

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

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

From: 07/01/2012 To: 06/30/2013

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	36	39	32	67	174
Estimated Number of Attendees	833	581,123	1,253	1,609	584,818
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	7	4	12	28
Estimated Number of Attendees	1,975	1,240	800	2,378	6,393
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	30	1	0	31
Estimated Number of Attendees	0	1,011	10	0	1,021
Estimated Number of Persons Received Any Enrollment Assistance	0	0	9	0	9
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	5	0	5
Enrollment Assistance with LIS	0	0	4	0	4
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	10	2	9	13	34
Estimated Number of Attendees	1,160,000	232,000	1,028,000	1,508,000	3,928,000
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	0	0	0	0
Estimated Number of Persons Reached	0	0	0	0	0

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	0	0	3	2	5
Estimated Number of Targeted Persons Reached	0	0	250,000	125	250,125
Presenters					
HICAP Paid Staff					
Total Presenters	25	41	26	51	143
Total Hours for Length of Activities	57.40	182.00	43.30	80.30	363.00
HICAP In-Kind Paid Staff					
Total Presenters	0	9	2	2	13
Total Hours for Length of Activities	0.00	25.10	4.00	4.50	33.60
HICAP Volunteer Staff					
Total Presenters	26	49	10	19	104
Total Hours for Length of Activities	73.50	538.40	23.30	27.40	662.60
Other Presenters					
Total Presenters	9	22	12	22	65
Total Hours for Length of Activities	14.30	168.30	29.00	26.05	237.65
Area of Focus					
Dual Eligible with Mental Illness		37	10	2	
Dual Eligible with Mental Illness	5	13	11	2	31
Employer Termination - COBRA	0	9	0	0	9
General HICAP Information	48	76	32	41	197
Grievances / Appeals - Plan Issues	0	1	3	0	4
Long-Term Care / Insurance	2	1	6	1	10
Low Income Subsidy (LIS) / Application Assistance	7	63	18	9	97
Medicare (Parts A & B)	33	67	27	18	145
Medicare Advantage (Part C)	26	66	22	14	128
Medicare Fraud / Abuse	31	63	28	30	152
Medicare Prescription Drug Coverage (Part D)	21	67	22	15	125
Medigap / Medicare Supplements	3	47	16	11	77
Non-Medicare Fraud/Abuse	1	0	3	5	9
Other Topics / Issues (Health Specific)	21	0	6	31	58

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	2	0	1	1	4
Preventive Care Benefits	17	57	16	18	108
QMB/SLMB/QI	3	40	14	10	67
Volunteer Recruitment	1	0	8	6	15
Targeted Audience					
African American	26	52	31	64	173
American Indian or Naitave Alaskan	10	7	18	48	83
Asian Indian	10	8	13	47	78
Caucasian	49	74	44	76	243
Chinese	21	49	23	52	145
Disabled	17	44	29	74	164
Dual Eligible Groups	17	53	20	54	144
Employer Related Groups	6	11	13	24	54
Family Member/Caregiver of Beneficiary	13	47	33	71	164
Filipino	14	35	21	44	114
Guamanian or Chamorro	10	7	11	33	61
Hispanic / Latino	33	68	34	77	212
Hmong	10	7	7	33	57
Japanese	14	16	30	66	126
Korean	11	11	18	48	88
Low Income	23	54	33	74	184
Medicare Beneficiaries	43	70	34	73	220
Medicare Pre-Enrollees	11	11	28	74	124
Mental Health	18	27	15	25	85
Mental Health Professionals	19	13	17	30	79
Native Hawaiian	10	7	10	29	56
Other	0	0	1	2	3
Other Asian	9	6	13	23	51
Other Pacific Islander	10	7	12	21	50
Partnership Outreach	9	8	11	34	62
Presentations to Groups in Language Other than English	3	3	4	16	26
Rural	11	7	9	17	44
Samoan	11	8	11	25	55
Socail Work Professionals	18	15	17	30	80
Some Other Race or Ethnicity	24	57	3	1	85
Vietnamese	10	7	15	33	65

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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	1,496	2,583	2,750	4,970	11,799
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	2,355	10,691	1,230	120	14,396
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	15	0	0	15

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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)	1,022	1,984	830	793	4,629
Total Finalized Intakes	281	1,339	293	357	2,270
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	168	765	177	223	1,333
Aging into Medicare Postacd - CDA HICAP	1	12	1	4	18
CDA HICAP	4	18	8	3	33
CHA	0	0	0	0	0
CMS/Medicare	3	7	3	4	17
Friend/Relative	32	83	17	43	175
InfoVan	0	0	0	0	0
Internet	0	4	2	0	6
Mailings	2	4	0	2	8
Media	10	32	12	6	60
Other	18	240	21	22	301
Presentations	4	10	5	2	21
Previous Contacts	39	129	44	38	250
State Website	0	1	0	2	3
Missing/Not Collected	0	34	3	8	45
Mode of Client Contact					
Quick Call Contacts	1,607	3,383	1,492	1,337	7,819
Contacts by Telephone	50	465	72	85	672
Contacts In Person at home	0	25	3	3	31
Contacts In Person at site	275	1,810	433	634	3,152
Contacts by E-Mail	5	1,285	77	83	1,450
Contacts by Mail/Fax	5	821	40	37	903
Contacts by Other	19	533	135	240	927
Total Number of Client Contacts:	1,961	8,322	2,252	2,419	14,954
Contact Status Types					
General info	79	782	82	150	1,093
Detailed Assistance	246	3,711	633	771	5,361
Problem Solving/Resolution	29	400	42	154	625
Total Counseling Time Spent by Counselor Type					
Program Manager	2.20	352.02	27.34	17.54	399.10
Volunteer	229.55	1,410.49	290.55	530.05	2,460.64
Paid	34.00	0.55	0.00	0.00	34.55
In-Kind	0.00	13.40	0.00	3.00	16.40
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	35	155	56	36	282
Race					

From: 07/01/2012 To: 06/30/2013

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
African American/Black	5	10	4	6	25
American Indian/Alaskan Native	1	2	0	0	3
Caucasian/White	198	878	187	270	1,533
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	1	1	0	2
Samoan	0	0	0	0	0
Asian Indian	0	8	1	2	11
Chinese	1	13	3	2	19
Filipino	4	19	0	5	28
Japanese	4	9	5	6	24
Hmong	0	0	0	0	0
Korean	1	1	2	1	5
Vietnamese	1	10	6	1	18
Other Pacific Islander	0	0	0	0	0
Other Asian	2	2	2	0	6
Two or More Race	31	120	49	23	223
Some Other race	4	12	5	2	23
Not Collected	29	254	28	39	350
Gender					
Female	166	797	183	211	1,357
Male	106	500	106	132	844
Not Collected	9	42	4	14	69
Monthly Income					
Less than 150% of FPL	57	257	75	86	475
Equal To/Greater than 150% of FPL	186	771	177	241	1,375
Not collected	38	311	41	30	420
Client Asset Limits					
Below LIS Asset limit	2	3	1	1	7
At or Above LIS Asset Limit	1	0	0	2	3
Not Collected	278	1,336	292	354	2,260

From: 07/01/2012 To: 06/30/2013

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	30	94	21	43	188
Limited English Proficient (LEP)	19	40	17	13	89
Dual Eligible	45	297	59	54	455
Medicare Status Due to Disability	26	268	43	31	368
Dual Eligible due to Mental Disability	4	211	10	8	233
Applying/Receiving Social Security/Medicare Disability	34	280	51	50	415
Age					
Under 60	13	226	34	32	305
60-64	17	76	32	73	198
65-74	172	578	141	133	1,024
75-84	45	276	57	76	454
85+	21	118	20	22	181
Not Collected	13	65	9	21	108
Marital Status					
Married	121	524	120	155	920
Never Married	22	214	36	25	297
Separated	8	18	7	9	42
Divorced	63	176	45	76	360
Widowed	38	215	58	57	368
Domestic Partner	1	5	4	1	11
Not Collected	28	187	23	34	272
Estimated Financial Saving					
Clients with Financial Savings	2	52	12	9	75
Estimated Dollars Saved	\$5,540.00	\$73,840.71	\$35,700.00	\$67,184.00	\$182,264.71

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	Topics/Needs Discussed				TOTAL
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	202	1,220	253	296	1,971
Benefit Comparisons/Explanation/Coverage Changes	199	1,220	246	299	1,964
Appeals/Grievances	7	12	5	10	34
Billings/Claims	17	14	16	27	74
Fraud/Abuse	3	10	0	1	14
Quality of Care	0	3	1	3	7
LTC/LTCI					
Enrollment/Eligibility Assistance	23	30	16	24	93
Billings/Claims	3	7	0	13	23
LTC Partnership	0	0	1	0	1
Appeal/Grievances	5	15	3	8	31
Fraud/Abuse	0	1	0	0	1
Other LTC	8	6	2	12	28
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	157	915	221	225	1,518
Benefit Explanation	153	925	220	224	1,522
Appeals/Grievances	2	1	1	5	9
Billings/Claims	3	4	4	9	20
Fraud/Abuse	1	5	0	0	6
Disenrollment/Coverage Changes	4	5	1	1	11
Quality of Care	1	0	0	2	3
Plan Comparison	41	440	133	115	729
Marketing/Sales Complaints/Issues	0	0	0	1	1
Plan Non Renewal	0	18	1	0	19
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	136	859	214	229	1,438
Benefit Explanation	138	864	212	233	1,447
Appeals/Grievances	1	9	2	7	19
Billings/Claims	1	4	3	9	17
Fraud/Abuse	0	3	0	0	3
Coverage Changes/Disenrollment	2	10	4	6	22
Plan Non Renewal	0	16	0	0	16
Plan Comparison	34	434	135	119	722
Enrollment/Enrollment Assistance	3	66	9	14	92
Quality of Care	1	2	0	2	5
Marketing/Sales Complaints or Issues	0	1	0	0	1
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	17	25	24	20	86
Medi-Cal Application Assistance	7	10	6	13	36

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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)	56	430	89	112	687
MSP Application Assistance	12	19	7	4	42
Medi-Cal/QMB Claims	1	3	1	3	8
Fraud/Abuse	0	2	0	0	2
Other	16	162	15	25	218
Other					
Employer/Federal Health Benefits (FEHB)	56	148	50	69	323
Military Benefits	18	86	24	27	155
COBRA	6	7	4	6	23
Mental Health Topics	13	220	12	10	255
Fraud/Abuse	0	15	0	0	15
Other Health Insurance	10	10	7	12	39
CHA Fact Sheets	0	0	0	0	0
Other	10	9	4	7	30
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	186	1,249	252	272	1,959
Eligibility/Screening	170	1,183	236	259	1,848
Plan Comparison	58	1,035	178	178	1,449
Enrollment/Anrollment Assistance	30	775	150	129	1,084
Billings/Claims	3	5	7	3	18
Coverage Changes	11	81	15	14	121
Re-enrollment	0	6	5	1	12
Disenrollment	0	1	0	0	1
TROOP	0	1	0	0	1
Other	5	12	7	1	25
LIS / Extra Help					
Eligibility / Screening	45	447	90	91	673
Benefit Explanation	23	84	51	48	206
Application Assistance	8	23	12	14	57
Claims/Billings	2	2	2	5	11
Appeals / Grievances	1	2	2	1	6
Other Prescription Drug CoveragePlans					
Union/employer	30	54	28	32	144
PPARx	0	0	1	0	1
Military Drug Benefit	6	14	0	6	26
Manufacturer Program	0	1	1	0	2
Other	7	5	2	6	20
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	2	4	2	2	10
Lag Time	0	3	0	0	3
Multiple Enrollment	1	2	0	0	3
Poor Training of Agents	0	2	0	0	2

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Topics/Needs Discussed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Poor Training of CSR	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	0	1	1
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	0	1	1	2	4
Dosage problem	0	0	1	0	1
Data problems	0	0	0	0	0
Delay in medications	0	0	1	0	1
Incorrect Co-Pay/Can't Afford Co-Pay	0	2	0	0	2
Client reached donut hole	2	0	0	0	2
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	1	0	1
Quality of Care	0	0	0	1	1
Plan Non Renewal	0	0	0	1	1
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 Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	1	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	1	2	1	2	6
TOTAL MEDICARE PART D COMPLAINTS	1	2	2	2	7
 All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	1	0	0	1
QIO:	0	0	0	0	0
SMP:	0	1	0	0	1
Other:	0	2	0	0	2
TOTAL ALL OTHER COMPLAINTS	0	4	0	0	4
 800 Medicare Line Issues					
Total number of Calls with Issues	4	14	9	7	34
Total duration of calls	0.59	3.08	2.25	1.45	7.37