

New York State HIICAP & MIPPA Beneficiary Contact Summary Report

(January 1, 2025 to March 31, 2025)

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.

The quarterly data summary below shows the total number of individuals who received information and assistance from both programs from January 1, 2025 through March 31, 2025.

	Total
Total Beneficiary Contacts:	23,073
MIPPA:	16,349
Beneficiary Age Group	
64 or Younger	4,720
65-74	9,563
75-84	4,524
85 or Older	2,197
Not Collected	840
Beneficiary Race	
American Indian or Alaskan Native	152
Asian	629
Black or African American	892
Hispanic or Latino	1,057
Native Hawaiian or Other Pacific Islander	27
White	14,932
Not Collected	4,239
Topics Discussed	
Original Medicare (Parts A&B)	10,902
Medigap and Medicare Select	5,616
Medicare Advantage (MA and MA-PD)	10,632
Medicare Part D	8,082
Part D Low Income Subsidy (LIS/Extra Help)	9,606
Other Prescription Assistance	3,083
Medicaid	16,414
Other Insurance	3,041
Additional Topic Details	7,121
Total Time Spent (Minutes)	881,255
Average Total Time Spent (Minutes)	38