

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 30 - Aging and Veterans Services 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	1	9	2	1	13
Estimated Number of Attendees	7	443	49	65	564
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	5	1	3	7	16
Estimated Number of Attendees	456	800	450	642	2,348
Estimated Number of Persons Provided Enrollment Assistance	0	7	0	0	7
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	5	2	8
Estimated Number of Attendees	0	50	61	25	136
Estimated Number of Persons Received Any Enrollment Assistance	0	7	5	0	12
Enrollment Assistance with Medicare Programs(s)	0	0	1	0	1
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	7	3	0	10
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	1	0	1
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	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	0	0	0	0	0
Estimated Number of Targeted Persons Reached	0	0	0	0	0
Presenters					
HICAP Paid Staff					
Total Presenters	4	7	9	6	26
Total Hours for Length of Activities	17.30	22.30	22.20	24.00	85.80
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	4	6	7	10	27
Total Hours for Length of Activities	30.50	19.30	18.55	39.50	107.85
Other Presenters					
Total Presenters	2	0	1	0	3
Total Hours for Length of Activities	0.00	0.00	2.00	0.00	2.00
Area of Focus					
Dual Eligible with Mental Illness	3	4	2	1	7
Employer Termination - COBRA	3	3	0	1	1
General HICAP Information	1	0	0	0	1
Grievances / Appeals - Plan Issues	6	6	6	9	27
Long-Term Care / Insurance	0	0	0	0	0
Low Income Subsidy (LIS) / Application Assistance	2	0	0	1	3
Medicare (Parts A & B)	5	6	8	10	29
Medicare Advantage (Part C)	6	6	4	7	23
Medicare Fraud / Abuse	6	9	3	2	20
Medicare Prescription Drug Coverage (Part D)	6	10	6	6	28
Medigap / Medicare Supplements	6	6	4	7	23
Non-Medicare Fraud/Abuse	5	5	2	2	14
Other Topics / Issues (Health Specific)	0	0	0	1	1
	0	1	0	0	1

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	6	4	2	4	16
QMB/SLMB/QI	6	4	1	2	13
Volunteer Recruitment	0	0	0	1	1
Targeted Audience					
African American	5	5	7	10	27
American Indian or Nataive Alaskan	5	3	7	10	25
Asian Indian	5	3	7	10	25
Caucasian	5	7	7	10	29
Chinese	4	3	7	10	24
Disabled	5	7	8	9	29
Dual Eligible Groups	3	6	7	10	26
Employer Related Groups	2	1	0	0	3
Family Member/Caregiver of Beneficiary	5	6	5	9	25
Filipino	4	3	7	8	22
Guamanian or Chamorro	4	0	7	10	21
Hispanic / Latino	5	5	7	10	27
Hmong	4	2	7	8	21
Japanese	4	3	7	10	24
Korean	4	3	7	10	24
Low Income	5	8	8	10	31
Medicare Beneficiaries	5	9	9	8	31
Medicare Pre-Enrollees	4	6	2	4	16
Mental Health	5	3	2	3	13
Mental Health Professionals	4	3	2	1	10
Native Hawaiian	4	2	6	10	22
Other	0	0	0	0	0
Other Asian	3	2	7	9	21
Other Pacific Islander	1	2	6	10	19
Partnership Outreach	0	0	5	1	6
Presentations to Groups in Language Other than English	1	0	0	0	1
Rural	5	9	2	2	18
Samoan	4	1	7	10	22
Socail Work Professionals	4	5	2	0	11
Some Other Race or Ethnicity	0	1	4	1	6
Vietnamese	4	3	7	9	23

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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	612	1,630	686	575	3,503
"Taking Care of Tomorrow"	0	0	0	184	184
Other Publications (Created by or on Behalf of Local HICAP)	0	940	336	540	1,816
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	1	1	0	1	3

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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)	172	305	255	415	1,147
Total Finalized Intakes	98	208	171	170	647
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	56	128	121	94	399
Aging into Medicare Postacd - CDA HICAP	5	3	3	0	11
CDA HICAP	0	5	3	0	8
CHA	0	0	0	0	0
CMS/Medicare	4	2	7	7	20
Friend/Relative	11	25	14	20	70
InfoVan	1	0	0	0	1
Internet	0	0	0	0	0
Mailings	2	0	0	0	2
Media	2	4	3	4	13
Other	7	5	4	7	23
Presentations	1	7	2	11	21
Previous Contacts	6	23	9	20	58
State Website	0	0	0	1	1
Missing/Not Collected	3	6	5	6	20
Mode of Client Contact					
Quick Call Contacts	97	142	120	362	721
Contacts by Telephone	69	74	80	146	369
Contacts In Person at home	3	3	1	1	8
Contacts In Person at site	112	231	189	176	708
Contacts by E-Mail	11	17	15	7	50
Contacts by Mail/Fax	8	6	14	10	38
Total Number of Client Contacts:	300	473	419	702	1,894
Contact Status Types					
General info	42	97	49	133	321
Detailed Assistance	133	204	222	229	788
Problem Solving/Resolution	31	38	26	18	113
Total Counseling Time Spent by Counselor Type					
Program Manager	29.27	60.53	39.55	65.21	194.56
Volunteer	74.02	140.50	121.00	95.38	430.90
Paid	12.28	23.50	58.35	24.25	118.38
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	20	36	33	28	117
Race					
African American/Black	4	10	4	5	23

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	0	1	1	0	2
Caucasian/White	69	150	116	124	459
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	1	0	1	2
Chinese	0	0	0	0	0
Filipino	0	2	0	0	2
Japanese	0	0	0	0	0
Hmong	0	0	1	0	1
Korean	0	0	0	0	0
Vietnamese	0	0	0	0	0
Other Pacific Islander	0	0	0	0	0
Other Asian	2	0	0	1	3
Two or More Race	0	0	1	0	1
Some Other race	0	4	3	3	10
Not Collected	23	40	45	36	144
Gender					
Female	53	120	99	93	365
Male	39	76	68	68	251
Not Collected	6	12	4	9	31
Monthly Income					
Less than 150% of FPL	15	54	47	60	176
Equal To/Greater than 150% of FPL	28	79	68	53	228
Not collected	55	75	56	57	243
Client Asset Limits					
Below LIS Asset limit	2	4	7	4	17
At or Above LIS Asset Limit	3	0	0	4	7
Not Collected	93	204	164	162	623

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	13	30	15	24	82
Limited English Proficient (LEP)	11	15	15	13	54
Dual Eligible	29	63	64	65	221
Medicare Status Due to Disability	27	46	50	43	166
Dual Eligible due to Mental Disability	3	8	1	1	13
Applying/Receiving Social Security/Medicare Disability	21	38	47	47	153
Age					
Under 60	17	38	38	32	125
60-64	9	13	18	27	67
65-74	53	87	70	66	276
75-84	11	45	31	34	121
85+	8	24	14	10	56
Not Collected	0	1	0	1	2
Marital Status					
Married	45	80	67	56	248
Never Married	8	21	14	23	66
Separated	5	4	8	6	23
Divorced	17	31	20	18	86
Widowed	17	43	32	30	122
Domestic Partner	0	1	1	1	3
Not Collected	6	28	29	36	99
Estimated Financial Saving					
Clients with Financial Savings	4	7	7	12	30
Estimated Dollars Saved	\$52,434.00	\$43,543.00	\$14,674.41	\$14,834.00	\$125,485.41

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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	33	45	16	43	137
Benefit Comparisons/Explanation/Coverage Changes	39	51	37	57	184
Appeals/Grievances	2	4	4	3	13
Billings/Claims	5	3	4	5	17
Fraud/Abuse	0	0	0	0	0
Quality of Care	0	0	1	1	2
LTC/LTCI					
Enrollment/Eligibility Assistance	1	3	0	3	7
Billings/Claims	0	0	0	0	0
LTC Partnership	0	1	0	0	1
Appeal/Grievances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	2	0	0	2
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	24	35	26	39	124
Benefit Explanation	45	71	42	47	205
Appeals/Grievances	2	0	0	0	2
Billings/Claims	3	1	2	2	8
Fraud/Abuse	1	0	0	0	1
Disenrollment/Coverage Changes	5	7	2	1	15
Quality of Care	0	1	0	0	1
Plan Comparison	5	13	4	18	40
Marketing/Sales Complaints/Issues	1	0	0	0	1
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	27	59	53	62	201
Benefit Explanation	49	109	85	83	326
Appeals/Grievances	2	2	6	4	14
Billings/Claims	2	5	7	3	17
Fraud/Abuse	1	1	0	1	3
Coverage Changes/Disenrollment	5	12	14	9	40
Plan Non Renewal	0	4	0	1	5
Plan Comparison	9	30	19	38	96
Enrollment/Enrollment Assistance	1	3	8	8	20
Quality of Care	0	3	0	1	4
Marketing/Sales Complaints or Issues	0	2	0	0	2
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	0	4	1	4	9
Medi-Cal Application Assistance	0	1	3	2	6

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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)	6	8	8	17	39
MSP Application Assistance	1	1	1	2	5
Medi-Cal/QMB Claims	0	1	3	0	4
Fraud/Abuse	0	0	0	1	1
Other	1	6	6	14	27
Other					
Employer/Federal Health Benefits (FEHB)	11	17	8	27	63
Military Benefits	5	9	8	9	31
COBRA	2	1	2	5	10
Mental Health Topics	3	3	0	1	7
Fraud/Abuse	0	0	0	1	1
Other Health Insurance	2	5	1	4	12
Other	0	1	0	1	2
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	41	95	59	51	246
Eligibility/Screening	15	34	28	41	118
Plan Comparison	16	84	60	33	193
Enrollment/Anrollment Assistance	2	33	18	9	62
Billings/Claims	0	0	2	1	3
Coverage Changes	0	9	7	4	20
Re-enrollment	0	6	5	3	14
Disenrollment	0	0	1	0	1
TROOP	0	1	0	1	2
Other	0	0	0	2	2
LIS / Extra Help					
Eligibility / Screening	6	6	10	30	52
Benefit Explanation	5	7	12	16	40
Application Assistance	7	9	12	8	36
Claims/Billings	0	0	1	1	2
Appeals / Grievances	0	0	1	0	1
Other Prescription Drug CoveragePlans					
Union/employer	1	3	1	3	8
PPARx	0	0	0	0	0
Military Drug Benefit	3	5	2	3	13
Manufacturer Program	0	0	0	0	0
Other	0	0	1	0	1
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	1	0	0	1
Lag Time	0	1	0	0	1
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	1	1	0	1	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	0	0
Client reached donut hole	0	0	0	1	1
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	0	0	0
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	1	0	0	1
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	1	1	3
Other:	0	0	0	1	1
TOTAL MEDICARE PART D COMPLAINTS	0	2	1	2	5
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	2	3	2	7
Total duration of calls	0.00	1.00	0.26	0.21	1.47