



MEMORANDUM

TO: DISABILITY AND AGING SERVICES COMMISSION

THROUGH: SHIREEN McSPADDEN, EXECUTIVE DIRECTOR

FROM: CINDY KAUFFMAN, DEPUTY DIRECTOR
ESPERANZA ZAPIEN, INTERIM DIRECTOR OF CONTRACTS

DATE: JULY 14, 2020

SUBJECT: **REVIEW AND APPROVAL OF HICAP CONTRACT HI-2021-06 AND ASSOCIATED BUDGET, AND ALL SUBSEQUENT AMENDMENTS**

INTRODUCTION

The Department of Disability and Aging Services (DAS) is seeking review and approval of the FY 20/21 HICAP (Health Insurance Counseling and Advocacy Program) contract HI-2021-06, associated budget, and all subsequent amendments. The California Department of Aging has allocated \$303,755 to the City and County San Francisco for HICAP services in FY20/21.

Presentation of this standard contract document before the Disability and Aging Services Commission for your approval is a required step in the California Department of Aging's contract certification process.

BACKGROUND

DAS receives funding from the California Department of Aging to administer a Health Insurance Counseling and Advocacy Program (HICAP) in San Francisco. HICAP is the primary local source for accurate and objective information and assistance with Medicare benefits, prescription drug plans, and Medicare related health plans. This service is beneficial to people that have reached Medicare eligibility age or are imminently Medicare eligible.

SERVICES TO BE PROVIDED

Trained and registered counselors, consisting of paid staff and volunteers, provide objective information on Medicare (Parts A, B, C and D), Medicare supplement insurance ("MediGap"), managed care, long-term care planning, and Medicare related health insurance questions. The HICAP also leads community education events and participates in networking and other outreach efforts to best raise awareness among consumers of Medicare benefits and HICAP services.

HICAP will help an individual file Medicare or other related health insurance claims, understand his or her coverage and consumer rights, assist with managed care issues and long-term care planning, and evaluate his or her insurance or health care needs. HICAP counseling is confidential, free of charge, and all efforts are made to maintain appropriate language capability (e.g, Cantonese, Mandarin, Spanish, Tagalog).

HICAP is required to meet strict federal performance benchmarks related to the number of clients served; counselors recruited, trained and registered; number of active counselors available to assist clients; number of media and outreach events, and other benchmarks as determined by the California Department of Aging and Administration for Community Living.

The Health Insurance Counseling and Advocacy Program operations are currently administered by Self-Help for the Elderly, a community based organization, via a contract with DAS.

Recommended Action: Approve HICAP Contract HI-2021-06, associated budget, and all subsequent amendments.