New York State HIICAP & MIPPA Beneficiary Contact Summary Report

(July 1, 2025 to September 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 July 1, 2025 through September 30, 2025.

	Total
Total Beneficiary Contacts:	20,116
MIPPA:	14,326
Beneficiary Age Group	
64 or Younger	4,238
65-74	8,658
75-84	4,121
85 or Older	1,819
Not Collected	544
Beneficiary Race	
American Indian or Alaskan Native	85
Asian	742
Black or African American	1,137
Hispanic or Latino	1,251
Native Hawaiian or Other Pacific Islander	31
White	12,882
Not Collected	3,366
Topics Discussed	
Original Medicare (Parts A&B)	9,920
Medigap and Medicare Select	5,011
Medicare Advantage (MA and MA-PD)	8,684
Medicare Part D	6,768
Part D Low Income Subsidy (LIS/Extra Help)	8,527
Other Prescription Assistance	2,511
Medicaid	14,521
Other Insurance	2,845
Additional Topic Details	6,165
Total Time Spent (Minutes)	**700,305**
Average Total Time Spent (Minutes)	**36**