

NYS HIICAP & MIPPA Beneficiary Contact Summary Report

(April 1, 2023 to June 30, 2023)

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 between April 1, 2023 - June 30, 2023. It also includes demographic information and the types of information and assistance provided.

	Total
Total Beneficiary Contacts:	19861
MIPPA:	15175
Beneficiary Age Group	
64 or Younger	3987
65-74	7438
75-84	4089
85 or Older	2270
Not Collected	615
Beneficiary Race	
American Indian or Alaskan Native	146
Asian	499
Black or African American	807
Hispanic or Latino	805
Native Hawaiian or Other Pacific Islander	29
White	12794
Not Collected	3355
Topics Discussed	
Original Medicare (Parts A&B)	10227
Medigap and Medicare Select	6214
Medicare Advantage (MA and MA-PD)	8422
Medicare Part D	7674
Part D Low Income Subsidy (LIS/Extra Help)	8589

Other Prescription Assistance	3833
Medicaid	13249
Other Insurance	3121
Additional Topic Details	6224
Total Time Spent (Minutes)	735727
Average Total Time Spent (Minutes)	39