

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 32 - Alliance on Aging

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	15	28	25	25	93
Estimated Number of Attendees	432	983	1,616	979	4,010
Estimated Number of Persons Provided Enrollment Assistance	0	0	27	0	27
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	10	11	6	13	40
Estimated Number of Attendees	523	414	760	1,970	3,667
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	20	0	0	20
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	0	1	1
Estimated Number of Attendees	0	0	0	75	75
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	9	9	1	0	19
Estimated Number of Attendees	90,000	90,000	50,000	0	230,000
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	1	1	0	2
Estimated Number of Attendees	0	127,338	50,000	0	177,338
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	0	0	10	9	19
Estimated Number of Persons Reached	0	0	100,000	90,000	190,000

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	9	9	9	26	53
Estimated Number of Targeted Persons Reached	18,000	18,000	18,000	14,965	68,965
Presenters					
HICAP Paid Staff					
Total Presenters	0	0	41	42	83
Total Hours for Length of Activities	0.00	0.00	133.00	119.00	252.00
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	2	0	2
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
Area of Focus					
Dual Eligible with Mental Illness	6	16	6	6	2
Employer Termination - COBRA	0	0	0	0	0
General HICAP Information	29	55	38	44	166
Grievances / Appeals - Plan Issues	0	0	4	0	4
Long-Term Care / Insurance	6	1	5	4	16
Low Income Subsidy (LIS) / Application Assistance	11	38	21	43	113
Medicare (Parts A & B)	14	25	19	12	70
Medicare Advantage (Part C)	9	19	6	4	38
Medicare Fraud / Abuse	12	11	16	15	54
Medicare Prescription Drug Coverage (Part D)	18	46	18	12	94
Medigap / Medicare Supplements	9	8	9	5	31
Non-Medicare Fraud/Abuse	10	8	0	0	18
Other Topics / Issues (Health Specific)	15	6	11	8	40

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	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Partnership Recruitment	0	0	8	6	14
Preventive Care Benefits	10	20	21	30	81
QMB/SLMB/QI	0	0	4	17	21
Volunteer Recruitment	0	0	0	0	0
Targeted Audience					
African American	9	11	3	3	26
American Indian or Naitave Alaskan	6	8	0	0	14
Asian Indian	0	0	0	1	1
Caucasian	14	19	11	6	50
Chinese	0	0	0	1	1
Disabled	9	8	6	1	24
Dual Eligible Groups	0	0	6	0	6
Employer Related Groups	2	4	1	0	7
Family Member/Caregiver of Beneficiary	18	14	14	33	79
Filipino	0	0	3	6	9
Guamanian or Chamorro	0	0	0	0	0
Hispanic / Latino	18	24	17	15	74
Hmong	0	0	0	1	1
Japanese	0	0	0	1	1
Korean	0	0	0	1	1
Low Income	16	28	14	35	93
Medicare Beneficiaries	26	40	39	41	146
Medicare Pre-Enrollees	0	0	18	16	34
Mental Health	1	1	2	2	6
Mental Health Professionals	0	0	1	0	1
Native Hawaiian	0	0	0	0	0
Other	2	1	0	0	3
Other Asian	8	14	0	1	23
Other Pacific Islander	6	8	1	0	15
Partnership Outreach	0	0	9	0	9
Presentations to Groups in Language Other than English	7	10	6	1	24
Rural	7	24	14	7	52
Samoan	0	0	0	0	0
Socail Work Professionals	0	0	1	1	2
Some Other Race or Ethnicity	0	0	1	2	3
Vietnamese	0	0	1	3	4

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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	2,108	2,108
Literature from Events					
General HICAP Brochure	243	744	5,826	230	7,043
"Taking Care of Tomorrow"	68	30	133	85	316
Other Publications (Created by or on Behalf of Local HICAP)	1,084	5,283	4,700	13,978	25,045
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	2	10	2	14

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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)	211	636	336	288	1,471
Total Finalized Intakes	173	594	274	243	1,284
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	33	65	34	37	169
Aging into Medicare Postacd - CDA HICAP	0	0	0	1	1
CDA HICAP	5	4	2	0	11
CHA	0	0	0	0	0
CMS/Medicare	3	22	14	8	47
Friend/Relative	18	70	32	26	146
InfoVan	0	1	0	0	1
Internet	0	2	0	0	2
Mailings	0	0	0	0	0
Media	4	34	25	39	102
Other	32	134	28	26	220
Presentations	33	67	25	11	136
Previous Contacts	0	1	57	52	110
State Website	0	0	0	0	0
Missing/Not Collected	45	194	57	43	339
Mode of Client Contact					
Quick Call Contacts	69	210	110	112	501
Contacts by Telephone	361	1,173	497	496	2,527
Contacts In Person at home	1	5	0	0	6
Contacts In Person at site	148	214	152	151	665
Contacts by E-Mail	111	830	86	111	1,138
Contacts by Mail/Fax	0	0	64	83	147
Total Number of Client Contacts:	690	2,432	909	953	4,984
Contact Status Types					
General info	0	0	110	53	163
Detailed Assistance	0	4	375	661	1,040
Problem Solving/Resolution	0	0	87	109	196
Total Counseling Time Spent by Counselor Type					
Program Manager	35.49	81.56	54.29	44.01	215.35
Volunteer	89.16	122.58	107.41	99.55	418.70
Paid	67.27	191.13	57.21	85.53	401.14
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	24	73	46	39	182
Race					
African American/Black	1	8	8	1	18

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	0	3	0	0	3
Caucasian/White	107	390	142	130	769
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	0	0	0	0
Samoan	0	1	0	0	1
Asian Indian	0	3	1	0	4
Chinese	2	2	0	1	5
Filipino	3	1	3	5	12
Japanese	2	5	3	3	13
Hmong	0	0	0	0	0
Korean	1	1	2	0	4
Vietnamese	1	2	0	1	4
Other Pacific Islander	1	3	3	1	8
Other Asian	1	7	2	2	12
Two or More Race	2	16	28	30	76
Some Other race	12	45	9	3	69
Not Collected	40	107	73	66	286
Gender					
Female	106	392	185	148	831
Male	58	185	81	78	402
Not Collected	9	17	8	17	51
Monthly Income					
Less than 150% of FPL	51	105	80	60	296
Equal To/Greater than 150% of FPL	92	254	121	111	578
Not collected	30	235	73	72	410
Client Asset Limits					
Below LIS Asset limit	0	0	9	15	24
At or Above LIS Asset Limit	0	0	22	17	39
Not Collected	173	594	243	211	1,221

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	8	11	8	14	41
Limited English Proficient (LEP)	9	26	28	24	87
Dual Eligible	28	98	72	48	246
Medicare Status Due to Disability	20	69	28	26	143
Dual Eligible due to Mental Disability	0	0	9	4	13
Applying/Receiving Social Security/Medicare Disability	0	0	19	27	46
Age					
Under 60	10	26	16	12	64
60-64	6	17	11	41	75
65-74	56	133	101	71	361
75-84	25	57	37	21	140
85+	23	30	14	15	82
Not Collected	53	331	95	83	562
Marital Status					
Married	75	207	97	93	472
Never Married	10	55	18	17	100
Separated	0	4	1	0	5
Divorced	18	83	24	14	139
Widowed	32	128	39	34	233
Domestic Partner	3	4	2	2	11
Not Collected	35	113	93	83	324
Estimated Financial Saving					
Clients with Financial Savings	25	160	29	31	245
Estimated Dollars Saved	\$45,142.00	\$205,515.58	\$46,490.00	\$70,530.00	\$367,677.58

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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	66	173	119	115	473
Benefit Comparisons/Explanation/Coverage Changes	63	131	99	93	386
Appeals/Grievances	2	3	3	6	14
Billings/Claims	10	33	26	49	118
Fraud/Abuse	0	1	0	0	1
Quality of Care	0	0	1	0	1
LTC/LTCI					
Enrollment/Eligibility Assistance	10	13	3	2	28
Billings/Claims	2	2	1	3	8
LTC Partnership	0	0	0	0	0
Appeal/Grievances	0	1	0	0	1
Fraud/Abuse	1	1	0	0	2
Other LTC	0	0	0	1	1
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	82	177	128	116	503
Benefit Explanation	67	152	104	105	428
Appeals/Grievances	0	2	0	4	6
Billings/Claims	1	23	22	36	82
Fraud/Abuse	0	0	0	0	0
Disenrollment/Coverage Changes	7	61	15	18	101
Quality of Care	0	0	0	0	0
Plan Comparison	0	1	41	45	87
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	22	45	19	17	103
Benefit Explanation	16	25	16	18	75
Appeals/Grievances	1	0	2	0	3
Billings/Claims	0	8	11	10	29
Fraud/Abuse	0	0	0	0	0
Coverage Changes/Disenrollment	5	17	12	8	42
Plan Non Renewal	0	1	0	0	1
Plan Comparison	0	0	6	5	11
Enrollment/Enrollment Assistance	0	0	4	1	5
Quality of Care	0	0	0	0	0
Marketing/Sales Complaints or Issues	0	0	1	0	1
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	0	4	13	20	37
Medi-Cal Application Assistance	0	0	2	4	6

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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)	10	33	35	33	111
MSP Application Assistance	0	0	2	8	10
Medi-Cal/QMB Claims	0	0	3	6	9
Fraud/Abuse	0	0	0	0	0
Other	34	112	32	28	206
Other					
Employer/Federal Health Benefits (FEHB)	30	68	63	38	199
Military Benefits	9	16	9	9	43
COBRA	5	3	6	1	15
Mental Health Topics	4	32	15	5	56
Fraud/Abuse	0	3	1	0	4
Other Health Insurance	0	0	1	1	2
Other	8	22	23	15	68
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	0	1	113	120	234
Eligibility/Screening	100	511	155	107	873
Plan Comparison	87	486	115	82	770
Enrollment/Anrollment Assistance	71	463	69	23	626
Billings/Claims	3	13	37	26	79
Coverage Changes	5	264	40	27	336
Re-enrollment	1	2	0	1	4
Disenrollment	1	2	3	1	7
TROOP	0	4	1	0	5
Other	12	26	13	4	55
LIS / Extra Help					
Eligibility / Screening	42	280	69	59	450
Benefit Explanation	0	0	17	12	29
Application Assistance	8	18	14	7	47
Claims/Billings	0	0	11	13	24
Appeals / Grievances	0	2	4	0	6
Other Prescription Drug CoveragePlans					
Union/employer	5	16	32	18	71
PPARx	16	19	17	9	61
Military Drug Benefit	0	0	5	6	11
Manufacturer Program	17	31	16	9	73
Other	2	2	4	7	15
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	0	0	1	0	1
Lag Time	0	0	0	0	0
Multiple Enrollment	0	0	0	0	0
Poor Training of Agents	1	1	0	0	2
Poor Training of CSR	1	0	0	0	1

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Topics/Needs Discussed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	1	0	1
Marketing Fraud/Abuse	0	0	0	0	0
Agent fraud/abuse	0	0	0	0	0
Formulary problems/changes	2	0	5	2	9
Dosage problem	0	0	0	0	0
Data problems	0	0	5	2	7
Delay in medications	0	0	1	0	1
Incorrect Co-Pay/Can't Afford Co-Pay	1	0	2	1	4
Client reached donut hole	4	2	1	1	8
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	0	0	2	0	2
Quality of Care	0	0	0	0	0
Plan Non Renewal	0	0	1	0	1
HICAP Legal Services					
Referrals to HICAP Legal	5	65	0	5	75
Legal Clients Served	183	65	71	70	389
Cases Opened	185	65	71	0	321
Cases Closed	185	60	71	0	316
Favorable Closed Case Results	175	58	0	0	233
Client Representation Hours	340	228	280	0	848
Consultation to Program Hours	5	2	3	3	13
HICAP Legal Clients that Saved	30	5	10	0	45
Estimated Financial Savings	\$371,708.00	\$3,100.00	\$3,100.00	\$19,025.00	\$396,933.00

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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:	1	0	0	4	5
Part D Plan:	1	0	1	1	3
SMP:	0	0	0	0	0
Urgent Fax:	1	0	0	0	1
800 Medicare:	0	0	0	0	0
Other:	2	1	6	4	13
TOTAL MEDICARE PART D COMPLAINTS	5	1	7	9	22
 All Other Complaints					
APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	5	5
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	5	5
 800 Medicare Line Issues					
Total number of Calls with Issues	0	0	0	0	0
Total duration of calls	0.00	0.00	0.00	0.00	0.00