

## NYS HIICAP & MIPPA Beneficiary Contact Summary Report

(October 1, 2023 to December 31, 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 October 1, 2023-December 31, 2023. It also includes demographic information and the types of information and assistance provided.

	<b>Total</b>
<b>Total Beneficiary Contacts:</b>	35,186
<b>MIPPA:</b>	22,170
<b>Beneficiary Age Group</b>	
64 or Younger	4,463
65-74	16,039
75-84	8,302
85 or Older	3,595
Not Collected	1,077
<b>Beneficiary Race</b>	
American Indian or Alaskan Native	102
Asian	714
Black or African American	1,187
Hispanic or Latino	1,129
Native Hawaiian or Other Pacific Islander	48
White	24,939
Not Collected	5,406
<b>Topics Discussed</b>	
Original Medicare (Parts A&B)	15,198
Medigap and Medicare Select	12,745
Medicare Advantage (MA and MA-PD)	18,355
Medicare Part D	17,987
Part D Low Income Subsidy (LIS/Extra Help)	14,474

Other Prescription Assistance	7,005
Medicaid	21,437
Other Insurance	4,028
Additional Topic Details	10,448
<b>Total Time Spent (Minutes)</b>	<b>1,410,719</b>
<b>Average Total Time Spent (Minutes)</b>	<b>40</b>