

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 32 - Alliance on Aging

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	9	17	8	16	50
Estimated Number of Attendees	200	416	177	312	1,105
Estimated Number of Persons Provided Enrollment Assistance	40	0	0	0	40
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	8	18	16	34	76
Estimated Number of Attendees	666	1,550	1,560	2,323	6,099
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Mobile InfoVan Events					
Total Number of Events	0	1	0	0	1
Estimated Number of Attendees	0	1	0	0	1
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	3	1	0	4
Estimated Number of Attendees	0	32	3	0	35
Estimated Number of Persons Received Any Enrollment Assistance	0	12	3	0	15
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	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	3	0	3
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	2	1	1	0	4
Estimated Number of Attendees	1,400,000	700,000	10,000	0	2,110,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	1	0	1
Estimated Number of Attendees	0	0	50,000	0	50,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	2	2	0	4
Estimated Number of Persons Reached	0	700,100	60,000	0	760,100

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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	0	0	1	0	1
Estimated Number of Targeted Persons Reached	0	0	5,000	0	5,000
Presenters					
HICAP Paid Staff					
Total Presenters	11	22	5	14	52
Total Hours for Length of Activities	17.50	38.55	11.05	35.55	102.65
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	2	3	0	5
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	7	7	10	4	6
Employer Termination - COBRA	0	0	2	4	0
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	15	36	23	48	122
Long-Term Care / Insurance	2	0	1	5	8
Low Income Subsidy (LIS) / Application Assistance	1	0	1	0	2
Medicare (Parts A & B)	10	31	18	28	87
Medicare Advantage (Part C)	8	28	7	28	71
Medicare Fraud / Abuse	3	28	13	2	46
Medicare Prescription Drug Coverage (Part D)	5	30	11	29	75
Medigap / Medicare Supplements	6	36	6	20	68
Non-Medicare Fraud/Abuse	3	9	5	8	25
Other Topics / Issues (Health Specific)	2	2	0	1	5
	1	8	3	20	32

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	3	1	1	0	5
Preventive Care Benefits	6	14	14	25	59
QMB/SLMB/QI	6	2	0	1	9
Volunteer Recruitment	0	0	1	1	2
Targeted Audience					
African American	2	0	1	1	4
American Indian or Nataive Alaskan	0	0	1	0	1
Asian Indian	0	0	0	0	0
Caucasian	4	8	5	16	33
Chinese	3	0	1	1	5
Disabled	0	1	4	2	7
Dual Eligible Groups	1	1	2	6	10
Employer Related Groups	0	0	0	2	2
Family Member/Caregiver of Beneficiary	6	21	17	29	73
Filipino	3	0	0	1	4
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	10	9	3	12	34
Hmong	0	0	0	0	0
Japanese	3	0	1	1	5
Korean	1	0	0	0	1
Low Income	7	12	9	17	45
Medicare Beneficiaries	6	34	25	36	101
Medicare Pre-Enrollees	2	0	5	11	18
Mental Health	0	0	3	2	5
Mental Health Professionals	0	0	1	0	1
Native Hawaiian	0	0	0	0	0
Other	0	0	0	4	4
Other Asian	2	0	1	1	4
Other Pacific Islander	0	0	0	0	0
Partnership Outreach	1	1	1	0	3
Presentations to Groups in Language Other than English	3	5	4	1	13
Rural	0	5	3	5	13
Samoan	0	0	0	0	0
Socail Work Professionals	2	0	0	0	2
Some Other Race or Ethnicity	0	12	0	10	22
Vietnamese	3	0	0	0	3

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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	518	0	1,121	1,238	2,877
Literature from Events					
General HICAP Brochure	10	0	0	0	10
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	40	0	0	0	40
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	1	5	1	3	10

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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)	283	750	347	326	1,706
Total Finalized Intakes	249	697	303	290	1,539
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	48	57	33	59	197
Aging into Medicare Postacd - CDA HICAP	2	2	0	1	5
CDA HICAP	5	1	2	1	9
CHA	0	0	0	0	0
CMS/Medicare	12	22	24	6	64
Friend/Relative	30	77	39	40	186
InfoVan	0	0	0	0	0
Internet	2	2	1	1	6
Mailings	1	10	4	0	15
Media	16	45	19	22	102
Other	33	191	43	35	302
Presentations	18	39	6	5	68
Previous Contacts	35	137	82	42	296
State Website	1	1	0	0	2
Missing/Not Collected	46	113	50	78	287
Mode of Client Contact					
Quick Call Contacts	138	203	145	212	698
Contacts by Telephone	536	932	744	698	2,910
Contacts In Person at home	0	1	2	0	3
Contacts In Person at site	151	283	172	143	749
Contacts by E-Mail	84	222	61	56	423
Contacts by Mail/Fax	79	494	78	95	746
Total Number of Client Contacts:	988	2,135	1,202	1,204	5,529
Contact Status Types					
General info	65	63	65	75	268
Detailed Assistance	779	2,295	1,008	987	5,069
Problem Solving/Resolution	35	22	42	50	149
Total Counseling Time Spent by Counselor Type					
Program Manager	26.59	29.07	11.39	11.38	78.43
Volunteer	87.30	189.34	107.48	130.56	514.68
Paid	122.05	191.08	121.29	79.43	513.85
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	39	109	63	38	249
Race					
African American/Black	1	7	3	2	13

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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	3	0	0	3
Caucasian/White	104	373	126	144	747
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	1	1
Samoan	0	0	0	0	0
Asian Indian	1	3	1	0	5
Chinese	2	3	1	0	6
Filipino	1	5	3	2	11
Japanese	4	6	2	0	12
Hmong	0	0	0	0	0
Korean	1	2	5	2	10
Vietnamese	0	1	0	1	2
Other Pacific Islander	0	3	0	0	3
Other Asian	2	5	1	2	10
Two or More Race	29	61	46	18	154
Some Other race	1	9	7	12	29
Not Collected	103	216	108	106	533
Gender					
Female	163	467	215	180	1,025
Male	86	230	88	95	499
Not Collected	0	0	0	15	15
Monthly Income					
Less than 150% of FPL	45	96	80	77	298
Equal To/Greater than 150% of FPL	86	208	111	105	510
Not collected	118	393	112	108	731
Client Asset Limits					
Below LIS Asset limit	12	26	21	6	65
At or Above LIS Asset Limit	12	38	14	9	73
Not Collected	225	633	268	275	1,401

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	14	13	7	11	45
Limited English Proficient (LEP)	29	57	47	23	156
Dual Eligible	26	78	61	42	207
Medicare Status Due to Disability	21	65	27	23	136
Dual Eligible due to Mental Disability	7	7	7	8	29
Applying/Receiving Social Security/Medicare Disability	25	60	23	26	134
Age					
Under 60	15	26	14	5	60
60-64	13	20	20	50	103
65-74	96	179	109	79	463
75-84	25	68	44	25	162
85+	17	37	31	20	105
Not Collected	83	367	85	111	646
Marital Status					
Married	81	262	116	90	549
Never Married	18	61	27	14	120
Separated	0	1	7	2	10
Divorced	15	75	38	22	150
Widowed	26	100	23	41	190
Domestic Partner	1	1	1	2	5
Not Collected	108	197	91	119	515
Estimated Financial Saving					
Clients with Financial Savings	62	312	45	43	462
Estimated Dollars Saved	\$125,862.28	\$648,792.91	\$76,890.75	\$140,089.00	\$991,634.94

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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	118	239	132	152	641
Benefit Comparisons/Explanation/Coverage Changes	117	240	139	157	653
Appeals/Grievances	13	10	19	5	47
Billings/Claims	51	28	57	35	171
Fraud/Abuse	0	0	0	4	4
Quality of Care	3	0	3	1	7
LTC/LTCI					
Enrollment/Eligibility Assistance	8	3	5	7	23
Billings/Claims	2	0	0	4	6
LTC Partnership	1	2	2	1	6
Appeal/Grievances	0	0	0	1	1
Fraud/Abuse	0	0	0	0	0
Other LTC	4	0	1	2	7
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	114	281	120	148	663
Benefit Explanation	109	272	132	150	663
Appeals/Grievances	4	2	9	0	15
Billings/Claims	29	20	21	6	76
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	8	19	8	10	45
Quality of Care	0	0	1	0	1
Plan Comparison	66	172	84	91	413
Marketing/Sales Complaints/Issues	2	0	1	0	3
Plan Non Renewal	1	2	0	0	3
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	21	50	15	17	103
Benefit Explanation	31	59	26	42	158
Appeals/Grievances	0	2	0	1	3
Billings/Claims	2	5	0	2	9
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	7	73	11	3	94
Plan Non Renewal	0	80	14	1	95
Plan Comparison	8	26	8	6	48
Enrollment/Enrollment Assistance	0	1	0	0	1
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	0	1	1
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	29	48	37	21	135
Medi-Cal Application Assistance	1	1	5	0	7

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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)	39	55	33	22	149
MSP Application Assistance	9	5	9	3	26
Medi-Cal/QMB Claims	8	2	9	3	22
Fraud/Abuse	0	0	0	0	0
Other	27	20	34	22	103
Other					
Employer/Federal Health Benefits (FEHB)	44	60	45	50	199
Military Benefits	9	18	9	18	54
COBRA	2	4	3	0	9
Mental Health Topics	3	5	16	3	27
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	6	4	9	11	30
Other	18	22	35	29	104
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	130	579	154	153	1,016
Eligibility/Screening	108	557	122	143	930
Plan Comparison	87	520	115	102	824
Enrollment/Anrollment Assistance	27	246	40	24	337
Billings/Claims	13	8	27	13	61
Coverage Changes	23	165	41	8	237
Re-enrollment	0	0	1	0	1
Disenrollment	1	3	4	2	10
TROOP	4	2	6	1	13
Other	0	3	9	6	18
LIS / Extra Help					
Eligibility / Screening	52	121	61	44	278
Benefit Explanation	26	34	33	27	120
Application Assistance	10	7	17	5	39
Claims/Billings	6	1	9	5	21
Appeals / Grievances	0	0	1	1	2
Other Prescription Drug CoveragePlans					
Union/employer	20	30	10	2	62
PPARx	9	6	5	14	34
Military Drug Benefit	2	11	3	7	23
Manufacturer Program	10	7	0	1	18
Other	3	4	2	4	13
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	0	0	0
Lag Time	1	0	5	2	8
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	1	0	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	1	1	6	2	10
Dosage problem	0	0	2	0	2
Data problems	2	0	11	4	17
Delay in medications	0	0	1	0	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	1	1	0	2
Client reached donut hole	2	0	0	0	2
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	1	0	1	2	4
Quality of Care	0	0	1	1	2
Plan Non Renewal	0	0	0	0	0
HICAP Legal Services					
Referrals to HICAP Legal	0	0	8	0	8
Legal Clients Served	52	78	76	0	206
Cases Opened	52	78	76	0	206
Cases Closed	50	73	72	0	195
Favorable Closed Case Results	0	73	0	0	73
Client Representation Hours	0	0	300	0	300
Consultation to Program Hours	1	2	0	0	3
HICAP Legal Clients that Saved	0	15	0	0	15
Estimated Financial Savings	\$4,000.00	\$16,238.00	\$13,994.00	\$0.00	\$34,232.00

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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:	2	0	0	1	3
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	1	0	0	0	1
Other:	1	2	4	2	9
TOTAL MEDICARE PART D COMPLAINTS	4	2	4	3	13
All Other Complaints					
APS :	0	0	0	0	0
CDI:	1	0	0	0	1
CMS:	0	0	0	2	2
QIO:	0	0	0	1	1
SMP:	0	0	0	0	0
Other:	1	0	0	1	2
TOTAL ALL OTHER COMPLAINTS	2	0	0	4	6
800 Medicare Line Issues					
Total number of Calls with Issues	2	1	0	11	14
Total duration of calls	0.00	0.00	0.00	10.05	10.05