

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 14 - Valley Caregiver Resource Center

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

Public and Media Data Report

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
Type of Activity	Q1	Q2	Q3	Q4	
Interactive Presentations to Public in Person					
Total Number of Events	30	56	62	31	179
Estimated Number of Attendees	725	1,211	1,643	506	4,085
Estimated Number of Persons Provided Enrollment Assistance	0	0	18	0	18
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	4	5	10	6	25
Estimated Number of Attendees	370	889	1,125	1,011	3,395
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	0	1	0	1
Estimated Number of Attendees	0	0	60	0	60
Estimated Number of Persons Received Any Enrollment Assistance	0	0	2	0	2
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	1	0	1
Enrollment Assistance with LIS	0	0	1	0	1
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	0	0	7	3	10
Estimated Number of Attendees	0	0	4,945,712	2,222,856	7,168,568
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	0	1	0	1
Estimated Number of Persons Reached	0	0	2,300	0	2,300

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Other Print Activity (newspaper articles, fliers, pamphlets, etc.)					
Total Number of Print Activities	2	7	8	6	23
Estimated Number of Targeted Persons Reached	150	0	100	1,300	1,550
Presenters					
HICAP Paid Staff					
Total Presenters	0	2	90	41	133
Total Hours for Length of Activities	0.00	4.40	139.10	59.05	202.55
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	0	4	0	4
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	10	11		2	
Employer Termination - COBRA	0	0	1	1	2
General HICAP Information	0	0	1	1	2
Grievances / Appeals - Plan Issues	37	68	90	43	238
Long-Term Care / Insurance	5	10	16	2	33
Low Income Subsidy (LIS) / Application Assistance	1	0	0	1	2
Medicare (Parts A & B)	18	33	42	22	115
Medicare Advantage (Part C)	18	34	54	39	145
Medicare Fraud / Abuse	18	41	49	36	144
Medicare Prescription Drug Coverage (Part D)	15	40	34	16	105
Medigap / Medicare Supplements	21	45	53	36	155
Non-Medicare Fraud/Abuse	14	21	28	13	76
Other Topics / Issues (Health Specific)	0	1	2	0	3
	10	19	0	0	29

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	4	7	30	30	71
QMB/SLMB/QI	14	3	13	12	42
Volunteer Recruitment	0	0	8	3	11
Targeted Audience					
African American	13	28	38	18	97
American Indian or Naitave Alaskan	6	11	4	2	23
Asian Indian	0	0	1	1	2
Caucasian	34	50	58	28	170
Chinese	0	0	5	1	6
Disabled	23	28	25	11	87
Dual Eligible Groups	0	0	26	7	33
Employer Related Groups	34	45	4	0	83
Family Member/Caregiver of Beneficiary	29	20	48	16	113
Filipino	0	0	18	2	20
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	30	55	82	31	198
Hmong	0	0	9	3	12
Japanese	0	0	4	1	5
Korean	0	0	1	1	2
Low Income	22	53	50	26	151
Medicare Beneficiaries	35	48	53	35	171
Medicare Pre-Enrollees	0	0	39	20	59
Mental Health	11	7	3	1	22
Mental Health Professionals	0	0	5	2	7
Native Hawaiian	0	0	1	1	2
Other	0	1	0	0	1
Other Asian	11	25	2	4	42
Other Pacific Islander	3	7	0	3	13
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	12	24	17	14	67
Rural	20	35	46	25	126
Samoan	0	0	1	1	2
Socail Work Professionals	0	0	14	7	21
Some Other Race or Ethnicity	0	0	5	9	14
Vietnamese	0	0	1	1	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	0	0	0	0	0
Literature from Events					
General HICAP Brochure	1,207	1,792	1,688	764	5,451
"Taking Care of Tomorrow"	0	0	3	0	3
Other Publications (Created by or on Behalf of Local HICAP)	1,494	302	102	103	2,001
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	3	0	4	7

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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)	637	740	781	982	3,140
Total Finalized Intakes	429	439	496	477	1,841
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	197	199	255	210	861
Aging into Medicare Postacd - CDA HICAP	0	0	0	4	4
CDA HICAP	1	2	2	1	6
CHA	0	1	0	0	1
CMS/Medicare	61	106	81	41	289
Friend/Relative	34	32	22	21	109
InfoVan	1	0	0	0	1
Internet	3	0	0	0	3
Mailings	0	0	1	4	5
Media	21	4	1	2	28
Other	91	90	49	31	261
Presentations	19	3	8	12	42
Previous Contacts	0	0	77	149	226
State Website	0	0	0	0	0
Missing/Not Collected	1	2	0	2	5
Mode of Client Contact					
Quick Call Contacts	624	788	830	1,183	3,425
Contacts by Telephone	885	620	976	1,116	3,597
Contacts In Person at home	3	8	8	2	21
Contacts In Person at site	248	189	218	175	830
Contacts by E-Mail	533	618	54	31	1,236
Contacts by Mail/Fax	0	0	161	358	519
Total Number of Client Contacts:	2,293	2,223	2,247	2,865	9,628
Contact Status Types					
General info	0	10	966	1,040	2,016
Detailed Assistance	0	4	552	634	1,190
Problem Solving/Resolution	0	3	372	641	1,016
Total Counseling Time Spent by Counselor Type					
Program Manager	13.11	17.28	15.00	18.54	63.93
Volunteer	157.18	48.11	42.53	27.30	275.12
Paid	240.06	471.42	552.37	502.35	1,766.20
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	160	147	205	183	695
Race					
African American/Black	14	15	21	20	70

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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	2	4
Caucasian/White	398	410	451	445	1,704
Native Hawaiian	0	0	0	1	1
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	6	2	4	0	12
Chinese	0	2	2	1	5
Filipino	1	4	5	3	13
Japanese	2	2	4	1	9
Hmong	0	0	1	0	1
Korean	0	0	1	1	2
Vietnamese	0	0	1	0	1
Other Pacific Islander	1	0	0	1	2
Other Asian	6	2	5	2	15
Two or More Race	0	0	0	0	0
Some Other race	1	0	0	0	1
Not Collected	0	1	0	0	1
Gender					
Female	271	273	300	284	1,128
Male	158	166	196	193	713
Not Collected	0	0	0	0	0
Monthly Income					
Less than 150% of FPL	166	151	212	228	757
Equal To/Greater than 150% of FPL	263	288	284	249	1,084
Not collected	0	0	0	0	0
Client Asset Limits					
Below LIS Asset limit	0	1	164	257	422
At or Above LIS Asset Limit	0	1	147	170	318
Not Collected	429	437	185	50	1,101

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	34	23	33	29	119
Limited English Proficient (LEP)	50	48	72	52	222
Dual Eligible	236	179	283	289	987
Medicare Status Due to Disability	111	100	150	146	507
Dual Eligible due to Mental Disability	0	1	10	16	27
Applying/Receiving Social Security/Medicare Disability	0	2	125	134	261
Age					
Under 60	45	59	77	82	263
60-64	36	25	48	49	158
65-74	195	197	183	180	755
75-84	90	103	107	94	394
85+	51	55	75	66	247
Not Collected	12	0	6	6	24
Marital Status					
Married	199	197	207	185	788
Never Married	21	32	41	41	135
Separated	5	7	10	13	35
Divorced	86	93	88	102	369
Widowed	118	109	149	135	511
Domestic Partner	0	0	1	1	2
Not Collected	0	1	0	0	1
Estimated Financial Saving					
Clients with Financial Savings	96	36	87	63	282
Estimated Dollars Saved	\$660,376.56	\$227,024.58	\$526,650.40	\$424,102.52	\$1,838,154.06

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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	320	321	418	458	1,517
Benefit Comparisons/Explanation/Coverage Changes	260	287	379	402	1,328
Appeals/Grievances	10	0	8	3	21
Billings/Claims	119	161	193	150	623
Fraud/Abuse	1	1	1	2	5
Quality of Care	0	0	1	3	4
LTC/LTCI					
Enrollment/Eligibility Assistance	8	11	8	5	32
Billings/Claims	0	1	0	0	1
LTC Partnership	0	0	0	2	2
Appeal/Grievances	0	0	0	0	0
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	2	1	3
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	162	209	206	207	784
Benefit Explanation	78	147	122	86	433
Appeals/Grievances	1	0	1	0	2
Billings/Claims	46	104	84	52	286
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	67	120	80	50	317
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	62	77	139
Marketing/Sales Complaints/Issues	0	0	1	0	1
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	237	307	281	256	1,081
Benefit Explanation	116	257	194	148	715
Appeals/Grievances	9	2	2	0	13
Billings/Claims	79	130	111	82	402
Fraud/Abuse	1	0	2	0	3
Coverage Changes/Disenrollment	110	143	106	72	431
Plan Non Renewal	7	0	2	2	11
Plan Comparison	0	0	75	79	154
Enrollment/Enrollment Assistance	0	0	8	6	14
Quality of Care	0	0	0	1	1
Marketing/Sales Complaints or Issues	0	0	1	1	2
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	32	24	151	150	357
Medi-Cal Application Assistance	0	0	1	0	1

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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)	53	48	100	56	257
MSP Application Assistance	0	0	1	6	7
Medi-Cal/QMB Claims	0	0	16	37	53
Fraud/Abuse	0	0	1	4	5
Other	276	248	162	106	792
Other					
Employer/Federal Health Benefits (FEHB)	106	27	48	34	215
Military Benefits	116	15	30	24	185
COBRA	6	7	13	12	38
Mental Health Topics	7	4	8	8	27
Fraud/Abuse	0	0	0	0	0
Other Health Insurance	0	0	5	5	10
Other	38	37	43	40	158
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	1	0	267	290	558
Eligibility/Screening	209	330	299	296	1,134
Plan Comparison	97	293	216	140	746
Enrollment/Anrollment Assistance	62	183	98	82	425
Billings/Claims	62	140	102	69	373
Coverage Changes	65	140	129	108	442
Re-enrollment	0	2	3	2	7
Disenrollment	0	1	1	3	5
TROOP	2	0	0	0	2
Other	2	4	1	2	9
LIS / Extra Help					
Eligibility / Screening	87	119	267	302	775
Benefit Explanation	0	0	73	51	124
Application Assistance	24	28	37	23	112
Claims/Billings	0	0	8	13	21
Appeals / Grievances	1	1	1	0	3
Other Prescription Drug CoveragePlans					
Union/employer	3	1	12	5	21
PPARx	30	15	35	6	86
Military Drug Benefit	0	0	2	8	10
Manufacturer Program	24	11	15	3	53
Other	1	1	1	1	4
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	18	7	9	5	39
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	0	0	3	1	4
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	2	1	3
Agent fraud/abuse	1	0	1	1	3
Formulary problems/changes	0	0	3	1	4
Dosage problem	0	0	0	0	0
Data problems	2	0	3	0	5
Delay in medications	0	0	1	2	3
Incorrect Co-Pay/Can't Afford Co-Pay	0	0	1	0	1
Client reached donut hole	8	0	0	1	9
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	2	3	5
Quality of Care	0	0	0	1	1
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 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	2	0	2
Part D Plan:	0	0	2	1	3
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	2	1	3
Other:	8	0	7	1	16
TOTAL MEDICARE PART D COMPLAINTS	8	0	13	3	24
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	21	7	14	8	50
Total duration of calls	4.09	0.40	4.45	1.19	10.13