

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 17 - Central Coast Commission for Senior Citizens

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	23	33	12	33	101
Estimated Number of Attendees	373	733	215	556	1,877
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	6	6	2	1	15
Estimated Number of Attendees	372	257	68	100	797
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	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
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	0	0	0
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	1	0	0	1
Estimated Number of Attendees	0	7,000	0	0	7,000
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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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Other Print Activity (newspaper articles, fliers, phamplets, 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	0	0	15	26	41
Total Hours for Length of Activities	0.00	0.00	47.00	57.50	104.50
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	1	0	2	3
Total Hours for Length of Activities	0.00	2.55	0.00	4.00	6.55
Other Presenters					
Total Presenters	0	0	0	10	10
Total Hours for Length of Activities	0.00	0.00	0.00	8.55	8.55
Area of Focus					
Dual Eligible with Mental Illness	12	25	1	11	3
Employer Termination - COBRA	0	0	0	1	1
General HICAP Information	0	0	0	0	0
Grievances / Appeals - Plan Issues	31	40	15	34	120
Long-Term Care / Insurance	0	0	0	1	1
Low Income Subsidy (LIS) / Application Assistance	16	18	13	29	76
Medicare (Parts A & B)	28	24	15	34	101
Medicare Advantage (Part C)	23	21	15	32	91
Medicare Fraud / Abuse	13	8	9	33	63
Medicare Prescription Drug Coverage (Part D)	29	38	15	34	116
Medigap / Medicare Supplements	23	19	15	34	91
Non-Medicare Fraud/Abuse	0	0	0	0	0
Other Topics / Issues (Health Specific)	3	3	0	5	11

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	0	0	0
Preventive Care Benefits	2	5	4	29	40
QMB/SLMB/QI	6	12	12	15	45
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	3	12	5	7	27
American Indian or Naitave Alaskan	0	1	0	1	2
Asian Indian	0	0	1	0	1
Caucasian	21	31	15	33	100
Chinese	0	0	2	1	3
Disabled	2	17	5	6	30
Dual Eligible Groups	0	0	3	4	7
Employer Related Groups	4	10	1	0	15
Family Member/Caregiver of Beneficiary	27	30	5	5	67
Filipino	0	0	1	3	4
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	16	24	5	14	59
Hmong	0	0	0	0	0
Japanese	0	0	2	2	4
Korean	0	0	0	1	1
Low Income	12	19	7	9	47
Medicare Beneficiaries	28	31	8	9	76
Medicare Pre-Enrollees	0	0	1	3	4
Mental Health	1	0	0	4	5
Mental Health Professionals	0	0	0	1	1
Native Hawaiian	0	0	0	0	0
Other	0	0	0	0	0
Other Asian	2	5	1	0	8
Other Pacific Islander	0	1	0	0	1
Partnership Outreach	0	0	0	0	0
Presentations to Groups in Language Other than English	1	5	1	0	7
Rural	0	0	3	0	3
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	1	1	2
Some Other Race or Ethnicity	0	0	0	0	0
Vietnamese	0	0	0	0	0

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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	744	1,097	738	760	3,339
"Taking Care of Tomorrow"	3	0	0	21	24
Other Publications (Created by or on Behalf of Local HICAP)	2,465	2,061	1,106	11,657	17,289
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	0	0	0

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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)	292	779	285	224	1,580
Total Finalized Intakes	247	722	240	179	1,388
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	85	72	66	30	253
Aging into Medicare Postacd - CDA HICAP	0	0	1	1	2
CDA HICAP	3	3	3	0	9
CHA	0	0	0	0	0
CMS/Medicare	1	2	0	1	4
Friend/Relative	31	33	40	25	129
InfoVan	0	0	0	0	0
Internet	4	0	1	0	5
Mailings	0	0	3	4	7
Media	12	17	13	4	46
Other	57	72	47	19	195
Presentations	7	12	10	5	34
Previous Contacts	0	0	17	36	53
State Website	0	0	0	0	0
Missing/Not Collected	47	511	39	54	651
Mode of Client Contact					
Quick Call Contacts	1,247	3,159	848	773	6,027
Contacts by Telephone	289	200	274	218	981
Contacts In Person at home	17	14	9	11	51
Contacts In Person at site	219	303	201	115	838
Contacts by E-Mail	339	1,512	236	54	2,141
Contacts by Mail/Fax	0	0	46	142	188
Total Number of Client Contacts:	2,111	5,188	1,614	1,313	10,226
Contact Status Types					
General info	0	1	86	65	152
Detailed Assistance	0	5	235	525	765
Problem Solving/Resolution	0	2	84	114	200
Total Counseling Time Spent by Counselor Type					
Program Manager	0.00	0.00	0.00	0.00	0.00
Volunteer	487.28	392.44	459.49	257.28	1,596.49
Paid	284.15	430.15	47.40	65.25	826.95
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	32	42	32	13	119
Race					
African American/Black	2	3	3	2	10

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

Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	1	0	0	1	2
Caucasian/White	155	207	137	100	599
Native Hawaiian	0	0	0	1	1
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	0	0	0	0
Asian Indian	0	1	0	0	1
Chinese	2	0	0	0	2
Filipino	2	0	2	3	7
Japanese	1	0	1	1	3
Hmong	0	0	0	0	0
Korean	0	0	0	0	0
Vietnamese	1	4	1	2	8
Other Pacific Islander	0	0	0	0	0
Other Asian	1	0	0	0	1
Two or More Race	11	31	27	8	77
Some Other race	6	5	6	2	19
Not Collected	65	471	63	59	658
Gender					
Female	145	426	140	111	822
Male	86	238	80	59	463
Not Collected	16	58	20	9	103
Monthly Income					
Less than 150% of FPL	50	132	46	43	271
Equal To/Greater than 150% of FPL	143	531	173	102	949
Not collected	54	59	21	34	168
Client Asset Limits					
Below LIS Asset limit	0	0	3	6	9
At or Above LIS Asset Limit	0	0	5	1	6
Not Collected	247	722	232	172	1,373

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

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	23	28	15	11	77
Limited English Proficient (LEP)	14	22	24	9	69
Dual Eligible	26	110	35	29	200
Medicare Status Due to Disability	34	22	29	23	108
Dual Eligible due to Mental Disability	0	0	0	3	3
Applying/Receiving Social Security/Medicare Disability	0	0	23	26	49
Age					
Under 60	19	13	17	11	60
60-64	17	16	18	24	75
65-74	102	114	99	61	376
75-84	47	71	30	15	163
85+	20	20	15	10	65
Not Collected	42	488	61	58	649
Marital Status					
Married	93	160	92	67	412
Never Married	19	15	13	12	59
Separated	1	1	5	3	10
Divorced	44	35	32	23	134
Widowed	49	45	40	19	153
Domestic Partner	0	0	0	0	0
Not Collected	41	466	58	55	620
Estimated Financial Saving					
Clients with Financial Savings	9	8	22	4	43
Estimated Dollars Saved	\$82,208.00	\$14,750.00	\$26,732.00	\$54,200.82	\$177,890.82

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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	158	713	220	167	1,258
Benefit Comparisons/Explanation/Coverage Changes	121	127	134	82	464
Appeals/Grievances	2	2	4	2	10
Billings/Claims	11	6	13	12	42
Fraud/Abuse	2	0	0	2	4
Quality of Care	0	0	2	0	2
LTC/LTCI					
Enrollment/Eligibility Assistance	27	7	8	8	50
Billings/Claims	2	1	2	2	7
LTC Partnership	0	0	2	0	2
Appeal/Grievances	1	0	0	0	1
Fraud/Abuse	0	0	0	0	0
Other LTC	0	0	9	5	14
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	123	123	113	73	432
Benefit Explanation	123	119	116	75	433
Appeals/Grievances	1	0	1	0	2
Billings/Claims	3	4	1	2	10
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	4	9	2	3	18
Quality of Care	0	0	0	0	0
Plan Comparison	0	0	26	32	58
Marketing/Sales Complaints/Issues	0	0	3	0	3
Plan Non Renewal	0	0	0	0	0
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	110	199	121	64	494
Benefit Explanation	111	199	115	72	497
Appeals/Grievances	1	3	4	0	8
Billings/Claims	6	2	14	6	28
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	4	9	6	1	20
Plan Non Renewal	0	0	2	0	2
Plan Comparison	0	0	18	27	45
Enrollment/Enrollment Assistance	0	0	1	1	2
Quality of Care	0	0	2	0	2
Marketing/Sales Complaints or Issues	0	0	0	1	1
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	2	1	3	6	12
Medi-Cal Application Assistance	0	0	2	4	6

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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)	9	4	31	16	60
MSP Application Assistance	0	0	1	3	4
Medi-Cal/QMB Claims	0	0	1	4	5
Fraud/Abuse	0	1	0	0	1
Other	59	56	18	9	142
Other					
Employer/Federal Health Benefits (FEHB)	22	23	22	14	81
Military Benefits	8	8	6	4	26
COBRA	5	2	3	4	14
Mental Health Topics	1	3	6	4	14
Fraud/Abuse	0	0	0	1	1
Other Health Insurance	0	0	9	3	12
Other	5	21	18	13	57
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	4	142	140	286
Eligibility/Screening	176	680	195	123	1,174
Plan Comparison	162	663	140	99	1,064
Enrollment/Anrollment Assistance	70	566	75	19	730
Billings/Claims	1	1	3	3	8
Coverage Changes	5	13	8	1	27
Re-enrollment	1	0	0	0	1
Disenrollment	0	0	2	1	3
TROOP	0	1	2	0	3
Other	13	5	7	1	26
LIS / Extra Help					
Eligibility / Screening	26	15	24	26	91
Benefit Explanation	0	1	6	16	23
Application Assistance	15	2	2	4	23
Claims/Billings	0	1	2	1	4
Appeals / Grievances	1	1	1	0	3
Other Prescription Drug CoveragePlans					
Union/employer	7	11	9	5	32
PPARx	0	0	1	1	2
Military Drug Benefit	0	0	3	3	6
Manufacturer Program	4	4	0	0	8
Other	3	3	4	3	13
Part D Plan Problems (Non-Compliance Services Unmet)					
Eligibility	2	7	12	0	21
Lag Time	1	4	5	0	10
Multiple Enrollment	0	4	7	0	11
Poor Training of Agents	0	3	3	0	6
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	1	0	1
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	1	3	1	1	6
Dosage problem	0	0	0	0	0
Data problems	1	0	1	2	4
Delay in medications	0	0	0	0	0
Incorrect Co-Pay/Can't Afford Co-Pay	0	2	1	0	3
Client reached donut hole	0	2	0	0	2
SSA Premium withheld	1	0	0	0	1
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 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:	1	0	0	0	1
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	0	0	0	0
Other:	3	0	1	0	4
TOTAL MEDICARE PART D COMPLAINTS	4	0	1	0	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	21	11	11	6	49
Total duration of calls	5.58	3.13	2.05	0.54	11.30