

NYS HIICAP & MIPPA Beneficiary Contact Summary Report
(October 1, 2021 to December 31, 2021)

The following report consists of quarterly data from two (2) statewide programs designed to assist Medicare beneficiaries with health insurance matters.

The Health Insurance Information, Counseling, and Assistance Program (HIICAP) provides free, unbiased Medicare counseling on Medicare Parts A, B, C and D, Medicare Advantage, Supplemental Insurance, and other health insurance related topics. HIICAP is administered by the fifty-nine (59) local Area Agencies on Aging (AAAs) in New York State, including two (2) tribal reservations and six (6) Managed Care Consumer Assistance Programs (MCCAPs).

The Medicare Improvements for Patients and Providers Act (MIPPA) program assists lower-income Medicare beneficiaries with finding and applying for benefit programs that will help to lower the costs of their Medicare premiums and deductibles.

Both HIICAP and MIPPA programs are funded in part by the U.S. Administration for Community Living (ACL).

The quarterly data summary below shows the total number of individuals who received information and assistance from both programs during in the fourth (4th) quarter of 2021 (October 1, 2021 to December 31, 2021). It also includes demographic information and the types of information and assistance provided.

	Total
Total Beneficiary Contacts:	36,522
MIPPA:	19,769
Beneficiary Age Group	
64 or Younger	5,598
65-74	17,252
75-84	8,005
85 or Older	3,345
Not Collected	1,071
Beneficiary Race	
American Indian or Alaskan Native	107
Asian	521
Black or African American	1,188
Hispanic or Latino	899
Native Hawaiian or Other Pacific Islander	66
White	25,810
Not Collected	6,728

Topics Discussed	
Original Medicare (Parts A&B)	18,639
Medigap and Medicare Select	14,841
Medicare Advantage (MA and MA-PD)	20,679
Medicare Part D	20,374
Part D Low Income Subsidy (LIS/Extra Help)	16,447
Other Prescription Assistance	10,227
Medicaid	18,857
Other Insurance	5,166
Additional Topic Details	9,702
Total Time Spent (Minutes)	1,396,208
Average Total Time Spent (Minutes)	38

