

New York State HIICAP & MIPPA Beneficiary Contact Summary Report

(January 1, 2024 to March 31, 2024)

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 January 1, 2024-March 31, 2024. It also includes demographic information and the types of information and assistance provided.

	Total
Total Beneficiary Contacts:	23,208
MIPPA:	16,591
Beneficiary Age Group	
64 or Younger	4,469
65-74	10,054
75-84	4,440
85 or Older	2,311
Not Collected	766
Beneficiary Race	
American Indian or Alaskan Native	44
Asian	587
Black or African American	935
Hispanic or Latino	988
Native Hawaiian or Other Pacific Islander	40
White	15,006
Not Collected	4,466
Topics Discussed	
Original Medicare (Parts A&B)	10,696
Medigap and Medicare Select	5,873
Medicare Advantage (MA and MA-PD)	10,522
Medicare Part D	8,669
Part D Low Income Subsidy (LIS/Extra Help)	10,338

Other Prescription Assistance	3,313
Medicaid	16,405
Other Insurance	2,802
Additional Topic Details	6,949
Total Time Spent (Minutes)	895,978
Average Total Time Spent (Minutes)	38