

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 10 - Council on Aging Silicon Valley HICAP

From: 07/01/2010 To: 06/30/2011

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	28	47	8	31	114
Estimated Number of Attendees	1,546	1,588	516	3,228	6,878
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	700	700
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	1	7	6	10	24
Estimated Number of Attendees	500	2,325	1,150	2,500	6,475
Estimated Number of Persons Provided Enrollment Assistance	0	0	8	1,305	1,313
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	1	1	2	0	4
Estimated Number of Attendees	35	7	100	0	142
Estimated Number of Persons Received Any Enrollment Assistance	0	0	50	0	50
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	25	0	25
Enrollment Assistance MSP	0	0	25	0	25
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	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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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	2	0	0	1	3
Estimated Number of Targeted Persons Reached	250,000	0	0	77,000	327,000
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	13	38	51
Total Hours for Length of Activities	0.00	0.00	46.40	166.40	212.80
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	0	0	3	5	8
Total Hours for Length of Activities	0.00	0.00	11.30	17.40	28.70
Other Presenters					
Total Presenters	0	0	1	4	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	52	76	14	41	29
Employer Termination - COBRA	0	0	7	22	17
General HICAP Information	0	0	3	14	130
Grievances / Appeals - Plan Issues	26	48	16	40	30
Long-Term Care / Insurance	8	6	2	14	22
Low Income Subsidy (LIS) / Application Assistance	1	0	3	18	124
Medicare (Parts A & B)	29	46	15	34	135
Medicare Advantage (Part C)	32	51	13	39	133
Medicare Fraud / Abuse	30	49	15	39	85
Medicare Prescription Drug Coverage (Part D)	12	19	14	40	130
Medigap / Medicare Supplements	28	52	14	36	116
Non-Medicare Fraud/Abuse	26	39	15	36	20
Other Topics / Issues (Health Specific)	4	5	1	10	58
	14	22	0	22	

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	8	8
Preventive Care Benefits	23	31	12	32	98
QMB/SLMB/QI	29	51	12	28	120
Volunteer Recruitment	0	0	1	12	13
Targeted Audience					
African American	16	28	12	19	75
American Indian or Naitave Alaskan	15	11	6	18	50
Asian Indian	0	0	6	17	23
Caucasian	28	46	13	35	122
Chinese	0	0	11	29	40
Disabled	23	36	12	26	97
Dual Eligible Groups	0	0	5	20	25
Employer Related Groups	13	32	1	10	56
Family Member/Caregiver of Beneficiary	23	35	10	29	97
Filipino	0	0	7	19	26
Guamanian or Chamorro	0	0	2	12	14
Hispanic / Latino	24	39	14	29	106
Hmong	0	0	2	4	6
Japanese	0	0	8	27	35
Korean	0	0	6	15	21
Low Income	24	44	15	22	105
Medicare Beneficiaries	24	43	9	29	105
Medicare Pre-Enrollees	0	0	9	25	34
Mental Health	21	25	11	17	74
Mental Health Professionals	0	0	7	16	23
Native Hawaiian	0	0	3	7	10
Other	2	3	1	6	12
Other Asian	19	41	5	15	80
Other Pacific Islander	11	15	3	10	39
Partnership Outreach	0	0	0	10	10
Presentations to Groups in Language Other than English	22	29	4	12	67
Rural	3	3	2	3	11
Samoan	0	0	3	12	15
Socail Work Professionals	0	0	9	22	31
Some Other Race or Ethnicity	0	0	1	1	2
Vietnamese	0	0	8	18	26

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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	671	2,605	1,101	79,644	84,021
"Taking Care of Tomorrow"	0	465	138	660	1,263
Other Publications (Created by or on Behalf of Local HICAP)	3,712	3,377	1,015	1,643	9,747
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	12	3	7	5	27

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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)	971	1,353	1,222	1,121	4,667
Total Finalized Intakes	404	643	452	516	2,015
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	164	206	110	164	644
Aging into Medicare Postacd - CDA HICAP	0	0	5	7	12
CDA HICAP	42	49	39	50	180
CHA	0	0	1	0	1
CMS/Medicare	4	61	16	13	94
Friend/Relative	130	150	102	107	489
InfoVan	0	0	0	0	0
Internet	2	0	3	6	11
Mailings	0	0	4	40	44
Media	1	1	12	5	19
Other	50	147	87	94	378
Presentations	9	27	53	6	95
Previous Contacts	0	0	20	22	42
State Website	0	0	0	0	0
Missing/Not Collected	2	2	0	2	6
Mode of Client Contact					
Quick Call Contacts	1,393	1,346	1,167	980	4,886
Contacts by Telephone	145	180	160	203	688
Contacts In Person at home	5	12	2	2	21
Contacts In Person at site	369	568	408	404	1,749
Contacts by E-Mail	432	708	18	17	1,175
Contacts by Mail/Fax	0	2	56	163	221
Total Number of Client Contacts:	2,344	2,816	1,811	1,769	8,740
Contact Status Types					
General info	0	6	543	638	1,187
Detailed Assistance	0	2	478	534	1,014
Problem Solving/Resolution	0	0	62	138	200
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	554.42	513.28	416.28	438.56	1,922.54
Paid	340.16	568.40	373.07	412.18	1,693.81
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	50	73	69	75	267
Race					
African American/Black	6	7	19	12	44

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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	0	0	1
Caucasian/White	232	380	285	301	1,198
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	2	1	3
Samoan	0	0	1	0	1
Asian Indian	14	15	10	28	67
Chinese	30	48	26	29	133
Filipino	8	5	4	3	20
Japanese	5	9	2	5	21
Hmong	0	0	0	0	0
Korean	2	1	3	4	10
Vietnamese	8	2	15	14	39
Other Pacific Islander	4	0	0	4	8
Other Asian	2	0	3	2	7
Two or More Race	2	1	1	2	6
Some Other race	48	77	72	82	279
Not Collected	43	97	9	29	178
Gender					
Female	256	395	252	300	1,203
Male	138	229	195	211	773
Not Collected	10	19	5	5	39
Monthly Income					
Less than 150% of FPL	132	154	144	188	618
Equal To/Greater than 150% of FPL	227	374	293	293	1,187
Not collected	45	115	15	35	210
Client Asset Limits					
Below LIS Asset limit	0	2	63	104	169
At or Above LIS Asset Limit	0	0	162	220	382
Not Collected	404	641	227	192	1,464

From: 07/01/2010 To: 06/30/2011

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Total Clients that Checked Yes as Being					
Veteran	11	12	12	16	51
Limited English Proficient (LEP)	69	88	74	105	336
Dual Eligible	71	110	88	76	345
Medicare Status Due to Disability	54	90	96	98	338
Dual Eligible due to Mental Disability	0	0	36	20	56
Applying/Receiving Social Security/Medicare Disability	0	0	82	104	186
Age					
Under 60	37	44	49	47	177
60-64	23	46	36	97	202
65-74	209	309	235	191	944
75-84	65	135	52	71	323
85+	39	58	37	47	181
Not Collected	31	51	43	63	188
Marital Status					
Married	169	241	182	217	809
Never Married	66	64	65	58	253
Separated	2	4	9	6	21
Divorced	61	78	73	75	287
Widowed	57	115	91	87	350
Domestic Partner	1	5	3	4	13
Not Collected	48	136	29	69	282
Estimated Financial Saving					
Clients with Financial Savings	204	429	269	310	1,212
Estimated Dollars Saved	\$231,913.00	\$473,411.72	\$315,836.00	\$324,627.70	\$1,345,788.42

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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	157	252	257	343	1,009
Benefit Comparisons/Explanation/Coverage Changes	154	279	258	327	1,018
Appeals/Grievances	1	4	3	3	11
Billings/Claims	15	17	17	13	62
Fraud/Abuse	1	0	0	0	1
Quality of Care	0	0	63	94	157
LTC/LTCI					
Enrollment/Eligibility Assistance	21	38	33	83	175
Billings/Claims	8	4	2	2	16
LTC Partnership	0	0	1	2	3
Appeal/Grievances	3	1	3	1	8
Fraud/Abuse	1	1	0	0	2
Other LTC	0	0	8	14	22
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	154	250	249	283	936
Benefit Explanation	156	275	251	289	971
Appeals/Grievances	1	0	1	2	4
Billings/Claims	2	6	2	3	13
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	9	45	5	3	62
Quality of Care	0	0	56	85	141
Plan Comparison	0	0	241	278	519
Marketing/Sales Complaints/Issues	0	0	2	0	2
Plan Non Renewal	0	0	1	2	3
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	159	256	255	299	969
Benefit Explanation	156	277	261	301	995
Appeals/Grievances	0	2	3	2	7
Billings/Claims	5	15	10	11	41
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	9	43	22	8	82
Plan Non Renewal	2	0	1	0	3
Plan Comparison	0	0	244	285	529
Enrollment/Enrollment Assistance	0	0	30	73	103
Quality of Care	0	0	57	79	136
Marketing/Sales Complaints or Issues	0	0	0	0	0
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	9	12	57	128	206
Medi-Cal Application Assistance	0	0	8	17	25

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Topics/Needs Discussed

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
MSP Screening (QMB, SLMB, Q-1)	66	73	132	317	588
MSP Application Assistance	0	1	41	68	110
Medi-Cal/QMB Claims	0	0	11	31	42
Fraud/Abuse	3	3	0	3	9
Other	98	146	69	105	418
Other					
Employer/Federal Health Benefits (FEHB)	37	64	76	66	243
Military Benefits	7	7	17	20	51
COBRA	3	8	21	17	49
Mental Health Topics	46	110	127	108	391
Fraud/Abuse	1	0	0	1	2
Other Health Insurance	0	0	9	13	22
Other	22	14	39	111	186
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	2	306	333	641
Eligibility/Screening	226	484	287	317	1,314
Plan Comparison	186	450	230	243	1,109
Enrollment/Anrollment Assistance	112	327	135	163	737
Billings/Claims	1	2	0	4	7
Coverage Changes	3	12	8	3	26
Re-enrollment	0	1	1	1	3
Disenrollment	0	0	1	0	1
TROOP	1	0	0	165	166
Other	11	11	21	60	103
LIS / Extra Help					
Eligibility / Screening	104	215	242	328	889
Benefit Explanation	0	2	110	199	311
Application Assistance	58	52	44	68	222
Claims/Billings	0	0	0	1	1
Appeals / Grievances	0	0	0	0	0
Other Prescription Drug CoveragePlans					
Union/employer	16	35	55	51	157
PPARx	2	0	1	3	6
Military Drug Benefit	0	0	7	14	21
Manufacturer Program	0	0	0	0	0
Other	2	5	4	7	18
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	8	48	38	70	164
Lag Time	1	2	0	1	4
Multiple Enrollment	0	1	2	1	4
Poor Training of Agents	0	1	1	1	3
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	1	0	0	1
Formulary problems/changes	1	1	2	5	9
Dosage problem	1	0	0	0	1
Data problems	0	0	0	1	1
Delay in medications	0	2	0	0	2
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	1	0	1
Client reached donut hole	1	6	1	2	10
SSA Premium withheld	23	14	29	62	128
Appeals/Grievances	0	0	1	0	1
Quality of Care	0	0	0	3	3
Plan Non Renewal	0	1	0	0	1
HICAP Legal Services					
Referrals to HICAP Legal	0	0	0	0	0
Legal Clients Served	13	5	8	4	30
Cases Opened	7	3	7	4	21
Cases Closed	10	3	6	3	22
Favorable Closed Case Results	3	0	0	0	3
Client Representation Hours	41	4	8	7	60
Consultation to Program Hours	0	0	0	0	0
HICAP Legal Clients that Saved	1	0	0	0	1
Estimated Financial Savings	\$2,276.00	\$0.00	\$0.00	\$0.00	\$2,276.00

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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	2	1	0	3
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	1	1	0	0	2
Other:	2	15	8	7	32
TOTAL MEDICARE PART D COMPLAINTS	3	18	9	7	37
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	10	20	8	6	44
Total duration of calls	2.51	3.30	2.00	0.30	8.11