

New York State HIICAP & MIPPA Beneficiary Contact Summary Report

(October 1, 2025 to December 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 October 1, 2025 through December 31, 2025.

	Total
Total Beneficiary Contacts:	47,253
MIPPA:	26,385
Beneficiary Age Group	
64 or Younger	4,947
65-74	22,595
75-84	12,601
85 or Older	4,467
Not Collected	1,623
Beneficiary Race	
American Indian or Alaskan Native	162
Asian	950
Black or African American	1,402
Hispanic or Latino	1,471
Native Hawaiian or Other Pacific Islander	86
White	34,252
Not Collected	8,017
Topics Discussed	
Original Medicare (Parts A&B)	18,910
Medigap and Medicare Select	14,653
Medicare Advantage (MA and MA-PD)	29,909
Medicare Part D	21,376
Part D Low Income Subsidy (LIS/Extra Help)	18,337
Other Prescription Assistance	7,939
Medicaid	25,635
Other Insurance	3,381
Additional Topic Details	12,795
Total Time Spent (Minutes)	1,862,455

Average Total Time Spent (Minutes)

39