	18	56
Applying/Receiving Social Security/Medicare Disability	79	147	114	161	501
Age					
Under 60	38	68	55	83	244
60-64	26	40	34	104	204
65-74	174	275	147	158	754
75-84	34	128	66	77	305
85+	23	68	18	28	137
Not Collected	98	252	191	228	769
Marital Status					
Married	122	187	109	183	601
Never Married	18	34	28	23	103
Separated	3	6	5	3	17
Divorced	54	60	43	51	208
Widowed	28	70	38	49	185
Domestic Partner	2	4	2	2	10
Not Collected	166	470	286	367	1,289
Estimated Financial Saving					
Clients with Financial Savings	363	770	471	660	2,264
Estimated Dollars Saved	\$187,114.67	\$345,552.06	\$335,636.49	\$814,907.60	\$1,683,210.82

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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	233	479	249	423	1,384
Benefit Comparisons/Explanation/Coverage Changes	191	316	196	283	986
Appeals/Grievances	4	9	6	12	31
Billings/Claims	18	26	22	44	110
Fraud/Abuse	1	38	22	66	127
Quality of Care	29	21	9	8	67
LTC/LTCI					
Enrollment/Eligibility Assistance	9	12	11	24	56
Billings/Claims	1	3	5	4	13
LTC Partnership	1	3	3	6	13
Appeal/Grievances	3	2	1	0	6
Fraud/Abuse	1	1	0	1	3
Other LTC	12	9	14	23	58
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	150	316	142	204	812
Benefit Explanation	163	320	161	209	853
Appeals/Grievances	0	2	0	0	2
Billings/Claims	3	8	3	6	20
Fraud/Abuse	0	0	5	1	6
Disenrollment/Coverage Changes	5	15	5	6	31
Quality of Care	29	20	11	5	65
Plan Comparison	118	197	101	147	563
Marketing/Sales Complaints/Issues	1	2	2	2	7
Plan Non Renewal	0	3	1	1	5
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	181	426	214	287	1,108
Benefit Explanation	191	433	267	302	1,193
Appeals/Grievances	8	10	3	1	22
Billings/Claims	15	16	9	18	58
Fraud/Abuse	0	7	7	13	27
Coverage Changes/Disenrollment	16	79	35	40	170
Plan Non Renewal	0	93	35	4	132
Plan Comparison	144	364	198	219	925
Enrollment/Enrollment Assistance	18	35	20	37	110
Quality of Care	32	22	11	14	79
Marketing/Sales Complaints or Issues	1	2	0	1	4
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	126	342	146	282	896
Medi-Cal Application Assistance	13	20	19	37	89

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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)	88	316	148	244	796
MSP Application Assistance	8	24	30	19	81
Medi-Cal/QMB Claims	14	6	5	22	47
Fraud/Abuse	0	0	1	2	3
Other	40	46	63	99	248
Other					
Employer/Federal Health Benefits (FEHB)	74	135	76	133	418
Military Benefits	22	28	23	34	107
COBRA	6	16	18	19	59
Mental Health Topics	11	26	12	19	68
Fraud/Abuse	1	1	3	4	9
Other Health Insurance	17	15	15	43	90
Other	50	78	63	84	275
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	182	428	229	275	1,114
Eligibility/Screening	155	433	181	246	1,015
Plan Comparison	129	393	155	168	845
Enrollment/Anrollment Assistance	22	69	40	43	174
Billings/Claims	3	4	7	10	24
Coverage Changes	10	116	28	15	169
Re-enrollment	1	3	3	3	10
Disenrollment	4	10	2	7	23
TROOP	3	12	2	6	23
Other	7	36	25	30	98
LIS / Extra Help					
Eligibility / Screening	135	396	176	243	950
Benefit Explanation	48	112	85	96	341
Application Assistance	19	36	20	24	99
Claims/Billings	3	2	6	10	21
Appeals / Grievances	0	0	1	2	3
Other Prescription Drug CoveragePlans					
Union/employer	46	70	30	43	189
PPARx	13	18	14	10	55
Military Drug Benefit	12	24	13	12	61
Manufacturer Program	11	14	10	8	43
Other	24	36	14	17	91
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	4	0	1	5	10
Lag Time	1	0	3	1	5
Multiple Enrollment	1	2	0	0	3
Poor Training of Agents	0	0	0	2	2
Poor Training of CSR	0	0	1	1	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	1	1
Marketing Fraud/Abuse	0	0	0	1	1
Agent fraud/abuse	0	1	0	0	1
Formulary problems/changes	1	3	3	2	9
Dosage problem	0	1	0	1	2
Data problems	1	0	0	1	2
Delay in medications	1	1	1	0	3
Incorrect Co-Pay/Can't Afford Co-Pay	2	0	1	2	5
Client reached donut hole	8	7	3	11	29
SSA Premium withheld	0	0	0	1	1
Appeals/Grievances	0	0	1	3	4
Quality of Care	0	0	0	0	0
Plan Non Renewal	2	0	0	0	2
HICAP Legal Services					
Referrals to HICAP Legal	19	12	22	12	65
Legal Clients Served	29	12	22	17	80
Cases Opened	2	2	1	3	8
Cases Closed	5	2	3	5	15
Favorable Closed Case Results	5	2	3	3	13
Client Representation Hours	40	22	17	55	134
Consultation to Program Hours	1	0	0	5	6
HICAP Legal Clients that Saved	1	0	0	0	1
Estimated Financial Savings	\$1,704.00	\$0.00	\$0.00	\$1,704.00	\$3,408.00

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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	1	0	0	1
Part D Plan:	0	1	1	0	2
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	2	0	1	3
Other:	3	4	5	3	15
TOTAL MEDICARE PART D COMPLAINTS	3	8	6	4	21
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	6	13	13	13	45
Total duration of calls	13.30	2.55	26.05	14.08	55.98