

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 19 - Center for Health Care Rights

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	47	48	50	56	201
Estimated Number of Attendees	2,171	1,426	1,935	2,649	8,181
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	8	8	2	15	33
Estimated Number of Attendees	42,850	10,100	275	11,417	64,642
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
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	4	1	0	0	5
Estimated Number of Attendees	4,000,000	70,000	0	0	4,070,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	2	0	0	2
Estimated Number of Attendees	0	6,270,000	0	0	6,270,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	38	5	25	0	68
Estimated Number of Persons Reached	65,500,000	6,457,000	9,600,000	0	81,557,000

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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	5	11	6	8	30
Estimated Number of Targeted Persons Reached	859,023	325,000	6,142,700	243,313	7,570,036
Presenters					
HICAP Paid Staff					
Total Presenters	59	56	53	71	239
Total Hours for Length of Activities	270.20	263.35	208.55	332.15	1,074.25
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	1	0	0	2	3
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	37	30	11	19	
Employer Termination - COBRA	0	0	0	1	1
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	47	48	50	56	201
Long-Term Care / Insurance	7	28	6	8	49
Low Income Subsidy (LIS) / Application Assistance	1	1	1	3	6
Medicare (Parts A & B)	36	31	36	23	126
Medicare Advantage (Part C)	14	21	38	31	104
Medicare Fraud / Abuse	5	11	5	10	31
Medicare Prescription Drug Coverage (Part D)	0	0	6	8	14
Medigap / Medicare Supplements	6	31	32	25	94
Non-Medicare Fraud/Abuse	3	5	27	12	47
Other Topics / Issues (Health Specific)	0	0	0	0	0
	13	10	28	19	70

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	3	8	4	8	23
QMB/SLMB/QI	38	32	37	25	132
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	4	10	11	25	50
American Indian or Nataive Alaskan	1	2	0	4	7
Asian Indian	0	1	0	6	7
Caucasian	3	4	2	17	26
Chinese	15	9	11	29	64
Disabled	11	12	18	35	76
Dual Eligible Groups	0	0	0	5	5
Employer Related Groups	0	0	0	0	0
Family Member/Caregiver of Beneficiary	12	20	7	26	65
Filipino	2	1	0	6	9
Guamanian or Chamorro	0	0	0	5	5
Hispanic / Latino	15	12	18	37	82
Hmong	0	0	0	4	4
Japanese	1	1	1	7	10
Korean	10	8	9	23	50
Low Income	23	20	26	42	111
Medicare Beneficiaries	39	46	40	62	187
Medicare Pre-Enrollees	39	46	40	53	178
Mental Health	2	1	2	2	7
Mental Health Professionals	0	1	1	4	6
Native Hawaiian	0	0	0	1	1
Other	6	8	5	8	27
Other Asian	0	2	0	6	8
Other Pacific Islander	0	0	0	4	4
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	22	11	8	28	69
Rural	0	1	0	2	3
Samoan	0	0	0	4	4
Socail Work Professionals	20	19	15	23	77
Some Other Race or Ethnicity	0	0	0	3	3
Vietnamese	3	0	0	5	8

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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	9,414	5,916	3,186	7,999	26,515
"Taking Care of Tomorrow"	0	0	0	82	82
Other Publications (Created by or on Behalf of Local HICAP)	20,154	10,744	7,329	18,242	56,469
Other Literature					
Other Literature	4,381	6,155	3,136	4,356	18,028
Brochures from Quick Call	52	58	51	0	161

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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)	2,455	2,974	2,551	2,366	10,346
Total Finalized Intakes	1,211	1,373	1,248	1,625	5,457
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	380	410	372	508	1,670
Aging into Medicare Postacd - CDA HICAP	22	2	2	0	26
CDA HICAP	17	20	13	18	68
CHA	0	0	0	0	0
CMS/Medicare	227	246	255	390	1,118
Friend/Relative	44	86	50	60	240
InfoVan	0	0	0	0	0
Internet	18	15	16	22	71
Mailings	0	2	0	0	2
Media	27	11	4	10	52
Other	177	217	178	209	781
Presentations	19	17	19	0	55
Previous Contacts	160	267	205	255	887
State Website	0	0	0	0	0
Missing/Not Collected	120	80	134	153	487
Mode of Client Contact					
Quick Call Contacts	2,760	3,409	3,031	2,832	12,032
Contacts by Telephone	4,392	3,654	4,264	6,165	18,475
Contacts In Person at home	1	3	2	6	12
Contacts In Person at site	1,991	2,113	1,569	2,270	7,943
Contacts by E-Mail	264	262	297	518	1,341
Contacts by Mail/Fax	435	450	326	563	1,774
Total Number of Client Contacts:	9,843	9,891	9,489	12,354	41,577
Contact Status Types					
General info	1,231	1,567	1,476	1,934	6,208
Detailed Assistance	1,890	2,048	2,075	2,803	8,816
Problem Solving/Resolution	5,095	4,120	4,212	7,271	20,698
Total Counseling Time Spent by Counselor Type					
Program Manager	49.50	49.05	18.05	20.45	137.05
Volunteer	289.45	439.00	262.30	279.25	1,270.00
Paid	1,740.27	1,631.05	1,696.27	2,757.54	7,825.13
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	281	338	352	470	1,441
Race					
African American/Black	133	119	137	195	584

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	5	5	6	7	23
Caucasian/White	681	782	604	775	2,842
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	1	1	0	1	3
Asian Indian	8	17	9	17	51
Chinese	28	32	44	47	151
Filipino	36	40	34	50	160
Japanese	20	24	13	17	74
Hmong	0	0	0	0	0
Korean	12	28	26	24	90
Vietnamese	7	5	13	10	35
Other Pacific Islander	1	4	0	1	6
Other Asian	6	8	10	18	42
Two or More Race	0	0	0	0	0
Some Other race	256	291	333	442	1,322
Not Collected	17	17	19	21	74
Gender					
Female	713	880	754	946	3,293
Male	487	480	472	656	2,095
Not Collected	11	13	22	23	69
Monthly Income					
Less than 150% of FPL	466	608	570	837	2,481
Equal To/Greater than 150% of FPL	673	681	570	694	2,618
Not collected	72	84	108	94	358
Client Asset Limits					
Below LIS Asset limit	692	807	824	1,173	3,496
At or Above LIS Asset Limit	419	500	357	383	1,659
Not Collected	100	66	67	69	302

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	91	92	70	105	358
Limited English Proficient (LEP)	171	232	239	279	921
Dual Eligible	256	391	409	601	1,657
Medicare Status Due to Disability	228	231	254	356	1,069
Dual Eligible due to Mental Disability	61	79	86	131	357
Applying/Receiving Social Security/Medicare Disability	222	258	273	395	1,148
Age					
Under 60	167	180	213	305	865
60-64	104	119	130	235	588
65-74	613	595	549	606	2,363
75-84	204	299	201	260	964
85+	94	135	98	133	460
Not Collected	29	45	57	86	217
Marital Status					
Married	452	460	458	546	1,916
Never Married	151	239	207	273	870
Separated	43	43	44	77	207
Divorced	273	281	232	332	1,118
Widowed	261	309	262	354	1,186
Domestic Partner	14	7	9	12	42
Not Collected	17	34	36	31	118
Estimated Financial Saving					
Clients with Financial Savings	14	36	18	13	81
Estimated Dollars Saved	\$10,202.05	\$27,611.51	\$9,676.41	\$14,134.84	\$61,624.81

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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	329	253	274	332	1,188
Benefit Comparisons/Explanation/Coverage Changes	328	290	284	467	1,369
Appeals/Grievances	13	7	13	15	48
Billings/Claims	122	86	108	168	484
Fraud/Abuse	20	12	14	18	64
Quality of Care	122	71	92	139	424
LTC/LTCI					
Enrollment/Eligibility Assistance	28	23	30	30	111
Billings/Claims	6	4	9	13	32
LTC Partnership	15	12	14	13	54
Appeal/Grievances	1	0	3	2	6
Fraud/Abuse	0	0	0	0	0
Other LTC	17	13	16	20	66
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	169	144	118	175	606
Benefit Explanation	172	156	122	169	619
Appeals/Grievances	0	0	2	0	2
Billings/Claims	13	17	23	33	86
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	14	30	13	13	70
Quality of Care	15	20	20	36	91
Plan Comparison	110	75	53	107	345
Marketing/Sales Complaints/Issues	2	0	1	0	3
Plan Non Renewal	2	2	2	4	10
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	306	310	252	331	1,199
Benefit Explanation	170	218	146	177	711
Appeals/Grievances	33	21	36	45	135
Billings/Claims	48	33	58	58	197
Fraud/Abuse	0	0	0	1	1
Coverage Changes/Disenrollment	141	194	151	244	730
Plan Non Renewal	116	115	62	113	406
Plan Comparison	172	199	113	174	658
Enrollment/Enrollment Assistance	77	103	64	83	327
Quality of Care	41	27	36	38	142
Marketing/Sales Complaints or Issues	4	1	4	4	13
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	300	273	316	538	1,427
Medi-Cal Application Assistance	274	232	292	511	1,309

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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)	144	136	128	182	590
MSP Application Assistance	193	154	179	225	751
Medi-Cal/QMB Claims	131	80	111	156	478
Fraud/Abuse	2	0	0	2	4
Other	73	97	140	288	598
Other					
Employer/Federal Health Benefits (FEHB)	154	120	104	149	527
Military Benefits	15	13	12	13	53
COBRA	5	2	5	7	19
Mental Health Topics	182	184	189	265	820
Fraud/Abuse	0	0	1	0	1
Other Health Insurance	3	4	5	13	25
Other	64	51	75	151	341
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	474	671	406	530	2,081
Eligibility/Screening	438	637	366	506	1,947
Plan Comparison	390	546	320	430	1,686
Enrollment/Anrollment Assistance	333	499	267	359	1,458
Billings/Claims	59	43	76	69	247
Coverage Changes	109	104	105	152	470
Re-enrollment	0	1	1	1	3
Disenrollment	19	5	13	9	46
TROOP	3	1	6	3	13
Other	12	19	17	47	95
LIS / Extra Help					
Eligibility / Screening	453	579	459	447	1,938
Benefit Explanation	218	243	254	255	970
Application Assistance	239	244	280	269	1,032
Claims/Billings	17	23	25	28	93
Appeals / Grievances	2	3	4	8	17
Other Prescription Drug CoveragePlans					
Union/employer	53	62	40	50	205
PPARx	30	15	37	34	116
Military Drug Benefit	3	6	6	10	25
Manufacturer Program	59	25	46	32	162
Other	2	3	5	4	14
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	38	13	26	35	112
Lag Time	39	22	45	45	151
Multiple Enrollment	18	3	12	6	39
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	1	0	3	2	6
Marketing Fraud/Abuse	1	0	3	2	6
Agent fraud/abuse	1	0	2	1	4
Formulary problems/changes	11	11	23	20	65
Dosage problem	0	0	0	0	0
Data problems	37	18	39	37	131
Delay in medications	152	87	164	132	535
Incorrect Co-Pay/Can't Afford Co-Pay	39	27	58	50	174
Client reached donut hole	111	58	109	82	360
SSA Premium withheld	0	0	1	0	1
Appeals/Grievances	66	38	72	74	250
Quality of Care	4	3	11	4	22
Plan Non Renewal	6	12	15	19	52
HICAP Legal Services					
Referrals to HICAP Legal	97	86	186	3	372
Legal Clients Served	152	162	354	62	730
Cases Opened	97	86	186	3	372
Cases Closed	112	93	198	20	423
Favorable Closed Case Results	48	75	153	16	292
Client Representation Hours	123	154	309	125	711
Consultation to Program Hours	130	122	146	199	597
HICAP Legal Clients that Saved	5	2	4	5	16
Estimated Financial Savings	\$5,625.00	\$403.00	\$165,785.00	\$14,458.00	\$186,271.00

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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:	1	0	1	0	2
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	4	0	4
Other:	2	2	3	0	7
TOTAL MEDICARE PART D COMPLAINTS	3	2	8	0	13
All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	2	0	6	2	10
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	2	0	6	2	10
800 Medicare Line Issues					
Total number of Calls with Issues	0	0	0	0	0
Total duration of calls	0.00	0.00	0.00	0.00	0.00