

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 10 - Council on Aging Silicon Valley HICAP

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

Public and Media Data Report

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Type of Activity					
Interactive Presentations to Public in Person					
Total Number of Events	22	54	13	18	107
Estimated Number of Attendees	1,827	2,078	902	697	5,504
Estimated Number of Persons Provided Enrollment Assistance	1,112	447	360	776	2,695
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	5	1	3	11	20
Estimated Number of Attendees	1,050	60	1,275	1,783	4,168
Estimated Number of Persons Provided Enrollment Assistance	260	0	280	360	900
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	25	0	0	25
Estimated Number of Persons Received Any Enrollment Assistance	0	15	0	0	15
Enrollment Assistance with Medicare Programs(s)	0	5	0	0	5
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	5	0	0	5
Enrollment Assistance MSP	0	5	0	0	5
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	1	1
Estimated Number of Attendees	0	0	0	401,744	401,744
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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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	4	0	3	0	7
Estimated Number of Targeted Persons Reached	145,000	0	583,758	0	728,758
Presenters					
HICAP Paid Staff					
Total Presenters	29	19	14	23	85
Total Hours for Length of Activities	123.50	55.20	50.45	94.20	323.35
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	2	39	6	10	57
Total Hours for Length of Activities	11.40	156.34	10.15	37.55	215.44
Other Presenters					
Total Presenters	4	0	5	9	18
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	41	49	24	34	54
Employer Termination - COBRA	13	16	8	17	27
General HICAP Information	5	13	6	3	123
Grievances / Appeals - Plan Issues	31	49	16	27	28
Long-Term Care / Insurance	5	7	8	8	43
Low Income Subsidy (LIS) / Application Assistance	14	5	9	15	86
Medicare (Parts A & B)	25	27	15	19	126
Medicare Advantage (Part C)	29	54	17	26	124
Medicare Fraud / Abuse	29	54	17	24	113
Medicare Prescription Drug Coverage (Part D)	30	41	18	24	122
Medigap / Medicare Supplements	27	53	16	26	109
Non-Medicare Fraud/Abuse	25	43	17	24	25
Other Topics / Issues (Health Specific)	3	6	2	14	44
Other Topics / Issues (Health Specific)	17	10	8	9	44

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	3	2	0	6	11
Preventive Care Benefits	27	32	15	19	93
QMB/SLMB/QI	25	33	8	18	84
Volunteer Recruitment	1	3	0	7	11
Targeted Audience					
African American	27	25	9	17	78
American Indian or Nataive Alaskan	16	9	8	11	44
Asian Indian	20	16	12	13	61
Caucasian	30	43	17	22	112
Chinese	25	43	15	21	104
Disabled	26	21	9	22	78
Dual Eligible Groups	11	25	10	15	61
Employer Related Groups	2	7	4	6	19
Family Member/Caregiver of Beneficiary	22	17	15	20	74
Filipino	21	21	10	14	66
Guamanian or Chamorro	13	2	4	6	25
Hispanic / Latino	29	20	18	21	88
Hmong	6	1	3	2	12
Japanese	17	15	9	13	54
Korean	15	5	6	13	39
Low Income	24	41	10	17	92
Medicare Beneficiaries	26	45	14	24	109
Medicare Pre-Enrollees	26	22	13	18	79
Mental Health	21	4	9	12	46
Mental Health Professionals	9	5	8	10	32
Native Hawaiian	4	6	5	7	22
Other	1	0	0	0	1
Other Asian	18	17	8	15	58
Other Pacific Islander	17	7	8	9	41
Partnership Outreach	5	2	0	10	17
Presentations to Groups in Language Other than English	12	14	7	14	47
Rural	1	0	0	3	4
Samoan	10	2	4	5	21
Socail Work Professionals	22	12	6	18	58
Some Other Race or Ethnicity	5	4	0	0	9
Vietnamese	22	17	10	12	61

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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	2,110	1,288	972	1,563	5,933
"Taking Care of Tomorrow"	2,028	430	705	879	4,042
Other Publications (Created by or on Behalf of Local HICAP)	2,232	1,397	731	636	4,996
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	9	6	4	1	20

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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)	833	1,307	1,474	1,436	5,050
Total Finalized Intakes	418	760	496	1,088	2,762
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	94	158	160	103	515
Aging into Medicare Postacd - CDA HICAP	22	11	18	13	64
CDA HICAP	52	109	68	471	700
CHA	2	0	0	0	2
CMS/Medicare	9	36	21	13	79
Friend/Relative	115	156	106	76	453
InfoVan	0	0	0	0	0
Internet	6	1	3	5	15
Mailings	10	9	6	1	26
Media	5	7	5	3	20
Other	78	161	65	327	631
Presentations	8	31	7	9	55
Previous Contacts	17	81	35	63	196
State Website	0	1	0	2	3
Missing/Not Collected	0	0	2	2	4
Mode of Client Contact					
Quick Call Contacts	601	933	1,283	1,298	4,115
Contacts by Telephone	127	140	166	839	1,272
Contacts In Person at home	2	16	1	1	20
Contacts In Person at site	374	711	451	436	1,972
Contacts by E-Mail	429	772	476	1,017	2,694
Contacts by Mail/Fax	84	110	103	796	1,093
Total Number of Client Contacts:	1,617	2,682	2,480	4,387	11,166
Contact Status Types					
General info	503	919	676	2,049	4,147
Detailed Assistance	491	786	529	2,688	4,494
Problem Solving/Resolution	48	62	35	138	283
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	362.21	838.30	629.41	772.39	2,602.31
Paid	385.55	678.14	485.31	2,308.18	3,857.18
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	54	97	79	160	390
Race					
African American/Black	13	15	11	25	64

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	1	1	4	6
Caucasian/White	274	502	284	609	1,669
Native Hawaiian	0	2	1	1	4
Guamanian or Chamoro	2	0	1	0	3
Samoan	0	1	0	0	1
Asian Indian	6	15	13	20	54
Chinese	29	58	40	37	164
Filipino	7	12	5	16	40
Japanese	5	9	8	12	34
Hmong	0	0	0	0	0
Korean	1	4	3	2	10
Vietnamese	9	11	11	20	51
Other Pacific Islander	1	12	2	13	28
Other Asian	3	6	10	7	26
Two or More Race	1	2	2	3	8
Some Other race	63	96	84	155	398
Not Collected	4	14	20	164	202
Gender					
Female	251	484	292	659	1,686
Male	165	274	202	425	1,066
Not Collected	2	2	2	4	10
Monthly Income					
Less than 150% of FPL	132	195	177	315	819
Equal To/Greater than 150% of FPL	266	514	279	604	1,663
Not collected	20	51	40	169	280
Client Asset Limits					
Below LIS Asset limit	99	153	149	234	635
At or Above LIS Asset Limit	230	510	269	801	1,810
Not Collected	89	97	78	53	317

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	11	16	5	12	44
Limited English Proficient (LEP)	58	107	102	164	431
Dual Eligible	74	91	94	153	412
Medicare Status Due to Disability	95	132	134	257	618
Dual Eligible due to Mental Disability	13	16	21	72	122
Applying/Receiving Social Security/Medicare Disability	90	127	137	247	601
Age					
Under 60	29	52	56	96	233
60-64	27	33	41	117	218
65-74	263	410	262	454	1,389
75-84	37	156	75	133	401
85+	25	61	38	69	193
Not Collected	37	48	24	219	328
Marital Status					
Married	186	330	195	389	1,100
Never Married	66	88	66	141	361
Separated	5	5	2	12	24
Divorced	68	145	93	171	477
Widowed	56	119	78	144	397
Domestic Partner	2	5	0	5	12
Not Collected	35	68	62	226	391
Estimated Financial Saving					
Clients with Financial Savings	294	625	378	316	1,613
Estimated Dollars Saved	\$310,765.00	\$697,424.86	\$389,483.91	\$432,580.40	\$1,830,254.17

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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	343	613	416	1,044	2,416
Benefit Comparisons/Explanation/Coverage Changes	331	618	393	1,030	2,372
Appeals/Grievances	3	3	0	8	14
Billings/Claims	20	13	19	13	65
Fraud/Abuse	0	1	1	282	284
Quality of Care	275	573	366	963	2,177
LTC/LTCI					
Enrollment/Eligibility Assistance	76	108	105	152	441
Billings/Claims	2	2	2	0	6
LTC Partnership	1	6	6	5	18
Appeal/Grievances	4	3	1	1	9
Fraud/Abuse	1	0	0	45	46
Other LTC	8	9	10	7	34
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	287	530	349	985	2,151
Benefit Explanation	285	537	341	979	2,142
Appeals/Grievances	0	1	0	0	1
Billings/Claims	4	5	8	6	23
Fraud/Abuse	1	0	0	65	66
Disenrollment/Coverage Changes	6	8	7	8	29
Quality of Care	240	475	314	911	1,940
Plan Comparison	274	524	335	967	2,100
Marketing/Sales Complaints/Issues	1	0	2	0	3
Plan Non Renewal	7	9	3	3	22
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	312	532	356	992	2,192
Benefit Explanation	307	542	361	985	2,195
Appeals/Grievances	2	2	2	6	12
Billings/Claims	10	12	7	9	38
Fraud/Abuse	0	0	0	62	62
Coverage Changes/Disenrollment	13	24	15	8	60
Plan Non Renewal	1	57	11	3	72
Plan Comparison	292	531	349	974	2,146
Enrollment/Enrollment Assistance	124	178	170	279	751
Quality of Care	269	508	345	919	2,041
Marketing/Sales Complaints or Issues	1	0	1	2	4
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	314	279	118	954	1,665
Medi-Cal Application Assistance	8	18	12	34	72

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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)	338	661	416	1,017	2,432
MSP Application Assistance	46	88	85	104	323
Medi-Cal/QMB Claims	20	41	23	220	304
Fraud/Abuse	1	0	0	70	71
Other	67	100	115	126	408
Other					
Employer/Federal Health Benefits (FEHB)	62	74	68	58	262
Military Benefits	13	22	6	6	47
COBRA	12	14	10	22	58
Mental Health Topics	100	309	180	898	1,487
Fraud/Abuse	0	0	0	41	41
Other Health Insurance	11	16	5	22	54
Other	41	37	31	536	645
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	317	646	397	1,005	2,365
Eligibility/Screening	297	633	380	1,004	2,314
Plan Comparison	224	531	312	373	1,440
Enrollment/Anrollment Assistance	136	433	243	314	1,126
Billings/Claims	2	4	6	6	18
Coverage Changes	9	20	9	5	43
Re-enrollment	1	2	3	3	9
Disenrollment	1	1	0	3	5
TROOP	275	602	363	982	2,222
Other	41	75	91	478	685
LIS / Extra Help					
Eligibility / Screening	353	707	456	1,044	2,560
Benefit Explanation	347	243	136	288	1,014
Application Assistance	51	87	85	88	311
Claims/Billings	0	5	2	4	11
Appeals / Grievances	0	1	0	1	2
Other Prescription Drug CoveragePlans					
Union/employer	57	48	62	23	190
PPARx	2	1	1	0	4
Military Drug Benefit	10	16	6	4	36
Manufacturer Program	1	0	1	2	4
Other	11	7	4	19	41
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	60	106	94	136	396
Lag Time	2	1	1	0	4
Multiple Enrollment	2	8	3	1	14
Poor Training of Agents	1	1	0	1	3
Poor Training of CSR	0	1	0	0	1

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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	5	5
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	19	5	6	50	80
Dosage problem	3	0	0	3	6
Data problems	0	1	6	18	25
Delay in medications	6	0	4	1	11
Incorrect Co-Pay/Can't Afford Co-Pay	2	3	4	17	26
Client reached donut hole	2	8	1	0	11
SSA Premium withheld	48	82	79	68	277
Appeals/Grievances	0	0	1	0	1
Quality of Care	5	5	9	4	23
Plan Non Renewal	0	1	5	0	6
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	5	9	7	21
Cases Opened	0	1	9	7	17
Cases Closed	0	5	6	9	20
Favorable Closed Case Results	0	0	0	0	0
Client Representation Hours	0	36	17	26	79
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	0	0	0	1	1
Estimated Financial Savings	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

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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	1	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	1	0	1
Other:	1	10	14	7	32
TOTAL MEDICARE PART D COMPLAINTS	1	10	17	7	35
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	7	5	7	1	20
Total duration of calls	1.25	1.03	0.15	0.00	2.43