

NYS HIICAP & MIPPA Beneficiary Contact Summary Report

(July 1, 2023 to September 30, 2023)

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 July 1, 2023 - September 30, 2023. It also includes demographic information and the types of information and assistance provided.

	Total
Total Beneficiary Contacts:	20436
MIPPA:	15265
Beneficiary Age Group	
64 or Younger	4252
65-74	7886
75-84	3924
85 or Older	1981
Not Collected	635
Beneficiary Race	
American Indian or Alaskan Native	92
Asian	529
Black or African American	926
Hispanic or Latino	973
Native Hawaiian or Other Pacific Islander	33
White	12575
Not Collected	3584
Topics Discussed	
Original Medicare (Parts A&B)	9957
Medigap and Medicare Select	6013
Medicare Advantage (MA and MA-PD)	9210
Medicare Part D	7866
Part D Low Income Subsidy (LIS/Extra Help)	9126

Other Prescription Assistance	3901
Medicaid	15197
Other Insurance	2896
Additional Topic Details	7228
Total Time Spent (Minutes)	774144
Average Total Time Spent (Minutes)	37