

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 16 - Inland Agency

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	0	0	0	3	3
Estimated Number of Attendees	0	0	0	11	11
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	4	4
Estimated Number of Attendees	0	0	0	158	158
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	17	17
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	5	5
Estimated Number of Persons Reached	0	0	0	33,500	33,500

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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	0	0	0	49	49
Estimated Number of Targeted Persons Reached	0	0	0	31,084	31,084
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	0	61	61
Total Hours for Length of Activities	0.00	0.00	0.00	53.30	53.30
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	4	4
Total Hours for Length of Activities	0.00	0.00	0.00	4.00	4.00
Area of Focus					
Dual Eligible with Mental Illness	0	0	0	4	4
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	0	0	0	59	59
Grievances / Appeals - Plan Issues	0	0	0	0	0
Long-Term Care / Insurance	0	0	0	0	0
Low Income Subsidy (LIS) / Application Assistance	0	0	0	9	9
Medicare (Parts A & B)	0	0	0	48	48
Medicare Advantage (Part C)	0	0	0	3	3
Medicare Fraud / Abuse	0	0	0	3	3
Medicare Prescription Drug Coverage (Part D)	0	0	0	14	14
Medigap / Medicare Supplements	0	0	0	11	11
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	0	0	0	4	4

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	21	21
Preventive Care Benefits	0	0	0	24	24
QMB/SLMB/QI	0	0	0	6	6
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	0	0	0	13	13
American Indian or Nataive Alaskan	0	0	0	61	61
Asian Indian	0	0	0	5	5
Caucasian	0	0	0	59	59
Chinese	0	0	0	8	8
Disabled	0	0	0	33	33
Dual Eligible Groups	0	0	0	6	6
Employer Related Groups	0	0	0	1	1
Family Member/Caregiver of Beneficiary	0	0	0	41	41
Filipino	0	0	0	0	0
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	0	0	0	57	57
Hmong	0	0	0	0	0
Japanese	0	0	0	8	8
Korean	0	0	0	0	0
Low Income	0	0	0	19	19
Medicare Beneficiaries	0	0	0	56	56
Medicare Pre-Enrollees	0	0	0	52	52
Mental Health	0	0	0	11	11
Mental Health Professionals	0	0	0	4	4
Native Hawaiian	0	0	0	0	0
Other	0	0	0	3	3
Other Asian	0	0	0	0	0
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	0	0	0	7	7
Presentations to Groups in Language Other than English	0	0	0	0	0
Rural	0	0	0	50	50
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	0	3	3
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	0	0	0	262	262
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	0	0	0	5,660	5,660
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	1	1	2	2	6

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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)	13	30	16	49	108
Total Finalized Intakes	0	17	8	10	35
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	0	1	0	3	4
Aging into Medicare Postacd - CDA HICAP	0	1	0	0	1
CDA HICAP	0	0	0	0	0
CHA	0	0	0	0	0
CMS/Medicare	0	0	0	1	1
Friend/Relative	0	5	0	1	6
InfoVan	0	0	0	0	0
Internet	0	0	0	0	0
Mailings	0	0	2	1	3
Media	0	5	0	1	6
Other	0	1	2	2	5
Presentations	0	0	0	0	0
Previous Contacts	0	4	4	1	9
State Website	0	0	0	0	0
Missing/Not Collected	0	0	0	0	0
Mode of Client Contact					
Quick Call Contacts	17	28	21	73	139
Contacts by Telephone	0	14	11	2	27
Contacts In Person at home	0	0	0	0	0
Contacts In Person at site	0	10	0	9	19
Contacts by E-Mail	0	0	1	0	1
Contacts by Mail/Fax	0	1	4	0	5
Total Number of Client Contacts:	17	53	37	84	191
Contact Status Types					
General info	0	0	0	1	1
Detailed Assistance	0	22	16	10	48
Problem Solving/Resolution	0	4	2	3	9
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	0.00	0.00	0.00	0.00	0.00
Paid	0.00	12.55	4.45	8.50	25.50
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	0	0	0	0	0
Race					
African American/Black	0	0	0	0	0

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	0	4	2	4	10
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	0	0	0	0
Filipino	0	0	0	0	0
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	0	0	0	0
Some Other race	0	0	0	0	0
Not Collected	0	13	6	6	25
Gender					
Female	0	10	4	2	16
Male	0	7	4	8	19
Not Collected	0	0	0	0	0
Monthly Income					
Less than 150% of FPL	0	4	5	0	9
Equal To/Greater than 150% of FPL	0	3	0	0	3
Not collected	0	10	3	10	23
Client Asset Limits					
Below LIS Asset limit	0	4	8	1	13
At or Above LIS Asset Limit	0	2	0	0	2
Not Collected	0	11	0	9	20

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	0	2	0	1	3
Limited English Proficient (LEP)	0	0	0	0	0
Dual Eligible	0	2	6	1	9
Medicare Status Due to Disability	0	3	0	2	5
Dual Eligible due to Mental Disability	0	0	0	1	1
Applying/Receiving Social Security/Medicare Disability	0	3	0	3	6
Age					
Under 60	0	2	0	0	2
60-64	0	0	0	3	3
65-74	0	8	2	2	12
75-84	0	2	1	1	4
85+	0	2	0	1	3
Not Collected	0	3	5	3	11
Marital Status					
Married	0	2	0	3	5
Never Married	0	0	0	1	1
Separated	0	0	0	0	0
Divorced	0	1	0	0	1
Widowed	0	2	2	0	4
Domestic Partner	0	0	0	0	0
Not Collected	0	12	6	6	24
Estimated Financial Saving					
Clients with Financial Savings	0	3	0	2	5
Estimated Dollars Saved	\$0.00	\$1,488.80	\$0.00	\$500.00	\$1,988.80

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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	12	8	7	27
Benefit Comparisons/Explanation/Coverage Changes	0	7	0	7	14
Appeals/Grievances	0	0	0	1	1
Billings/Claims	0	0	0	2	2
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	0	0	0
LTC/LTCI					
Enrollment/Eligibility Assistance	0	0	0	1	1
Billings/Claims	0	0	1	1	2
LTC Partnership	0	0	0	1	1
Appeal/Grievances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	0	1	1
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	0	4	0	4	8
Benefit Explanation	0	2	0	4	6
Appeals/Grievances	0	0	0	1	1
Billings/Claims	0	0	0	2	2
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	0	0	0	2	2
Quality of Care	0	0	0	1	1
Plan Comparison	0	1	0	3	4
Marketing/Sales Complaints/Issues	0	0	0	1	1
Plan Non Renewal	0	0	0	2	2
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	0	6	0	1	7
Benefit Explanation	0	9	0	1	10
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	0	0	0	1	1
Plan Non Renewal	0	0	0	0	0
Plan Comparison	0	9	0	2	11
Enrollment/Enrollment Assistance	0	0	0	1	1
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	0	1	2	3
Medi-Cal Application Assistance	0	0	0	1	1

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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	0	3	3	6
MSP Application Assistance	0	0	0	1	1
Medi-Cal/QMB Claims	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other	0	1	1	0	2
Other					
Employer/Federal Health Benefits (FEHB)	0	3	0	3	6
Military Benefits	0	0	0	1	1
COBRA	0	0	0	0	0
Mental Health Topics	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	1	0	4	5
Other	0	0	0	1	1
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	7	3	5	15
Eligibility/Screening	0	10	8	4	22
Plan Comparison	0	8	2	5	15
Enrollment/Anrollment Assistance	0	4	1	2	7
Billings/Claims	0	0	2	0	2
Coverage Changes	0	0	2	1	3
Re-enrollment	0	0	0	2	2
Disenrollment	0	1	0	1	2
TROOP	0	0	0	1	1
Other	0	1	0	0	1
LIS / Extra Help					
Eligibility / Screening	0	6	8	1	15
Benefit Explanation	0	2	1	0	3
Application Assistance	0	1	1	0	2
Claims/Billings	0	0	0	0	0
Appeals / Grievances	0	0	1	0	1
Other Prescription Drug CoveragePlans					
Union/employer	0	2	0	1	3
PPARx	0	0	0	0	0
Military Drug Benefit	0	1	0	1	2
Manufacturer Program	0	0	0	0	0
Other	0	0	0	0	0
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	1	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	1	0	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	0	0
Client reached donut hole	0	0	0	0	0
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	1	0	0	1
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	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	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	1	0	0	1
Other:	0	1	1	0	2
TOTAL MEDICARE PART D COMPLAINTS	0	2	1	0	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	0	3	4
Total duration of calls	0.00	0.15	0.00	0.12	0.27