



**CENTRAL MIDLANDS COUNCIL OF GOVERNMENTS
REGIONAL AGING AND DISABILITY ADVISORY COMMITTEE**

March 13, 2018

12:00 p.m. – 1:30 p.m.

AGENDA

- I. Welcome & Introductions..... **Julie Ann Dixon**
- II. Invocation.....**Becky Massingale**
- III. Approval of Agenda & Minutes.....**Action**
 - a. Approval of Minutes from January 23, 2018 (**Enclosure 1**)
 - b. Approval of Agenda
- IV. Regular Agenda
 - a. Assessment Program Update (**Enclosure 2**)**Jenny Andrews**
 - b. Family Caregiver Support Program Update (**Enclosure 3**).....**Becky Massingale**
 - c. SHIP Update/Report (**Enclosure 4**).....**Sheila Bell-Ford**
- V. AAA Policies & Procedures Manual**Cindy Curtis**
- VI. QA Review Update.....**Cindy Curtis**
- VII. Public Comment
- VIII. Adjourn

***EMERGENCY PREPAREDNESS SUBCOMMITTEE WILL MEET AT 10:30 A.M
PRIOR TO RADAC MEETING.**

Attention Next RADAC meeting: May 8, 2018 @ 12:00 noon

**Quarterly contractor’s meeting immediately following the
RADAC meeting**



**The Regional Aging and Disability Advisory Committee (RADAC)
Central Midlands Council of Governments
Tuesday, January 23, 2017**

RADAC MEMBERS PRESENT:

Julie Ann Dixon- Richland County
Ellen Cooper-Richland County
Kevin Miller- Richland County
Harriet Miller- Richland County
Mike Gutshall- Richland County
Joyce Mize- Lexington County
Dr. Lorraine Fowler- Lexington County
Joyce Mason- Richland County
Thomas Lloyd- Lexington County

CONTRACTORS PRESENT:

Pam Dukes- Director Senior Resources
Angie Connor- Fairfield County
Lynn Stockman- Newberry County C.O.G.
Lynda Christison

STAFF MEMBERS PRESENT:

Ben Mauldin- Executive Director
Reginal Simmons-Deputy Executive Directory
Malia Ropel- Finance Director
Cindy Curtis- Aging Director
Candice Holloway- Family Caregiver Advocate
Carol Boykin- I&R/A Specialist
Becky Massingale- Family Caregiver Advocate
Fretoria Addison- Ombud. Volunteer Coord.
Kaitlyn Marushia- Administrative Assistant

GUESTS:

Mark Smith- Chairman of SC Advisor Committee on Aging
Jerry Dickerson



The Contact Volume increased significantly from the same reporting period in 2016 showing 233 more contact (2016 = 669; 2017 = 902). I&R/A received a large volume of contacts in October 2017. November and December are historically lower volume months due to the holidays.

Achievements:

An Emergency Preparedness Committee has been formed by the Central Midlands RADAC Advisory Board to pursue identifying and addressing the specific needs senior have in Shelter environment. The First meeting will be in January 2018.

- Julie Ann Dixon asked if an individual from Bamberg calls do we serve them or send them to the correct count?
 - Carol states that we do both, by sending them to the correct individual we are serving them.

d. Ombudsman Program Quarter Report

Fretria Addison presented the committee with the following:

Facilities

Approximately 6881 beds

Approximately 111 LTC Facilities within the Central Midlands Region

Data for July 1, 2017 to September 30, 2017 (Pending stats, still being entered)

- Number of cases opened – **422 Cases**
- Number of complaints- **1000 Complaints**
- Number of cases closed- **209 cases, 545 Complaints**
- Number of routine/friendly visits- **131 Visits**
- Number of volunteers- **17 Volunteers**
- Consultations to facilities- **6 Facility Consults**
- Consultations to individuals- **23 Individual Consults**
- Training for the community- **11 Training during this time**

Top Three Complaints

Nursing Homes

1. Dignity and Respect/Abuse and Neglect
2. Resident-to-resident Physical/Sexual Abuse
3. Falls

Assisted Living/Residential Care

1. Dignity and Respect
2. Elopement
3. Misappropriation of Resident's Funds/Property
4. Resident-to-resident



- Dr. Lorraine Fowler stated that 1996 law has been unchanged that the law has to be met and this state has done it's best to meet that criteria.
- d. Section 400
 - Lynn Stockman stated that she thought meals did not have to be changed for short term C2 needs.
 - Cindy to review the LGOA policy and update as necessary to reflect adherence to policy.
- e. Section 500
 - Julie Ann Dixon asked what was meant by going out on procurement?
 - Cindy stated that it has been five (5) years and that it is required.
- f. Section 600
 - Lynda Christison mentions that the change on LGOA Policy on page 62, (3rd bullet).
 - Cindy to look into this information and correct accordingly.

(12:58 Mr. Jerry Dickerson and Mark Smith enter the room for a moment.)

- g. Section 800
 - Joyce Mize that the member attendance needs to start being enforced.
 - A discussion took place.
- h. MOTION, approved

Joyce Mize motioned to enforce member attendance. Julie Ann Dixon second to enforce the Central Midlands Council of Governments By law updated on Jan 12, 2010 in effect regarding all aspects of the by law on Jan 23, 2018 at 1:10. The motion was approved unanimously.
- i. MOTION, approved

Julie Ann Dixon motioned to approve the Policies and Procedure manual with the addition of Section 700 personal care and verification on page 62 or C1 and C2 meals. Tom Lloyd seconded motion. Motion was approved unanimously.

V. Subcommittee Assignments

Cindy Curtis informed the committee that she would like for more members to join the Q&A subcommittee to go out to the Senior Centers we work with.

- Members to help with Q&A (Kevin Miller, Harriet Miller, Joyce Mize)

VI. Public Comment

Joyce Mason informed the committee of the Seed Exchange that will be held Sunday February 4, 2018.

VII. Adjourned

There being no further business, the meeting adjourned at approximately 1:30 p.m.

Next meeting March 13, 2018 @ 12:00

Assessment Program Update

March 13, 2018

	Richland - New	Richland -- reassessments	Lexington - New	Lexington -- reassessments	Newberry - New	Newberry -- reassessments	Fairfield - New	Fairfield -- reassessments	Total
June	0	4	2	1	0	3	1	6	17
July	2	15	15	7	1	0	10	5	55
August	7	26	16	25	17	16	9	13	129
September	14	42	15	22	10	21	10	9	143
October	14	74	10	36	14	14	6	25	193
November	14	52	12	38	4	15	12	7	154
December	4	30	10	29	11	8	11	14	117
January	3	24	17	27	12	6	12	7	108
February	7	12	25	23	10	16	15	12	120
Total	65	279	122	208	79	99	86	98	1036

Family Caregiver Support Program
Update: From 1 July 2017 through 6 March 2018
For RADAC 13 March 2018

	Allocated	Spent	Vouchers	Total Budget
State Respite	241,288.13	84,546.36	211	327,781.38
Seniors : SRC	0	0	0	
Assistive Tech	180	0	1	
Funding Subtotal	241,468.13	84,546.36	212	327,781.38

FCSP/Title III-E	114,330.24	83,902.34	111	158,617.70
Supplies	16,660.02	15,200.92	59	
Title III-E- SRC	11,982.18	11,982.18	60 grandparents	
Funding Subtotal	142,972.44	111,085.44	230	158,617.70

Alz Respite	114,683.94	73,622.59	121	118,398.62

Totals:	499,124.51	269,254.39	563	604,797.70
----------------	-------------------	-------------------	------------	-------------------

Additional Program Information:

Current applications: (These are being processed in "real time").

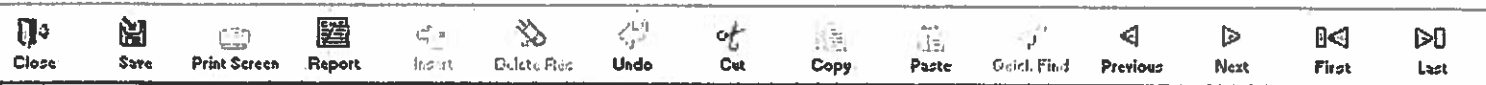
- A) Pending 4
- B) Inactive (waiting for CG decision) 19

Additional funding approved has been added to budget totals listed above.

For Alzheimer's Funding: Requested: \$55,000
 Received: \$34,164

For State Respite Funding: Requested: \$92,000
 Received: \$112,836

No "carry-over" from either funding source will be allowed.
USC Student interns are on spring break this week.



Printer Setup Criteria Export Report Print to E-Mail Print Cancel

Zoom Percent: 100 Custom 30% 65% 100% 200% Show Rulers

Caregiver Activity Group - All Undup

Central Midlands COG

From: 07/01/2017
To: 03/06/2018

Activity Group	Unduplicated Count - Total Units	Activity	Funding Source	Clients	\$ Amount	QTY Units
CMCOG Caregiver						
<i>Caregiver Respite Care</i>			<i>Caregiver Respite</i>			
		CM COG CG AAR R Facility Respite Day C	AAR - Alz Assn Res	6	8,100.00	119
		CM COG CG AAR R Facility Respite Overr	AAR - Alz Assn Res	11	14,445.00	86
		CM COG CG AAR R In-Home Respite CG	AAR - Alz Assn Res	62	51,077.59	3,357
		CM COG CG III E R Facility Respite Day C	Title III E	4	4,112.00	197
		CM COG CG III E R Facility Respite Overni	Title III E	10	11,010.00	69
		CM COG CG III E R In-Home Respite CG	Title III E	75	68,780.34	4,108
		CM COG CG RNR R Facility Respite Day C	RNR - Resp Non-Re	7	7,161.30	208
		CM COG CG RNR R Facility Respite Overn	RNR - Resp Non-Re	7	6,855.00	39
		CM COG CG RNR R In-Home Respite CG	RNR - Resp Non-Re	93	70,530.06	4,504
<i>Caregiver Supplemental Services</i>			<i>Caregiver Supplemental Services</i>			
		CM COG CG III E SS Incontinence Supplie	Title III E	50	15,200.92	352
		CM COG CG RNR SS Assistive Technolog	RNR - Resp Non-Re	1	180.00	3
Duplicated Count. Sum of Units for CMCOG Caregiver				326	257,452.21	13,042
Caregiver Unduplicated Count				275		

[Agency](#) [User](#) [EditMyProfile](#) [RR](#) [CC](#) [PAM](#) [Upload](#) [SHIPProfile](#) [NPRReports](#) [UserManual](#) [Logout](#)

[Printer Friendly Version](#)

State Health Insurance Assistance Program - SHIP - National Performance Report - NPR

Client Contact Summary Report

Date Of Contact = [Start Date : 07/01/2017] - [End Date : 09/30/2017]

State Providing the Counseling Activity = South Carolina

Agency = Central Midlands Council of Governments

Run Date Time = 3/5/2018 2:40:55 PM

Contacts by Type, Client Demographics, Topics Discussed, Time Spent, Contact Status	Contacts	Distribution
Total Client Contacts	747	100.0%
First Contact for the Client's Issue	744	99.6%
Continuing Contacts for the Client's Issue	3	0.4%
First vs Continuing Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client Learned About SHIP From Previous Contact with a SHIP	21	2.8%
Client Learned About SHIP From CMS / Medicare Website Brochures Mailings 1-800	48	6.4%
Client Learned About SHIP From Presentations or Fairs	4	0.5%
Client Learned About SHIP From State-Specific Mailings, Brochures, Posters	1	0.1%
Client Learned About SHIP From Another Agency - Social Security, Senior Org, Disability Org	584	78.2%
Client Learned About SHIP From Friend or Relative	88	11.8%
Client Learned About SHIP From Media - PSA Ad Newspaper Radio TV	0	0.0%
Client Learned About SHIP From State Website	0	0.0%
Client Learned About SHIP From Some Other Method	1	0.1%
How Learned Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Phone Call Contact	658	88.1%
Face to Face Contact at Counseling Location or Event Site	50	6.7%
Face to Face Contact at Client's Home or Facility	0	0.0%
Email Contact	22	2.9%
Postal Mail or Fax Contact	17	2.3%
Old Email-Fax-Postal	0	0.0%
Old Unknown	0	0.0%
Method of Contact Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client Age 64 or Younger	246	32.9%
Client Age 65-74	422	56.5%
Client Age 75-84	59	7.9%
Client Age 85 or Older	19	2.5%
Client Age Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	1	0.1%
Client Female	484	64.8%
Client Male	263	35.2%
Client Gender Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client Any Mention of Hispanic, Latino, or Spanish Origin [Can Select More Than One]	10	1.3%

Client Any Mention of White, Non-Hispanic [Can Select More Than One]	559	74.8%
Client Any Mention of Black, African American [Can Select More Than One]	178	23.8%
Client Any Mention of American Indian or Alaska Native [Can Select More Than One]	0	0.0%
Client Any Mention of Asian Indian [Can Select More Than One]	1	0.1%
Client Any Mention of Chinese [Can Select More Than One]	0	0.0%
Client Any Mention of Filipino [Can Select More Than One]	0	0.0%
Client Any Mention of Japanese [Can Select More Than One]	0	0.0%
Client Any Mention of Korean [Can Select More Than One]	0	0.0%
Client Any Mention of Vietnamese [Can Select More Than One]	0	0.0%
Client Any Mention of Native Hawaiian [Can Select More Than One]	0	0.0%
Client Any Mention of Guamanian or Chamorro [Can Select More Than One]	0	0.0%
Client Any Mention of Samoan [Can Select More Than One]	0	0.0%
Client Any Mention of Other Asian [Can Select More Than One]	0	0.0%
Client Any Mention of Other Pacific Islander [Can Select More Than One]	0	0.0%
Client Any Mention of Some Other Race-Ethnicity [Can Select More Than One]	0	0.0%
Client Old Asian Code [Single Choice]	0	0.0%
Client Old Native Hawaiian or other Pacific Islander Code [Single Choice]	0	0.0%
Client Old Other Code [Single Choice]	0	0.0%
Client Race-Ethnicity Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	1	0.1%
Client Selected More Than One Race-Ethnicity Category [Can Select More Than One]	2	0.3%
Client's Primary Language is Other Than English	2	0.3%
English is Client's Primary Language	745	99.7%
Client's Primary Language Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client's Income (or Client Plus Spouse's Income) is Below 150% of Federal Poverty Level	175	23.4%
Client's Income (or Client Plus Spouse's Income) is At or Above 150% of FPL	572	76.6%
Client's Income Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client's Assets are Below LIS Asset Limits	167	22.4%
Client's Assets are Above LIS Asset Limits	577	77.2%
Client's Assets Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	3	0.4%
Client is Receiving or Applying for Social Security Disability or Medicare Disability	84	11.2%
Client is Neither Receiving Nor Applying for Social Security Disability or Medicare Disability	663	88.8%
Client's Disabled Prog Status Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client is Dual Eligible Medicare-Medicaid with Mental Illness / Mental Disability [DMD]	0	0.0%
Client is Not Dual Eligible Medicare-Medicaid with Mental Illness / Mental Disability [DMD]	0	0.0%
Client's DMD Status Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	747	100.0%
Medicare Prescription Drug Coverage (Part D) - Eligibility/Screening [Topic]	170	22.8%
Medicare Prescription Drug Coverage (Part D) - Benefit Explanation	192	25.7%
Medicare Prescription Drug Coverage (Part D) - Plans Comparison	45	6.0%
Medicare Prescription Drug Coverage (Part D) - Plan Enrollment/Disenrollment	12	1.6%
Medicare Prescription Drug Coverage (Part D) - Claims/Billing	4	0.5%
Medicare Prescription Drug Coverage (Part D) - Appeals/Grievances	2	0.3%
Medicare Prescription Drug Coverage (Part D) - Fraud and Abuse	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Marketing/Sales Complaints or Issues	1	0.1%
Medicare Prescription Drug Coverage (Part D) - Quality of Care	2	0.3%
Medicare Prescription Drug Coverage (Part D) - Plan Non-Renewal	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Old Plan Eligibility, Benefits Comparisons	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Old Appeals, Quality of Care, Complaints	0	0.0%
Part D Low Income Subsidy (LIS/Extra Help) - Eligibility/Screening	123	16.5%
Part D Low Income Subsidy (LIS/Extra Help) - Benefit Explanation	125	16.7%
Part D Low Income Subsidy (LIS/Extra Help) - Application Assistance	30	4.0%
Part D Low Income Subsidy (LIS/Extra Help) - Claims/Billing	1	0.1%

Part D Low Income Subsidy (LIS/Extra Help) - Appeals/Grievances	1	0.1%
Part D Low Income Subsidy (LIS/Extra Help) - Old Low Income Assist - Eligibil, Benefit Comp	0	0.0%
Other Prescription Assistance - Union/Employer Plan	9	1.2%
Other Prescription Assistance - Military Drug Benefits	3	0.4%
Other Prescription Assistance - Manufacturer Programs	15	2.0%
Other Prescription Assistance - State Pharmaceutical Assistance Programs	1	0.1%
Other Prescription Assistance - Other	2	0.3%
Other Prescription Assistance - Old Medicare-Approved Drug Discount Card	0	0.0%
Other Prescription Assistance - Old Discount Plans	0	0.0%
Medicare (Parts A & B) - Eligibility	335	44.8%
Medicare (Parts A & B) - Benefit Explanation	437	58.5%
Medicare (Parts A & B) - Claims/Billing	39	5.2%
Medicare (Parts A & B) - Appeals/Grievances	14	1.9%
Medicare (Parts A & B) - Fraud and Abuse	0	0.0%
Medicare (Parts A & B) - Quality of Care	1	0.1%
Medicare (Parts A & B) - Old Enrolment, Eligibility, Benefits	0	0.0%
Medicare (Parts A & B) - Old Appeal-Quality of Care-Complaints	0	0.0%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Eligibility/Screening	111	14.9%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Benefit Explanation	132	17.7%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Plans Comparison	18	2.4%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Plan Enrollment/Disenroll	2	0.3%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Claims/Billing	2	0.3%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Appeals/Grievances	1	0.1%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Fraud and Abuse	2	0.3%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Marketing/Sales Complaints	4	0.5%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Quality of Care	0	0.0%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Plan Non-Renewal	0	0.0%
Medicare Advantage - Old Enrollment, Disenrollment, Eligibility, Comparisons	0	0.0%
Medicare Advantage - Old Appeals - Quality of Care - Complaints	0	0.0%
Medicare Supplement/SELECT - Eligibility/Screening	117	15.7%
Medicare Supplement/SELECT - Benefit Explanation	133	17.8%
Medicare Supplement/SELECT - Plans Comparison	47	6.3%
Medicare Supplement/SELECT - Claims/Billing	3	0.4%
Medicare Supplement/SELECT - Appeals/Grievances	0	0.0%
Medicare Supplement/SELECT - Fraud and Abuse	0	0.0%
Medicare Supplement/SELECT - Marketing/Sales Complaints or Issues	1	0.1%
Medicare Supplement/SELECT - Quality of Care	0	0.0%
Medicare Supplement/SELECT - Plan Non-Renewal	0	0.0%
Medicare Supplement/SELECT - Old Enrollment, Eligibility, Comparisons	0	0.0%
Medicare Supplement/SELECT - Old Change Coverage	0	0.0%
Medicare Supplement/SELECT - Old Claims or Appeals	0	0.0%
Medicaid - Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)	92	12.3%
Medicaid - MSP Application Assistance	93	12.4%
Medicaid - Medicaid (SSI, Nursing Home, MEPS, Elderly Waiver) Screening	130	17.4%
Medicaid - Medicaid Application Assistance	0	0.0%
Medicaid - Medicaid/QMB Claims	94	12.6%
Medicaid - Fraud and Abuse	3	0.4%
Medicaid - Old Other Medicaid	0	0.0%
Other Topics - Long Term Care (LTC) Insurance	8	1.1%
Other Topics - LTC Partnership	0	0.0%
Other Topics - LTC Other	3	0.4%

Other Topics - Military Health Benefits	4	0.5%
Other Topics - Employer/Federal Employee Health Benefits (FEHB)	41	5.5%
Other Topics - COBRA	4	0.5%
Other Topics - Other Health Insurance	6	0.8%
Other Topics - Other	10	1.3%
Other Topics - Old Fraud and Abuse	0	0.0%
Other Topics - Old Customer Service Issues or Complaints	0	0.0%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 1 - 9 Minutes	0	0.0%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 10 - 29 Minutes	661	88.5%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 30 - 59 Minutes	64	8.6%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 60 or More Minutes	22	2.9%
Contacts in Which Time Spent Missing, Blank, Null, Not Collected	0	0.0%
Total Time Spent With or On Behalf of Client Across All Contacts [Hours]	211.17	
Contacts Described as General Information and Referral	30	4.0%
Contacts Described as Detailed Assistance - In Progress	100	13.4%
Contacts Described as Detailed Assistance - Fully Completed	612	81.9%
Contacts Described as Problem Solving / Problem Resolution - In Progress	5	0.7%
Contacts Described as Problem Solving / Problem Resolution - Fully Completed	0	0.0%
Contact Description-Status Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%

[Printer Friendly Version](#)

State Health Insurance Assistance Program - SHIP - National Performance Report - NPR
 Client Contact Summary Report

Date Of Contact = [Start Date : 10/01/2017] - [End Date : 12/31/2017]

State Providing the Counseling Activity = South Carolina

Agency = Central Midlands Council of Governments

Run Date Time = 3/5/2018 2:42:36 PM

Contacts by Type, Client Demographics, Topics Discussed, Time Spent, Contact Status	Contacts	Distribution
Total Client Contacts	827	100.0%
First Contact for the Client's Issue	823	99.5%
Continuing Contacts for the Client's Issue	4	0.5%
First vs Continuing Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client Learned About SHIP From Previous Contact with a SHIP	65	7.9%
Client Learned About SHIP From CMS / Medicare Website Brochures Mailings 1-800	9	1.1%
Client Learned About SHIP From Presentations or Fairs	35	4.2%
Client Learned About SHIP From State-Specific Mailings, Brochures, Posters	6	0.7%
Client Learned About SHIP From Another Agency - Social Security, Senior Org, Disability Org	587	71.0%
Client Learned About SHIP From Friend or Relative	122	14.8%
Client Learned About SHIP From Media - PSA Ad Newspaper Radio TV	1	0.1%
Client Learned About SHIP From State Website	0	0.0%
Client Learned About SHIP From Some Other Method	2	0.2%
How Learned Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Phone Call Contact	645	78.0%
Face to Face Contact at Counseling Location or Event Site	156	18.9%
Face to Face Contact at Client's Home or Facility	1	0.1%
Email Contact	19	2.3%
Postal Mail or Fax Contact	6	0.7%
Old Email-Fax-Postal	0	0.0%
Old Unknown	0	0.0%
Method of Contact Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client Age 64 or Younger	213	25.8%
Client Age 65-74	444	53.7%
Client Age 75-84	109	13.2%
Client Age 85 or Older	59	7.1%
Client Age Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	2	0.2%
Client Female	582	70.4%
Client Male	245	29.6%
Client Gender Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client Any Mention of Hispanic, Latino, or Spanish Origin [Can Select More Than One]	16	1.9%

Client Any Mention of White, Non-Hispanic [Can Select More Than One]	512	61.9%
Client Any Mention of Black, African American [Can Select More Than One]	280	33.9%
Client Any Mention of American Indian or Alaska Native [Can Select More Than One]	0	0.0%
Client Any Mention of Asian Indian [Can Select More Than One]	14	1.7%
Client Any Mention of Chinese [Can Select More Than One]	3	0.4%
Client Any Mention of Filipino [Can Select More Than One]	0	0.0%
Client Any Mention of Japanese [Can Select More Than One]	0	0.0%
Client Any Mention of Korean [Can Select More Than One]	1	0.1%
Client Any Mention of Vietnamese [Can Select More Than One]	0	0.0%
Client Any Mention of Native Hawaiian [Can Select More Than One]	0	0.0%
Client Any Mention of Guamanian or Chamorro [Can Select More Than One]	0	0.0%
Client Any Mention of Samoan [Can Select More Than One]	0	0.0%
Client Any Mention of Other Asian [Can Select More Than One]	0	0.0%
Client Any Mention of Other Pacific Islander [Can Select More Than One]	0	0.0%
Client Any Mention of Some Other Race-Ethnicity [Can Select More Than One]	0	0.0%
Client Old Asian Code [Single Choice]	0	0.0%
Client Old Native Hawaiian or other Pacific Islander Code [Single Choice]	0	0.0%
Client Old Other Code [Single Choice]	0	0.0%
Client Race-Ethnicity Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	1	0.1%
Client Selected More Than One Race-Ethnicity Category [Can Select More Than One]	0	0.0%
Client's Primary Language is Other Than English	6	0.7%
English is Client's Primary Language	820	99.2%
Client's Primary Language Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	1	0.1%
Client's Income (or Client Plus Spouse's Income) is Below 150% of Federal Poverty Level	207	25.0%
Client's Income (or Client Plus Spouse's Income) is At or Above 150% of FPL	619	74.8%
Client's Income Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	1	0.1%
Client's Assets are Below LIS Asset Limits	191	23.1%
Client's Assets are Above LIS Asset Limits	634	76.7%
Client's Assets Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	2	0.2%
Client is Receiving or Applying for Social Security Disability or Medicare Disability	93	11.2%
Client is Neither Receiving Nor Applying for Social Security Disability or Medicare Disability	734	88.8%
Client's Disabled Prog Status Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%
Client is Dual Eligible Medicare-Medicaid with Mental Illness / Mental Disability [DMD]	0	0.0%
Client is Not Dual Eligible Medicare-Medicaid with Mental Illness / Mental Disability [DMD]	0	0.0%
Client's DMD Status Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	827	100.0%
Medicare Prescription Drug Coverage (Part D) - Eligibility/Screening [Topic]	196	23.7%
Medicare Prescription Drug Coverage (Part D) - Benefit Explanation	281	34.0%
Medicare Prescription Drug Coverage (Part D) - Plans Comparison	155	18.7%
Medicare Prescription Drug Coverage (Part D) - Plan Enrollment/Disenrollment	38	4.6%
Medicare Prescription Drug Coverage (Part D) - Claims/Billing	3	0.4%
Medicare Prescription Drug Coverage (Part D) - Appeals/Grievances	1	0.1%
Medicare Prescription Drug Coverage (Part D) - Fraud and Abuse	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Marketing/Sales Complaints or Issues	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Quality of Care	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Plan Non-Renewal	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Old Plan Eligibility, Benefits Comparisons	0	0.0%
Medicare Prescription Drug Coverage (Part D) - Old Appeals, Quality of Care, Complaints	0	0.0%
Part D Low Income Subsidy (LIS/Extra Help) - Eligibility/Screening	122	14.8%
Part D Low Income Subsidy (LIS/Extra Help) - Benefit Explanation	164	19.8%
Part D Low Income Subsidy (LIS/Extra Help) - Application Assistance	15	1.8%
Part D Low Income Subsidy (LIS/Extra Help) - Claims/Billing	0	0.0%

Part D Low Income Subsidy (LIS/Extra Help) - Appeals/Grievances	3	0.4%
Part D Low Income Subsidy (LIS/Extra Help) - Old Low Income Assist - Eligibil, Benefit Comp	0	0.0%
Other Prescription Assistance - Union/Employer Plan	11	1.3%
Other Prescription Assistance - Military Drug Benefits	3	0.4%
Other Prescription Assistance - Manufacturer Programs	29	3.5%
Other Prescription Assistance - State Pharmaceutical Assistance Programs	0	0.0%
Other Prescription Assistance - Other	0	0.0%
Other Prescription Assistance - Old Medicare-Approved Drug Discount Card	0	0.0%
Other Prescription Assistance - Old Discount Plans	0	0.0%
Medicare (Parts A & B) - Eligibility	145	17.5%
Medicare (Parts A & B) - Benefit Explanation	268	32.4%
Medicare (Parts A & B) - Claims/Billing	29	3.5%
Medicare (Parts A & B) - Appeals/Grievances	19	2.3%
Medicare (Parts A & B) - Fraud and Abuse	0	0.0%
Medicare (Parts A & B) - Quality of Care	0	0.0%
Medicare (Parts A & B) - Old Enrolment, Eligibility, Benefits	0	0.0%
Medicare (Parts A & B) - Old Appeal-Quality of Care-Complaints	0	0.0%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Eligibility/Screening	109	13.2%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Benefit Explanation	162	19.6%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Plans Comparison	75	9.1%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Plan Enrollment/Disenroll	12	1.5%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Claims/Billing	4	0.5%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Appeals/Grievances	5	0.6%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Fraud and Abuse	0	0.0%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Marketing/Sales Complaints	6	0.7%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Quality of Care	1	0.1%
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Plan Non-Renewal	1	0.1%
Medicare Advantage - Old Enrollment, Disenrollment, Eligibility, Comparisons	0	0.0%
Medicare Advantage - Old Appeals - Quality of Care - Complaints	0	0.0%
Medicare Supplement/SELECT - Eligibility/Screening	43	5.2%
Medicare Supplement/SELECT - Benefit Explanation	67	8.1%
Medicare Supplement/SELECT - Plans Comparison	36	4.4%
Medicare Supplement/SELECT - Claims/Billing	2	0.2%
Medicare Supplement/SELECT - Appeals/Grievances	0	0.0%
Medicare Supplement/SELECT - Fraud and Abuse	2	0.2%
Medicare Supplement/SELECT - Marketing/Sales Complaints or Issues	0	0.0%
Medicare Supplement/SELECT - Quality of Care	0	0.0%
Medicare Supplement/SELECT - Plan Non-Renewal	0	0.0%
Medicare Supplement/SELECT - Old Enrollment, Eligibility, Comparisons	0	0.0%
Medicare Supplement/SELECT - Old Change Coverage	0	0.0%
Medicare Supplement/SELECT - Old Claims or Appeals	0	0.0%
Medicaid - Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)	44	5.3%
Medicaid - MSP Application Assistance	52	6.3%
Medicaid - Medicaid (SSI, Nursing Home, MEPD, Elderly Waiver) Screening	84	10.2%
Medicaid - Medicaid Application Assistance	2	0.2%
Medicaid - Medicaid/QMB Claims	48	5.8%
Medicaid - Fraud and Abuse	0	0.0%
Medicaid - Old Other Medicaid	0	0.0%
Other Topics - Long Term Care (LTC) Insurance	6	0.7%
Other Topics - LTC Partnership	0	0.0%
Other Topics - LTC Other	1	0.1%

Other Topics - Military Health Benefits	11	1.3%
Other Topics - Employer/Federal Employee Health Benefits (FEHB)	32	3.9%
Other Topics - COBRA	2	0.2%
Other Topics - Other Health Insurance	14	1.7%
Other Topics - Other	18	2.2%
Other Topics - Old Fraud and Abuse	0	0.0%
Other Topics - Old Customer Service Issues or Complaints	0	0.0%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 1 - 9 Minutes	0	0.0%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 10 - 29 Minutes	745	90.1%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 30 - 59 Minutes	62	7.5%
Contacts in Which the Total Time Spent With or On Behalf of Client Was 60 or More Minutes	20	2.4%
Contacts in Which Time Spent Missing, Blank, Null, Not Collected	0	0.0%
Total Time Spent With or On Behalf of Client Across All Contacts [Hours]	206.02	
Contacts Described as General Information and Referral	20	2.4%
Contacts Described as Detailed Assistance - In Progress	163	19.7%
Contacts Described as Detailed Assistance - Fully Completed	644	77.9%
Contacts Described as Problem Solving / Problem Resolution - In Progress	0	0.0%
Contacts Described as Problem Solving / Problem Resolution - Fully Completed	0	0.0%
Contact Description-Status Missing, Blank, Not Collected, Invalid, Miscoded, Out of Range	0	0.0%

State Health Insurance Assistance Program - SHIP - National Performance Report - NPR

Public and Media Events and Activities Summary Report

Date of Event = [Start Date : 07/01/2017] - [End Date : 09/30/2017]

State Providing the Activity-Event = South Carolina

Agency = Central Midlands Council of Governments

Run Date Time = 3/5/2018 2:46:18 PM

Events-Activities by Type, Persons Reached-Enrolled, Time Spent, Topics Discussed, Target Audiences	
Total Events and Activities	5
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to All Events-Activities	1
Total Person-Hours of Effort Spent on All Events-Activities	19.00
Interactive Presentations to Public - Face to Face In-Person - Number of Events	5
Interactive Presentations to Public - Estimated Number of Attendees	90
Interactive Presentations to Public - Estimated Persons Provided Enrollment Assistance	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Interactive Presentations	1
Total Person-Hours of Effort Spent on Interactive Presentations to Public	19.00
Booth or Exhibit At Health Fair, Senior Fair, or Special Event - Number of Events	0
Booth or Exhibit - Estimated Number of Direct Interactions with Attendees	0
Booth or Exhibit - Estimated Persons Provided Enrollment Assistance	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Booths and Exhibits	0
Total Person-Hours of Effort Spent on Booths and Exhibits	
Dedicated Enrollment Event Sponsored By SHIP or in Partnership - Number of Events	0
Dedicated Enrollment Event - Est Number Persons Reached at Event Regardless of Enroll Assistance	0
Dedicated Enrollment Event - Estimated Number Persons Provided Any Enrollment Assistance	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assistance with Part D	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assistance with LIS	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assistance with MSP	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assist Other Medicare Program	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Enrollment Events	0
Total Person-Hours of Effort Spent on Enrollment Events	
Radio Show Live or Taped - Not a Public Service Announce or Ad - Number of Events	0
Radio Show Live or Taped - Estimated Number of Listeners Reached	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Radio Events	0
Total Person-Hours of Effort Spent on Radio Events	
TV or Cable Show Live or Taped - Not a Public Service Announce or Ad - Number of Events	0
TV or Cable Show Live or Taped - Estimated Number of Viewers Reached	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Television Events	0
Total Person-Hours of Effort Spent on Television Events	
Electronic Other Activity - PSAs, Electronic Ads, Crawls, Video Conf, Web Conf, Web Chat - Events	0

Electronic Other Activity - Est Persons Viewing or Listening to Electronic Other Activity Across Campaign	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Electronic Other Activities	0
Total Person-Hours of Effort Spent on Electronic Other Activities	
Print Other Activity - Newspaper, Newsletter, Pamphlets, Fliers, Posters, Targeted Mailings - Events	0
Print Other Activity - Est Persons Reading or Receiving Printed Materials Across Entire Campaign	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Print Other Activities	0
Total Person-Hours of Effort Spent on Print Other Activities	
Medicare Parts A and B [Topic Focus]	4
Plan Issues - Non-Renewal, Termination, Employer-COBRA	0
Long-Term Care	0
Medigap - Medicare Supplements	2
Medicare Fraud and Abuse	1
Medicare Prescription Drug Coverage - PDP / MA-PD	4
Other Prescription Drug Coverage - Assistance	1
Medicare Advantage - Health Plans	4
QMB - SLMB - QI	2
Other Medicaid	1
General SHIP Program Information	5
Medicare Preventive Services	0
Low-Income Assistance	3
Dual Eligible with Mental Illness Mental Disability	0
Volunteer Recruitment	0
Partnership Recruitment	0
Other Topics	0
Medicare Pre-Enrollees - Age 45-64 [Target Audience]	3
Medicare Beneficiaries	4
Family Members Caregivers of Medicare Beneficiaries	3
Low-Income	2
Hispanic, Latino, or Spanish Origin	4
White, Non-Hispanic	4
Black or African-American	4
American Indian or Alaska Native	0
Asian Indian	0
Chinese	0
Filipino	0
Japanese	0
Korean	0
Vietnamese	0
Native Hawaiian	0
Guamanian or Chamorro	0
Samoan	0
Other Asian	0
Other Pacific Islander	0
Some Other Race-Ethnicity	0
Disabled	2
Rural	1
Employer-Related Groups	0
Mental Health Professionals	0
Social Work Professionals	1
Dual-Eligible Groups	0
Partnership Outreach	0

Presentations to Groups in Languages Other Than English

0

Other Audiences

0

Old Medicare Beneficiaries and/or Pre-Enrollees

0

Old Asian

0

Old Native Hawaiian or Other Pacific Islander

0

[Printer Friendly Version](#)

State Health Insurance Assistance Program - SHIP - National Performance Report - NPR

Public and Media Events and Activities Summary Report

Date of Event = [Start Date : 10/01/2017] - [End Date : 12/31/2017]

State Providing the Activity-Event = South Carolina

Agency = Central Midlands Council of Governments

Run Date Time = 3/5/2018 2:46:52 PM

Events-Activities by Type, Persons Reached-Enrolled, Time Spent, Topics Discussed, Target Audiences	
Total Events and Activities	6
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to All Events-Activities	1
Total Person-Hours of Effort Spent on All Events-Activities	20.00
Interactive Presentations to Public - Face to Face In-Person - Number of Events	3
Interactive Presentations to Public - Estimated Number of Attendees	105
Interactive Presentations to Public - Estimated Persons Provided Enrollment Assistance	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Interactive Presentations	1
Total Person-Hours of Effort Spent on Interactive Presentations to Public	16.00
Booth or Exhibit At Health Fair, Senior Fair, or Special Event - Number of Events	0
Booth or Exhibit - Estimated Number of Direct Interactions with Attendees	0
Booth or Exhibit - Estimated Persons Provided Enrollment Assistance	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Booths and Exhibits	0
Total Person-Hours of Effort Spent on Booths and Exhibits	
Dedicated Enrollment Event Sponsored By SHIP or in Partnership - Number of Events	0
Dedicated Enrollment Event - Est Number Persons Reached at Event Regardless of Enroll Assistance	0
Dedicated Enrollment Event - Estimated Number Persons Provided Any Enrollment Assistance	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assistance with Part D	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assistance with LIS	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assistance with MSP	0
Dedicated Enrollment Event - Estimated Number Provided Enrollment Assist Other Medicare Program	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Enrollment Events	0
Total Person-Hours of Effort Spent on Enrollment Events	
Radio Show Live or Taped - Not a Public Service Announce or Ad - Number of Events	0
Radio Show Live or Taped - Estimated Number of Listeners Reached	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Radio Events	0
Total Person-Hours of Effort Spent on Radio Events	
TV or Cable Show Live or Taped - Not a Public Service Announce or Ad - Number of Events	0
TV or Cable Show Live or Taped - Estimated Number of Viewers Reached	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Television Events	0
Total Person-Hours of Effort Spent on Television Events	
Electronic Other Activity - PSAs, Electronic Ads, Crawls, Video Conf, Web Conf, Web Chat - Events	0

Electronic Other Activity - Est Persons Viewing or Listening to Electronic Other Activity Across Campaign	0
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Electronic Other Activities	0
Total Person-Hours of Effort Spent on Electronic Other Activities	
Print Other Activity - Newspaper, Newsletter, Pamphlets, Fliers, Posters, Targeted Mailings - Events	3
Print Other Activity - Est Persons Reading or Receiving Printed Materials Across Entire Campaign	150
Number of Unduplicated SHIP Staff and Affiliated Partners Contributing to Print Other Activities	1
Total Person-Hours of Effort Spent on Print Other Activities	4.00
Medicare Parts A and B [Topic Focus]	6
Plan Issues - Non-Renewal, Termination, Employer-COBRA	1
Long-Term Care	0
Medigap - Medicare Supplements	6
Medicare Fraud and Abuse	3
Medicare Prescription Drug Coverage - PDP / MA-PD	5
Other Prescription Drug Coverage - Assistance	2
Medicare Advantage - Health Plans	5
QMB - SLMB - QI	4
Other Medicaid	1
General SHIP Program Information	5
Medicare Preventive Services	0
Low-Income Assistance	3
Dual Eligible with Mental Illness Mental Disability	0
Volunteer Recruitment	0
Partnership Recruitment	0
Other Topics	0
Medicare Pre-Enrollees - Age 45-64 [Target Audience]	4
Medicare Beneficiaries	6
Family Members Caregivers of Medicare Beneficiaries	4
Low-Income	6
Hispanic, Latino, or Spanish Origin	6
White, Non-Hispanic	6
Black or African-American	5
American Indian or Alaska Native	0
Asian Indian	0
Chinese	0
Filipino	0
Japanese	0
Korean	0
Vietnamese	0
Native Hawaiian	0
Guamanian or Chamorro	0
Samoan	0
Other Asian	0
Other Pacific Islander	0
Some Other Race-Ethnicity	0
Disabled	5
Rural	1
Employer-Related Groups	0
Mental Health Professionals	0
Social Work Professionals	0
Dual-Eligible Groups	3
Partnership Outreach	0

Presentations to Groups in Languages Other Than English	0
Other Audiences	0
Old Medicare Beneficiaries and/or Pre-Enrollees	0
Old Asian	0
Old Native Hawaiian or Other Pacific Islander	0