

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 29 - HICAP Services of Northern California

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	2	5	2	4	13
Estimated Number of Attendees	50	270	65	152	537
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	1	0	0	1
Estimated Number of Attendees	0	150	0	0	150
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	1	0	0	1
Estimated Number of Attendees	0	16	0	0	16
Estimated Number of Persons Received Any Enrollment Assistance	0	16	0	0	16
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	12	0	0	12
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
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	160,000	160,000
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	1	0	0	1
Estimated Number of Persons Reached	0	15,000	0	0	15,000

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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	0	2	0	1	3
Estimated Number of Targeted Persons Reached	0	434,000	0	181,000	615,000
Presenters					
HICAP Paid Staff					
Total Presenters	2	9	2	4	17
Total Hours for Length of Activities	4.00	66.10	3.50	12.00	85.60
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	2	0	1	3
Total Hours for Length of Activities	0.00	11.00	0.00	1.00	12.00
Other Presenters					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	1	3		1	
Employer Termination - COBRA	1	0	0	0	1
General HICAP Information	0	1	0	0	1
Grievances / Appeals - Plan Issues	2	9	2	6	19
Long-Term Care / Insurance	0	0	0	1	1
Low Income Subsidy (LIS) / Application Assistance	0	1	0	2	3
Medicare (Parts A & B)	2	4	0	3	9
Medicare Advantage (Part C)	2	7	0	4	13
Medicare Fraud / Abuse	2	7	0	4	13
Medicare Prescription Drug Coverage (Part D)	1	6	0	5	12
Medigap / Medicare Supplements	1	6	0	4	11
Non-Medicare Fraud/Abuse	2	6	0	4	12
Other Topics / Issues (Health Specific)	0	0	0	0	0
	1	1	2	0	4

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	1	0	0	0	1
Preventive Care Benefits	1	6	2	5	14
QMB/SLMB/QI	2	2	0	0	4
Volunteer Recruitment	0	1	0	2	3
Targeted Audience					
African American	1	1	0	3	5
American Indian or Nataive Alaskan	0	1	0	2	3
Asian Indian	0	0	0	2	2
Caucasian	1	7	2	6	16
Chinese	0	1	0	2	3
Disabled	0	6	2	5	13
Dual Eligible Groups	1	7	2	3	13
Employer Related Groups	1	0	0	2	3
Family Member/Caregiver of Beneficiary	0	5	2	3	10
Filipino	0	1	0	2	3
Guamanian or Chamorro	0	0	0	1	1
Hispanic / Latino	0	0	0	3	3
Hmong	0	0	0	2	2
Japanese	0	1	0	2	3
Korean	0	0	0	2	2
Low Income	1	7	2	3	13
Medicare Beneficiaries	1	8	2	6	17
Medicare Pre-Enrollees	1	6	2	4	13
Mental Health	0	3	0	2	5
Mental Health Professionals	0	3	0	2	5
Native Hawaiian	0	0	0	2	2
Other	0	0	0	0	0
Other Asian	0	1	0	1	2
Other Pacific Islander	0	0	0	1	1
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	0	0	0	0	0
Rural	1	6	0	2	9
Samoan	0	0	0	2	2
Socail Work Professionals	0	3	0	2	5
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	2	2

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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	121	145	140	90	496
Literature from Events					
General HICAP Brochure	0	360	70	154	584
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	0	430	40	111	581
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	0	0	0

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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)	86	240	120	32	478
Total Finalized Intakes	96	249	121	25	491
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	44	82	64	13	203
Aging into Medicare Postacd - CDA HICAP	3	2	0	0	5
CDA HICAP	0	2	1	1	4
CHA	0	0	0	0	0
CMS/Medicare	2	12	5	1	20
Friend/Relative	11	23	21	4	59
InfoVan	0	0	0	0	0
Internet	0	1	1	0	2
Mailings	5	8	0	0	13
Media	4	11	4	1	20
Other	8	26	3	1	38
Presentations	0	8	0	0	8
Previous Contacts	17	70	22	3	112
State Website	0	1	0	0	1
Missing/Not Collected	2	3	0	1	6
Mode of Client Contact					
Quick Call Contacts	0	10	7	0	17
Contacts by Telephone	47	86	40	20	193
Contacts In Person at home	0	0	3	0	3
Contacts In Person at site	95	248	118	26	487
Contacts by E-Mail	0	9	0	0	9
Contacts by Mail/Fax	0	1	0	4	5
Total Number of Client Contacts:	142	354	168	50	714
Contact Status Types					
General info	20	78	41	22	161
Detailed Assistance	143	389	219	43	794
Problem Solving/Resolution	37	25	3	10	75
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	2.30	0.00	0.00	2.30
Volunteer	59.05	189.27	50.51	32.20	331.03
Paid	52.42	100.09	98.55	3.54	254.60
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	5	4	6	2	17
Race					
African American/Black	1	5	2	0	8

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	5	0	0	6
Caucasian/White	89	220	110	23	442
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	2	1	3
Chinese	0	0	1	0	1
Filipino	0	1	1	0	2
Japanese	1	0	1	0	2
Hmong	0	0	0	0	0
Korean	0	1	0	0	1
Vietnamese	0	0	0	0	0
Other Pacific Islander	0	1	0	0	1
Other Asian	1	3	1	0	5
Two or More Race	0	2	2	0	4
Some Other race	0	3	0	1	4
Not Collected	3	8	1	0	12
Gender					
Female	54	161	63	11	289
Male	40	86	56	12	194
Not Collected	2	2	2	2	8
Monthly Income					
Less than 150% of FPL	22	52	32	6	112
Equal To/Greater than 150% of FPL	71	194	88	18	371
Not collected	3	3	1	1	8
Client Asset Limits					
Below LIS Asset limit	0	3	3	0	6
At or Above LIS Asset Limit	1	0	0	0	1
Not Collected	95	246	118	25	484

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	20	40	20	5	85
Limited English Proficient (LEP)	0	0	3	0	3
Dual Eligible	14	41	13	5	73
Medicare Status Due to Disability	23	37	26	6	92
Dual Eligible due to Mental Disability	1	1	1	1	4
Applying/Receiving Social Security/Medicare Disability	22	38	28	7	95
Age					
Under 60	5	17	16	4	42
60-64	13	21	19	6	59
65-74	60	140	64	11	275
75-84	11	46	10	2	69
85+	6	23	11	2	42
Not Collected	1	2	1	0	4
Marital Status					
Married	52	114	62	10	238
Never Married	8	15	9	6	38
Separated	1	4	0	0	5
Divorced	18	57	28	4	107
Widowed	13	50	20	4	87
Domestic Partner	2	3	0	1	6
Not Collected	2	6	2	0	10
Estimated Financial Saving					
Clients with Financial Savings	3	5	1	0	9
Estimated Dollars Saved	\$810.00	\$6,360.00	\$7,200.00	\$0.00	\$14,370.00

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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	77	153	94	14	338
Benefit Comparisons/Explanation/Coverage Changes	65	136	88	16	305
Appeals/Grievances	1	1	2	1	5
Billings/Claims	8	11	6	1	26
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	2	0	0	2
LTC/LTCI					
Enrollment/Eligibility Assistance	3	1	2	0	6
Billings/Claims	2	1	1	0	4
LTC Partnership	0	0	0	0	0
Appeal/Grievances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	2	1	1	0	4
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	47	123	67	14	251
Benefit Explanation	50	133	69	17	269
Appeals/Grievances	0	0	0	1	1
Billings/Claims	4	2	2	1	9
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	1	1	2	0	4
Quality of Care	0	1	0	0	1
Plan Comparison	40	99	52	16	207
Marketing/Sales Complaints/Issues	0	1	0	0	1
Plan Non Renewal	0	1	0	0	1
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	47	108	68	12	235
Benefit Explanation	45	122	71	14	252
Appeals/Grievances	0	0	0	0	0
Billings/Claims	0	0	2	0	2
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	3	5	3	2	13
Plan Non Renewal	0	19	4	0	23
Plan Comparison	34	95	48	13	190
Enrollment/Enrollment Assistance	1	0	1	1	3
Quality of Care	0	1	0	0	1
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	1	2	1	1	5
Medi-Cal Application Assistance	3	2	4	0	9

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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)	15	35	69	11	130
MSP Application Assistance	2	1	4	2	9
Medi-Cal/QMB Claims	1	4	1	0	6
Fraud/Abuse	0	0	0	0	0
Other	2	5	2	1	10
Other					
Employer/Federal Health Benefits (FEHB)	37	38	29	5	109
Military Benefits	11	20	12	3	46
COBRA	2	4	3	1	10
Mental Health Topics	1	1	0	1	3
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	1	3	1	1	6
Other	2	2	2	0	6
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	66	192	101	20	379
Eligibility/Screening	59	159	93	17	328
Plan Comparison	23	108	53	8	192
Enrollment/Anrollment Assistance	8	30	15	4	57
Billings/Claims	2	3	5	3	13
Coverage Changes	5	20	3	2	30
Re-enrollment	1	2	3	0	6
Disenrollment	0	1	3	0	4
TROOP	0	0	0	0	0
Other	0	2	0	0	2
LIS / Extra Help					
Eligibility / Screening	23	105	98	15	241
Benefit Explanation	13	37	21	2	73
Application Assistance	3	18	9	1	31
Claims/Billings	3	0	0	0	3
Appeals / Grievances	1	0	0	0	1
Other Prescription Drug CoveragePlans					
Union/employer	10	10	15	2	37
PPARx	1	4	4	0	9
Military Drug Benefit	7	7	9	2	25
Manufacturer Program	0	1	1	0	2
Other	1	7	2	0	10
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	1	3	1	5
Lag Time	0	1	0	0	1
Multiple Enrollment	0	0	1	0	1
Poor Training of Agents	0	1	0	0	1
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	2	1	0	3
Dosage problem	0	0	0	0	0
Data problems	0	0	0	0	0
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	0	1	1
Client reached donut hole	0	1	0	0	1
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	1	2	3
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	1	1	0	2
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	0	0	0	2	2
Cases Opened	0	0	1	2	3
Cases Closed	3	0	2	4	9
Favorable Closed Case Results	2	0	0	0	2
Client Representation Hours	0	0	0	0	0
Consultation to Program Hours	3	0	2	4	9
HICAP Legal Clients that Saved	2	0	0	0	2
Estimated Financial Savings	\$308.00	\$0.00	\$0.00	\$0.00	\$308.00

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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	1	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	0	2	1	0	3
TOTAL MEDICARE PART D COMPLAINTS	0	2	1	1	4
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	4	11	3	2	20
Total duration of calls	0.10	1.53	0.16	0.02	1.81