

## Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

## Program: PSA 18 - County of Ventura Area Agency on Aging 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	
<b>Type of Activity</b>					
<b>Interactive Presentations to Public in Person</b>					
Total Number of Events	46	50	14	56	166
Estimated Number of Attendees	4,807	1,751	649	1,029	8,236
Estimated Number of Persons Provided Enrollment Assistance	60	16	0	3	79
<b>Booths or Exhibits at Fairs or Special Events</b>					
Total Number of Events	8	4	1	4	17
Estimated Number of Attendees	1,778	700	250	1,440	4,168
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
<b>Mobile InfoVan Events</b>					
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
<b>Dedicated Enrollment Events</b>					
Total Number of Events	1	25	0	0	26
Estimated Number of Attendees	195	1,017	0	0	1,212
Estimated Number of Persons Received Any Enrollment Assistance	0	10	0	0	10
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	6	0	0	6
Enrollment Assistance with LIS	0	2	0	0	2
Enrollment Assistance MSP	0	2	0	0	2
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
<b>Radio Shows Live or Taped (Not a Public Service Announcement)</b>					
Total Number of Events	9	14	11	11	45
Estimated Number of Attendees	1,044,000	1,703,594	1,276,000	1,276,000	5,299,594
<b>TV/Cable Shows Live or Taped (Not a Public Service Announcement)</b>					
Total Number of Events	0	6	0	0	6
Estimated Number of Attendees	0	44,009	0	0	44,009
<b>Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)</b>					
Total Number of Activities	0	0	0	1	1
Estimated Number of Persons Reached	0	0	0	116,000	116,000

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<b>Other Print Activity (newspaper articles, fliers, pamphlets, etc.)</b>					
Total Number of Print Activities	0	1	2	1	<b>4</b>
Estimated Number of Targeted Persons Reached	0	20,000	800	400	<b>21,200</b>
<b>Presenters</b>					
<b>HICAP Paid Staff</b>					
Total Presenters	53	66	23	39	<b>181</b>
Total Hours for Length of Activities	90.55	200.15	42.55	67.50	<b>400.75</b>
<b>HICAP In-Kind Paid Staff</b>					
Total Presenters	4	11	0	5	<b>20</b>
Total Hours for Length of Activities	4.00	27.00	0.00	11.50	<b>42.50</b>
<b>HICAP Volunteer Staff</b>					
Total Presenters	7	44	3	29	<b>83</b>
Total Hours for Length of Activities	11.50	605.20	9.50	82.40	<b>708.60</b>
<b>Other Presenters</b>					
Total Presenters	1	17	1	1	<b>20</b>
Total Hours for Length of Activities	0.00	102.20	0.00	2.00	<b>104.20</b>
<b>Area of Focus</b>					
Dual Eligible with Mental Illness	10	2	0	7	<b>19</b>
Employer Termination - COBRA	1	0	0	3	<b>4</b>
General HICAP Information	54	78	26	64	<b>222</b>
Grievances / Appeals - Plan Issues	0	0	0	2	<b>2</b>
Long-Term Care / Insurance	4	5	2	9	<b>20</b>
Low Income Subsidy (LIS) / Application Assistance	18	43	4	13	<b>78</b>
Medicare (Parts A & B)	28	74	9	35	<b>146</b>
Medicare Advantage (Part C)	13	74	8	31	<b>126</b>
Medicare Fraud / Abuse	30	35	9	29	<b>103</b>
Medicare Prescription Drug Coverage (Part D)	17	74	9	23	<b>123</b>
Medigap / Medicare Supplements	6	10	3	10	<b>29</b>
Non-Medicare Fraud/Abuse	2	4	1	1	<b>8</b>
Other Topics / Issues (Health Specific)	6	2	7	25	<b>40</b>

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	1	0	3	4
Preventive Care Benefits	30	34	7	24	95
QMB/SLMB/QI	31	19	0	6	56
Volunteer Recruitment	3	1	6	6	16
<b>Targeted Audience</b>					
African American	16	25	17	25	83
American Indian or Nataive Alaskan	9	13	13	18	53
Asian Indian	9	1	9	15	34
Caucasian	22	29	21	56	128
Chinese	11	23	17	26	77
Disabled	21	27	18	29	95
Dual Eligible Groups	19	18	13	19	69
Employer Related Groups	4	5	5	7	21
Family Member/Caregiver of Beneficiary	19	22	21	22	84
Filipino	11	21	17	27	76
Guamanian or Chamorro	6	0	5	15	26
Hispanic / Latino	25	38	19	37	119
Hmong	6	1	9	15	31
Japanese	13	17	13	24	67
Korean	10	20	15	18	63
Low Income	43	49	18	38	148
Medicare Beneficiaries	50	87	25	62	224
Medicare Pre-Enrollees	12	21	17	24	74
Mental Health	14	17	13	18	62
Mental Health Professionals	8	8	10	16	42
Native Hawaiian	9	0	8	14	31
Other	1	5	1	9	16
Other Asian	9	2	9	14	34
Other Pacific Islander	5	0	0	12	17
Partnership Outreach	2	1	2	10	15
Presentations to Groups in Language Other than English	0	0	0	5	5
Rural	3	0	7	12	22
Samoan	9	16	15	16	56
Socail Work Professionals	12	12	11	17	52
Some Other Race or Ethnicity	11	23	18	27	79
Vietnamese	7	9	15	17	48

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#### Public and Media Data Report

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
<b>Web Site Hits</b>					
Total Web Hits to Local HICAP Web Site	0	0	0	0	<b>0</b>
<b>Literature from Events</b>					
General HICAP Brochure	971	240	1,262	2,324	<b>4,797</b>
"Taking Care of Tomorrow"	95	0	0	59	<b>154</b>
Other Publications (Created by or on Behalf of Local HICAP)	850	0	416	1,768	<b>3,034</b>
<b>Other Literature</b>					
Other Literature	0	0	0	0	<b>0</b>
Brochures from Quick Call	0	4	3	0	<b>7</b>

## Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 18 - County of Ventura Area Agency on Aging HICAP

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

## Client Contacts &amp; Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
<b>SECTION 1 - Client Contacts</b>					
Total Clients Counseled (unduplicated)	942	2,012	1,295	720	<b>4,969</b>
Total Finalized Intakes	293	868	746	235	<b>2,142</b>
<b>How did client learn about SHIP/HICAP?</b>					
Agency (Social Security, Medi-Cal, etc.)	183	551	529	144	<b>1,407</b>
Aging into Medicare Postacd - CDA HICAP	3	13	4	1	<b>21</b>
CDA HICAP	0	11	3	1	<b>15</b>
CHA	0	1	0	1	<b>2</b>
CMS/Medicare	9	5	7	5	<b>26</b>
Friend/Relative	18	57	37	30	<b>142</b>
InfoVan	0	0	0	0	<b>0</b>
Internet	0	1	1	0	<b>2</b>
Mailings	1	1	0	4	<b>6</b>
Media	9	61	14	5	<b>89</b>
Other	26	22	13	13	<b>74</b>
Presentations	4	23	15	2	<b>44</b>
Previous Contacts	39	98	120	29	<b>286</b>
State Website	0	2	0	0	<b>2</b>
Missing/Not Collected	1	22	3	0	<b>26</b>
<b>Mode of Client Contact</b>					
Quick Call Contacts	1,655	3,518	1,610	1,167	<b>7,950</b>
Contacts by Telephone	81	160	141	43	<b>425</b>
Contacts In Person at home	0	14	4	0	<b>18</b>
Contacts In Person at site	267	725	696	229	<b>1,917</b>
Contacts by E-Mail	15	298	122	5	<b>440</b>
Contacts by Mail/Fax	4	240	72	6	<b>322</b>
<b>Total Number of Client Contacts:</b>	<b>2,022</b>	<b>4,955</b>	<b>2,645</b>	<b>1,450</b>	<b>11,072</b>
<b>Contact Status Types</b>					
General info	61	250	106	35	<b>452</b>
Detailed Assistance	215	1,150	1,112	257	<b>2,734</b>
Problem Solving/Resolution	129	132	70	19	<b>350</b>
<b>Total Counseling Time Spent by Counselor Type</b>					
Program Manager	63.44	149.43	70.40	7.50	<b>290.77</b>
Volunteer	211.42	774.16	697.39	256.48	<b>1,939.45</b>
Paid	25.15	4.25	1.05	0.00	<b>30.45</b>
In-Kind	0.00	0.00	0.00	0.00	<b>0.00</b>
<b>SECTION 2 - Client Demographics</b>					
<b>Ethnicity</b>					
(Hispanic/Latino)	52	123	124	48	<b>347</b>
<b>Race</b>					
African American/Black	8	5	3	4	<b>20</b>

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	1	1	5	0	7
Caucasian/White	211	642	555	183	1,591
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	2	0	0	0	2
Samoan	0	1	1	0	2
Asian Indian	2	2	4	0	8
Chinese	6	8	4	5	23
Filipino	4	2	4	2	12
Japanese	1	6	3	6	16
Hmong	0	0	0	0	0
Korean	3	1	2	0	6
Vietnamese	1	6	22	0	29
Other Pacific Islander	0	0	0	0	0
Other Asian	0	1	3	1	5
Two or More Race	7	51	56	14	128
Some Other race	38	43	19	3	103
Not Collected	9	99	65	17	190
<b>Gender</b>					
Female	171	492	437	121	1,221
Male	120	339	275	108	842
Not Collected	2	37	34	6	79
<b>Monthly Income</b>					
Less than 150% of FPL	87	210	188	47	532
Equal To/Greater than 150% of FPL	167	480	417	160	1,224
Not collected	39	178	141	28	386
<b>Client Asset Limits</b>					
Below LIS Asset limit	1	8	2	1	12
At or Above LIS Asset Limit	0	1	1	0	2
Not Collected	292	859	743	234	2,128

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

### Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
<b>Total Clients that Checked Yes as Being</b>					
Veteran	25	49	37	28	<b>139</b>
Limited English Proficient (LEP)	22	43	54	28	<b>147</b>
Dual Eligible	47	173	167	33	<b>420</b>
Medicare Status Due to Disability	43	115	133	29	<b>320</b>
Dual Eligible due to Mental Disability	8	94	81	8	<b>191</b>
Applying/Receiving Social Security/Medicare Disability	49	113	131	29	<b>322</b>
<b>Age</b>					
Under 60	31	134	110	23	<b>298</b>
60-64	9	60	41	56	<b>166</b>
65-74	163	348	354	107	<b>972</b>
75-84	41	170	126	17	<b>354</b>
85+	20	65	65	19	<b>169</b>
Not Collected	29	91	50	13	<b>183</b>
<b>Marital Status</b>					
Married	156	357	300	117	<b>930</b>
Never Married	30	109	94	21	<b>254</b>
Separated	6	9	9	3	<b>27</b>
Divorced	51	124	133	40	<b>348</b>
Widowed	30	119	119	31	<b>299</b>
Domestic Partner	1	11	1	1	<b>14</b>
Not Collected	19	139	90	22	<b>270</b>
<b>Estimated Financial Saving</b>					
Clients with Financial Savings	16	23	4	7	<b>50</b>
Estimated Dollars Saved	\$26,123.00	\$29,621.00	\$5,568.00	\$14,867.00	<b>\$76,179.00</b>

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
<b>Medicare Parts A&amp;B (Original Medicare)</b>					
Enrollment/Eligibility/Screening	239	513	564	195	1,511
Benefit Comparisons/Explanation/Coverage Changes	182	499	557	195	1,433
Appeals/Grievances	7	4	6	2	19
Billings/Claims	8	8	9	10	35
Fraud/Abuse	0	2	1	7	10
Quality of Care	2	0	0	0	2
<b>LTC/LTCI</b>					
Enrollment/Eligibility Assistance	16	17	22	10	65
Billings/Claims	0	0	3	2	5
LTC Partnership	1	2	1	0	4
Appeal/Grievances	3	2	3	1	9
Fraud/Abuse	0	0	1	1	2
Other LTC	5	7	7	4	23
<b>Medigap/Supplement/SELECT</b>					
Enrollment/Eligibility/Screening	146	393	283	160	982
Benefit Explanation	133	381	281	159	954
Appeals/Grievances	2	2	0	0	4
Billings/Claims	1	2	1	1	5
Fraud/Abuse	0	0	0	2	2
Disenrollment/Coverage Changes	8	13	9	3	33
Quality of Care	0	0	1	0	1
Plan Comparison	17	135	67	44	263
Marketing/Sales Complaints/Issues	0	0	1	0	1
Plan Non Renewal	0	1	0	0	1
<b>Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)</b>					
Eligibility/Screening	138	391	290	157	976
Benefit Explanation	133	398	285	157	973
Appeals/Grievances	5	2	3	1	11
Billings/Claims	2	3	2	5	12
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	6	26	13	4	49
Plan Non Renewal	0	12	1	1	14
Plan Comparison	21	138	65	42	266
Enrollment/Enrollment Assistance	1	18	4	17	40
Quality of Care	1	1	0	0	2
Marketing/Sales Complaints or Issues	0	1	0	0	1
<b>Medi-Cal</b>					
Medi-Cal Screening (SSI, Nursing Home)	41	13	14	9	77
Medi-Cal Application Assistance	6	9	19	9	43

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

### Topics/Needs Discussed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
MSP Screening (QMB, SLMB, Q-1)	75	208	150	41	474
MSP Application Assistance	7	15	10	7	39
Medi-Cal/QMB Claims	2	6	3	2	13
Fraud/Abuse	0	0	0	0	0
Other	26	39	33	20	118
<b>Other</b>					
Employer/Federal Health Benefits (FEHB)	62	133	113	50	358
Military Benefits	11	50	38	10	109
COBRA	12	13	9	6	40
Mental Health Topics	14	115	83	7	219
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	6	6	5	7	24
Other	19	8	14	5	46
<b>Part D - Medicare Prescription Drug Coverage</b>					
Benefit Explanation	187	748	591	179	1,705
Eligibility/Screening	178	668	530	171	1,547
Plan Comparison	72	584	452	83	1,191
Enrollment/Anrollment Assistance	41	346	331	79	797
Billings/Claims	1	4	4	3	12
Coverage Changes	10	101	40	7	158
Re-enrollment	0	2	3	1	6
Disenrollment	1	3	2	0	6
TROOP	0	1	3	0	4
Other	3	11	6	1	21
<b>LIS / Extra Help</b>					
Eligibility / Screening	66	194	147	41	448
Benefit Explanation	21	57	79	20	177
Application Assistance	7	19	14	5	45
Claims/Billings	1	1	3	0	5
Appeals / Grievances	0	1	3	0	4
<b>Other Prescription Drug CoveragePlans</b>					
Union/employer	31	67	55	20	173
PPARx	0	0	1	0	1
Military Drug Benefit	7	11	11	3	32
Manufacturer Program	2	0	0	0	2
Other	10	5	6	0	21
<b>Part D Plan Problems</b>					
<b>(Non-Compliance Services Unmet)</b>					
Eligibility	9	8	8	5	30
Lag Time	1	2	1	3	7
Multiple Enrollment	2	2	1	0	5
Poor Training of Agents	0	1	1	0	2
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	1	0	0	1
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	4	3	3	2	12
Dosage problem	1	0	0	0	1
Data problems	2	1	2	0	5
Delay in medications	1	0	0	0	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	1	0	1
Client reached donut hole	3	2	0	0	5
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	4	1	1	0	6
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	0	0	0
<b>HICAP Legal Services</b>					
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 Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
<b>Medicare Part D Complaints Filed</b>					
CDI:	0	0	0	0	<b>0</b>
CMS:	0	0	0	0	<b>0</b>
Part D Plan:	0	0	0	0	<b>0</b>
SMP:	0	0	0	0	<b>0</b>
Urgent Fax:	0	0	0	0	<b>0</b>
800 Medicare:	0	0	0	0	<b>0</b>
Other:	4	2	0	1	<b>7</b>
<b>TOTAL MEDICARE PART D COMPLAINTS</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>7</b>
<b>All Other Complaints</b>					
APS :	0	0	0	0	<b>0</b>
CDI:	0	0	0	0	<b>0</b>
CMS:	0	1	0	0	<b>1</b>
QIO:	0	0	0	0	<b>0</b>
SMP:	0	0	0	0	<b>0</b>
Other:	0	0	0	1	<b>1</b>
<b>TOTAL ALL OTHER COMPLAINTS</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>2</b>
<b>800 Medicare Line Issues</b>					
Total number of Calls with Issues	0	4	6	7	<b>17</b>
Total duration of calls	0.00	0.00	2.25	1.12	<b>3.37</b>