



Medicare Information Office

SERVICE SNAPSHOT

September 2016

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State of Alaska
Department of
Health and Social Services
Senior & Disabilities Services



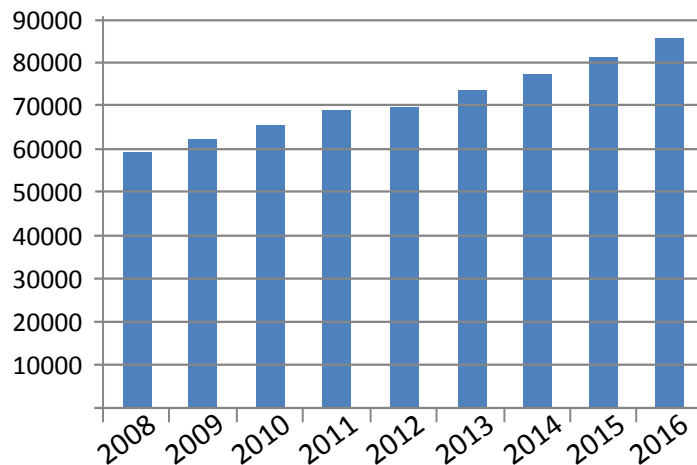
Alaskans Helping Alaskans

We provide one-on-one counseling and public education to Alaskans and their caregivers about Medicare.

We improve lives and save customers money by helping with:

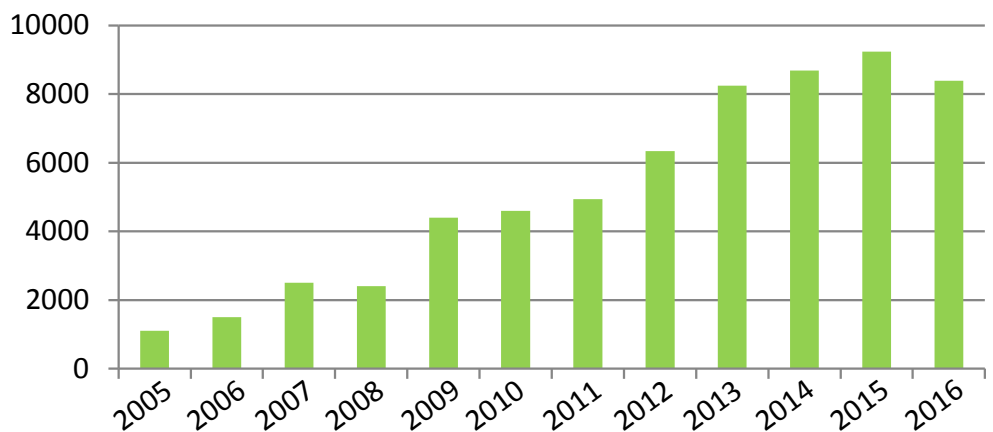
- Enrolling: how and when
- Billing questions, errors
- Choosing a prescription drug plan
- Applying for “Extra Help” programs which help pay Medicare costs
- Explaining coordination of benefits with retiree or employer coverage
- Finding supplement insurance
- Navigating disability and Social Security
- Preventing, identifying and reporting fraud, errors and abuse

Alaskans on Medicare



The number of Alaskans on Medicare has increased by 44% over the last 8 years.

Total Client Contacts Each Grant Year



How We Can Do What We Do

The Administration for Community Living (ACL) is responsible for the three federal grants that fund our efforts:

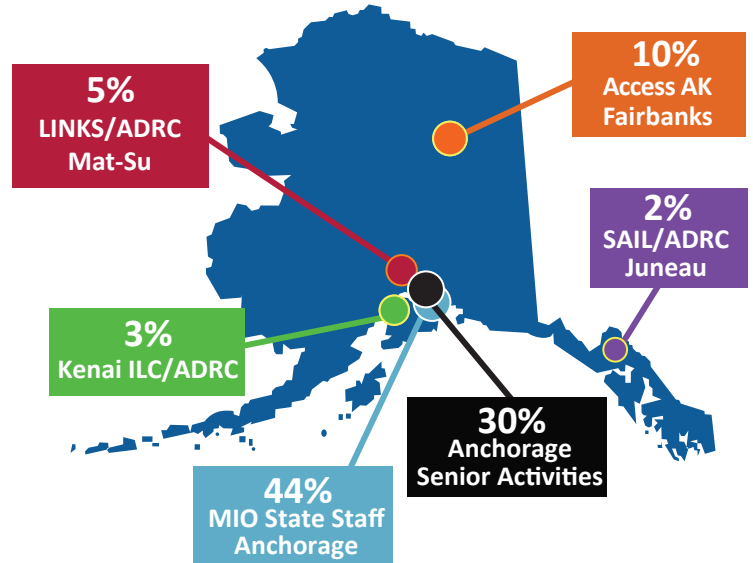
The State Health Insurance Program (SHIP) grant at \$251,057

The Senior Medicare Patrol (SMP) Grant at \$234,250.

The Medicare Improvement for Patients and Providers Act (MIPPA) at \$41,997

The Medicare Information Office uses these federal dollars to fund grantee agencies in Anchorage, Fairbanks, Haines, the Kenai Peninsula, and the Matanuska-Susitna Valley to help with Medicare questions and outreach.

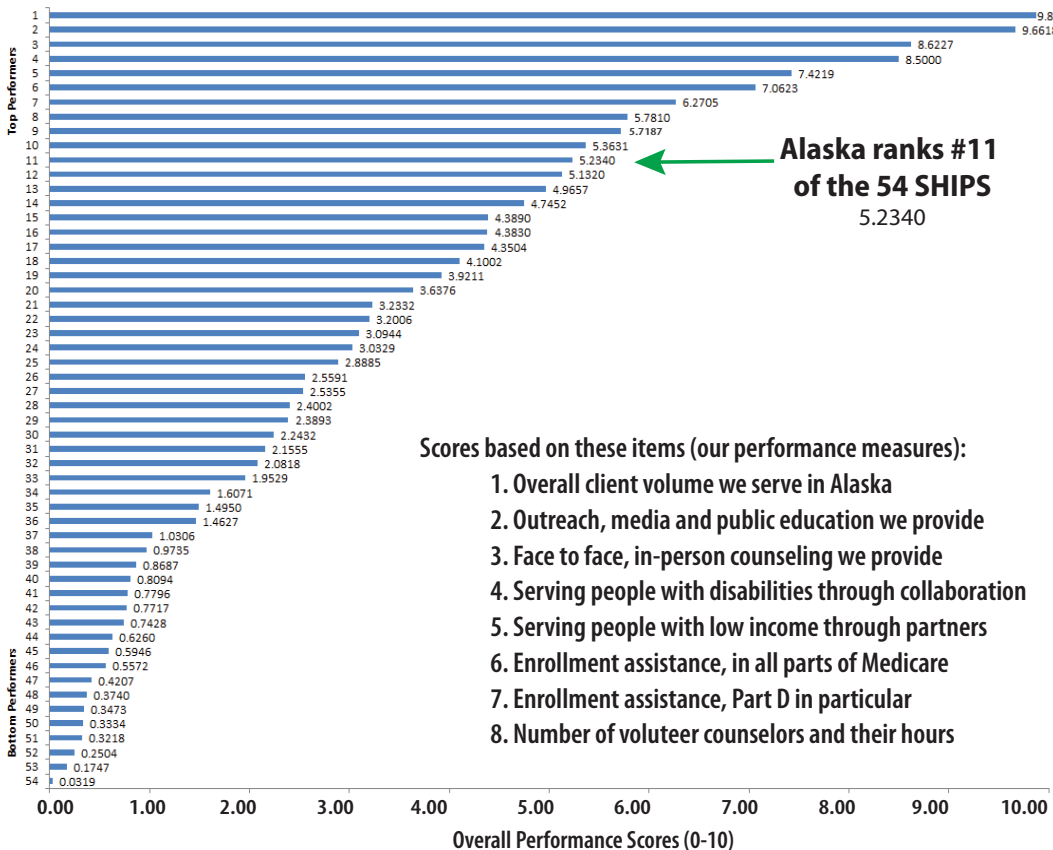
We also depend on (and thank) our in-kind agency volunteer counselors and partners across Alaska to deliver Medicare information, including tribal health clinics and senior centers.



8,400 Alaskans contacted the Medicare Information Office (MIO) in 2016. The graph above shows that 50% of total client contacts were handled by MIO grantee agencies. 44% were handled by state staff, and the remaining 6% were handled by other in-kind agency volunteers who are not funded by the Medicare Information Office.

How We Compare With Other States

SHIP Overall Performance Scores (OPS)
Oct. 1, 2015 - Sept. 30, 2016



Alaska ranks #11 of the 54 SHIPs
5.2340

ACL requires all state SHIPs to record data pertaining to 8 performance measures. Using this data, they national rank each SHIP.

Scores based on these items (our performance measures):

1. Overall client volume we serve in Alaska
2. Outreach, media and public education we provide
3. Face to face, in-person counseling we provide
4. Serving people with disabilities through collaboration
5. Serving people with low income through partners
6. Enrollment assistance, in all parts of Medicare
7. Enrollment assistance, Part D in particular
8. Number of volunteer counselors and their hours