



Medicare Information Office

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State of Alaska
Department of
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Senior & Disabilities Services



SERVICE SNAPSHOT

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Alaskans Helping Alaskans

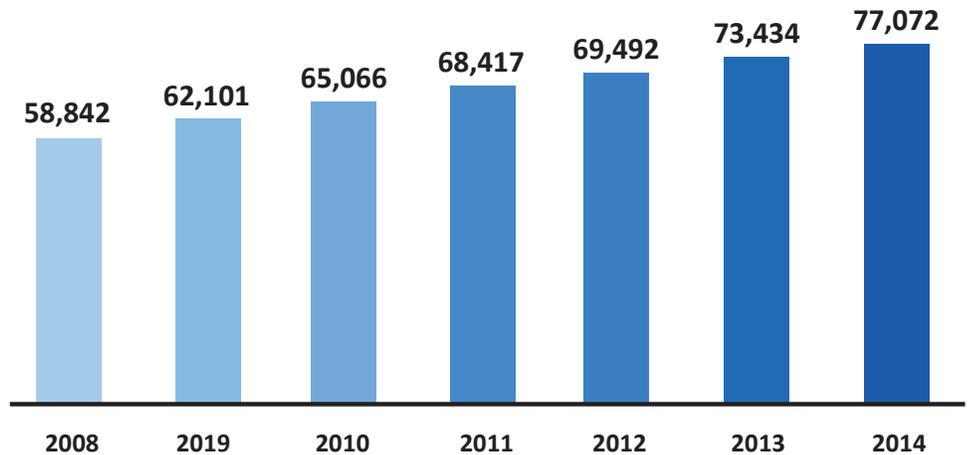
We provide one-on-one counseling and public education to Alaskans and their caregivers about Medicare.

We improve lives and save customers money by helping with:

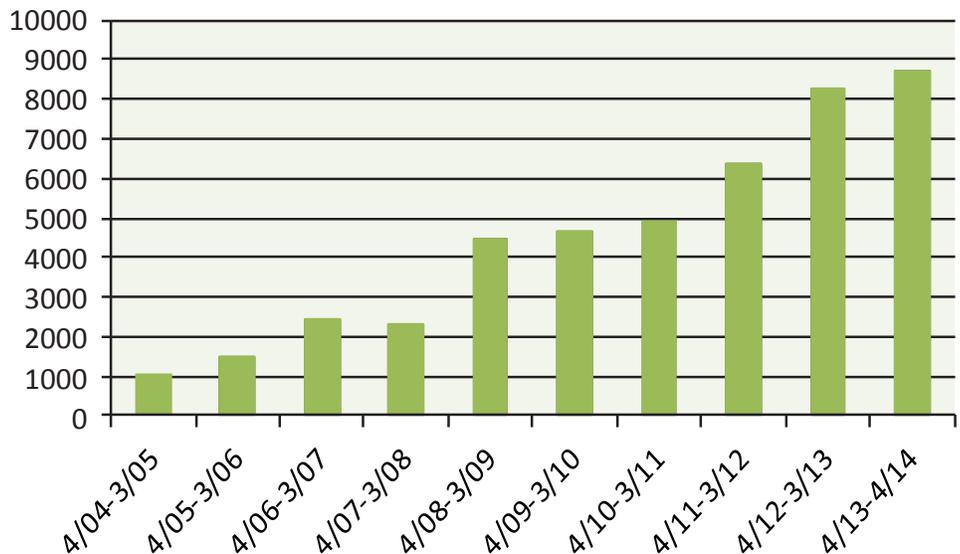
- Enrolling: how and when
- Billing questions, errors
- Choosing a prescription drug plan
- Applying for “Extra Help” programs which help pay Medicare costs
- Explaining coordination of benefits with retiree or employer coverage
- Finding supplement insurance
- Navigating disability and Social Security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

Alaskans on Medicare

Alaskans on Medicare have increased 31% over the last 7 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:

State Health Insurance Program (SHIP) grant at \$235,582

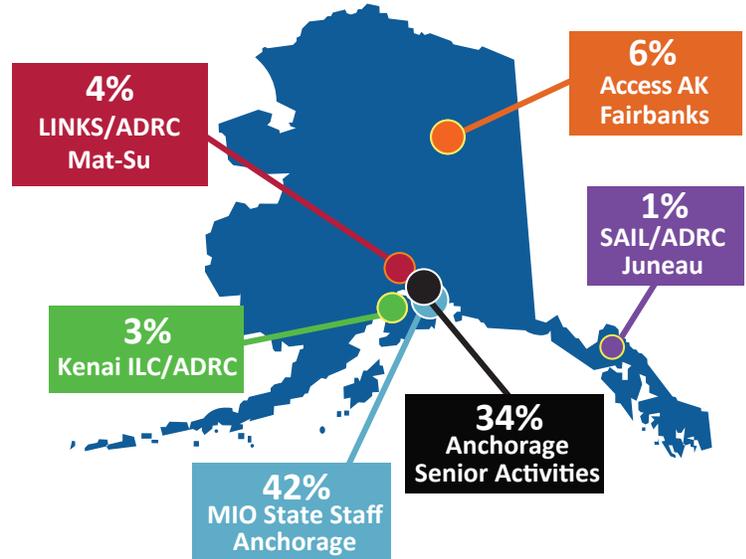
Senior Medicare Patrol (SMP) Grant at \$168,227. The State of Alaska provides required matching funds for this grant (approximately \$50,000).

Medicare Improvement for Patients and Providers Act (MIPPA) at \$35,424

The Medicare Information Office uses these federal dollars to fund grantee agencies in Anchorage, Fairbanks, Haines, Juneau, Kenai Peninsula, and the

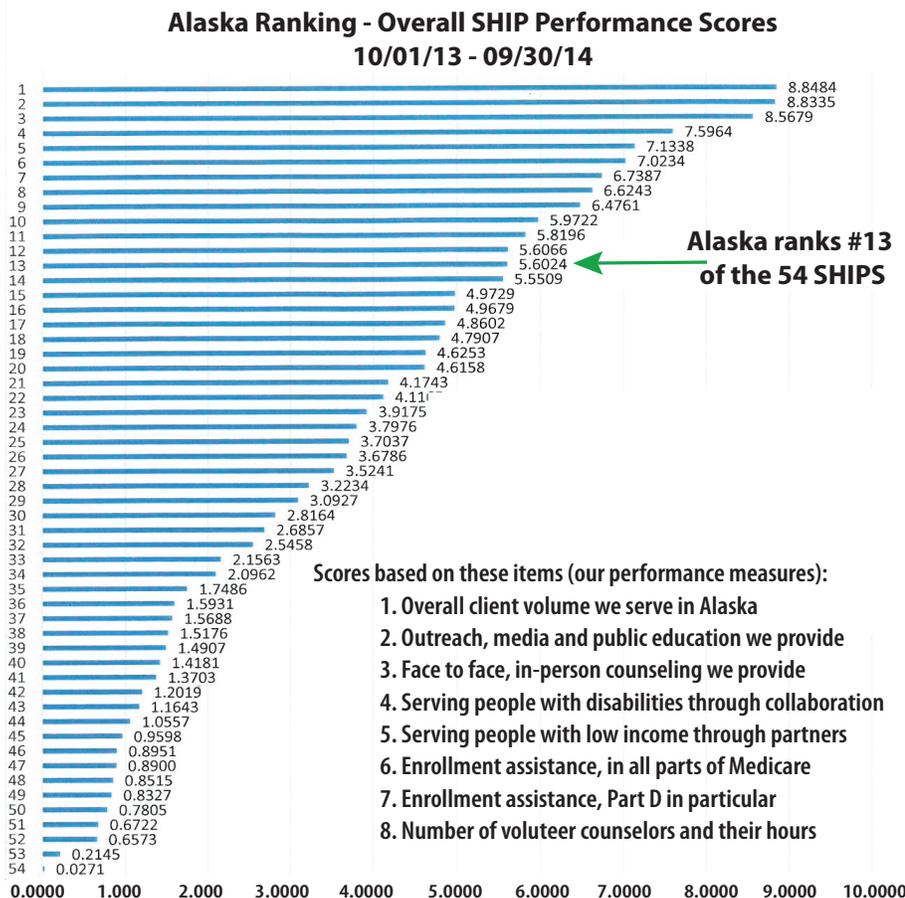
Matanuska-Susitna Valley to help with Medicare questions and outreach.

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



9,059 Alaskans contacted the Medicare Information Office (MIO) Jan 1—Dec 31, 2014. The graphic above shows 48% of total client contacts were handled by MIO grantee agencies. MIO State staff handled 42% and the remaining 10% handled by other in-kind agency volunteers who are not funded by the Medicare Information Office.

How We Compare With Other States



ACL requires all State SHIPs to record data pertaining to 8 performance measures and Nationally ranks each SHIP.

(see chart at left)

In order for Alaska's SHIP to improve service and ranking we must better serve Medicare beneficiaries in rural communities. We have moved from #5 nationally to #8 to #14 to #13 as our senior population increases yet our capacity remains unchanged. We would need additional funding for staff and volunteers to meet the growing demand.