

New York State HIICAP & MIPPA Beneficiary Contact Summary Report

(April 1, 2025 to June 30, 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 April 1, 2025 through June 30, 2025.

	Total
Total Beneficiary Contacts:	18,944
MIPPA:	13,800
Beneficiary Age Group	
64 or Younger	4,221
65-74	8,142
75-84	3,713
85 or Older	1,864
Not Collected	578
Beneficiary Race	
American Indian or Alaskan Native	88
Asian	711
Black or African American	958
Hispanic or Latino	1,096
Native Hawaiian or Other Pacific Islander	32
White	12,088
Not Collected	3,610
Topics Discussed	
Original Medicare (Parts A&B)	9,252
Medigap and Medicare Select	4,505
Medicare Advantage (MA and MA-PD)	8,041
Medicare Part D	6,318
Part D Low Income Subsidy (LIS/Extra Help)	8,090
Other Prescription Assistance	2,692
Medicaid	13,896
Other Insurance	2,952
Additional Topic Details	6,165
Total Time Spent (Minutes)	700,305
Average Total Time Spent (Minutes)	36