

MEDICARE RIGHTS

CENTER



Getting Medicare right



2009 Annual Report



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A Message from Medicare Rights Center Chairman of the Board Bruce Vladeck and President Joe Baker



Bruce Vladeck and Joe Baker

An economic downturn. Confusion surrounding health care reform legislation. An unprecedented number of aging Americans. These are just a few of the challenges facing the United States today. For the past 20 years, the Medicare Rights Center has been a place where people with Medicare, their loved ones and the professionals who serve them can turn for help dealing with some of these same issues.

And today our help is needed more than ever.

From our hotlines to our web sites, from live and virtual trainings to in-person counseling at community sites, Medicare Rights helps people get the information and assistance they need to stay healthy. During fiscal year 2009 (July 1, 2008 – June 30, 2009), we assisted more than 80,000 people through consumer and professional counseling and presentations. And by enrolling nearly 2,000 of these individuals in low-income assistance programs, we secured \$5.1 million in annual benefits for older adults in the greatest need.

We invite you now to read about our accomplishments in fiscal year 2009, and join us as we look to the future of health care in America at this tumultuous, exciting time.

Bruce Vladeck
Chairman of the Board

Joe Baker
President

Medicare Rights Center: Who We Are

The Medicare Rights Center is a national, nonprofit consumer service organization that works to ensure access to affordable health care for older adults and people with disabilities through counseling and advocacy, educational programs and public policy initiatives.

Since 1989, Medicare Rights has been helping people with Medicare understand their rights and benefits, navigate the health care system and secure the quality care they deserve. Medicare Rights is the largest and most reliable independent source of consumer-friendly Medicare information and assistance in the United States.

Medicare Rights believes in health care as a basic human right and is moved to action by the struggles and stories of the men and women it serves. Medicare Rights seeks a stronger, more effective Medicare program—one that should be a model of health care delivery to all Americans.



Medicare Rights Center Staff

The Front Line: Hotline Counseling

Consumer Hotline

The heart of the Medicare Rights Center is its Consumer Hotline. Launched in 1989, the hotline today receives thousands of calls each year. Expert staff and volunteer counselors assist each caller in finding answers to his or her health care questions. And counselors regularly meet to share common issues heard on the hotline, which inform the development of new educational materials and policy positions.

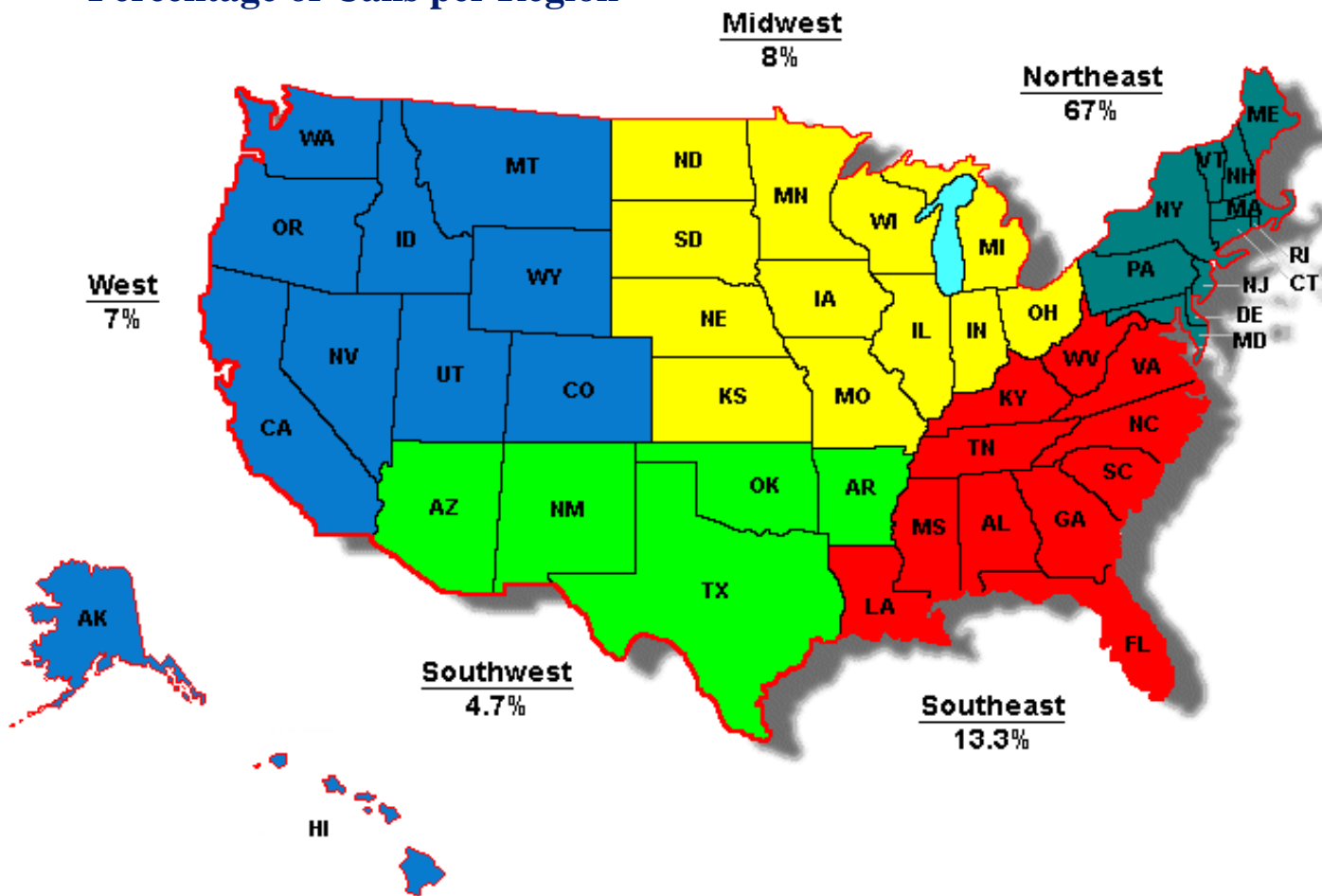
4 In fiscal year 2009, Medicare Rights Center's Consumer Hotline staff and volunteers directly helped more than 15,000 consumers and their families find answers to their Medicare questions. Many of these calls became cases, which our expert staff worked to resolve. In the course of the year, Medicare Rights also began systematically screening Consumer Hotline callers for low-income programs that help cover Medicare costs.

Thanks to this new screening protocol, Medicare Rights Center's enrollment specialists submitted nearly 2,000 low-income assistance applications over the course of the year. In addition, through an enrollment project with the Benefits Data Trust, Medicare Rights helped generate an additional \$17.5 million in savings for New York consumers and \$5 million for New York State.

Appeals Hotline

The Medicare Rights Center's Appeals Hotline helps people with Medicare and their caregivers navigate the complicated appeals process. In fiscal year 2009, Appeals Hotline counselors helped 3,746 callers who received denials for needed health services, and completed 40 Part D appeals cases for clients in 20 states. Appeals caseworkers answer basic coverage questions and also shepherd clients through the appeals process.

Percentage of Calls per Region



“The stories we hear on the Appeals Hotline have the power to direct our policy work. For example, after hearing from many clients who were being denied their medications because they were prescribed for off-label purposes (that is, for purposes not approved by the Food & Drug Administration), Medicare Rights Center took on this issue. In part as a result of our advocacy, this policy was changed, and we were able to help a client win her appeal (the first of its kind), saving her roughly \$90,000 each year on costly medications.”

Dina Wizmur, Deputy General Counsel

In-Person Assistance: Medicare Rights Center's Community Counseling

In addition to providing support to our clients over the phone, the Medicare Rights Center leads programs in communities throughout New York and around the nation that bring counselors directly to clients, providing them with meaningful one-on-one assistance.

SOS Medicare and Health Advocacy Workshops

The Seniors Out Speaking on Medicare (SOS Medicare) program brings Medicare Rights Center's volunteers into communities in New York City and Westchester County to educate older New Yorkers about Medicare issues. The volunteers present "Medicare Minutes," short, informative presentations about timely Medicare topics. Last year, volunteers led over 400 SOS Medicare Minute presentations. In addition to these presentations, Westchester volunteers facilitated over 40 Health Advocacy Workshops in fiscal year 2009. These workshops train older community members to become effective advocates for themselves and their peers, and address topics such as "How to Talk to Your Doctor" and "How to Navigate a Hospital Stay."

Building on the success of the SOS program in Westchester and New York City, Medicare Rights partnered with local Area Agencies on Aging to successfully replicate the program in Kansas and Maryland during fiscal year 2009.



Lois Steinberg
Westchester Program Director

"The Medicare Rights Center's Westchester program currently engages 61 volunteers who reach over 1,500 older adults each month with information to keep them up-to-date on their Medicare benefits. The highlight of fiscal year 2009 was receiving the MetLife Foundation's Award of Excellence in Older Volunteer Program Management. Most of our volunteers are retired professionals—educators, social workers, lawyers and business executives—who enjoy helping people understand the complexities of Medicare."

Lois Steinberg, Westchester Program Director

Giving Back: The Role of Volunteers

Community Volunteers

The Medicare Rights Center's committed corps of trained volunteers is central to our success. We are fortunate to engage over 150 volunteers who give their time to counsel people with Medicare and their families. Volunteers play a very important role in both telephone and face-to-face counseling, and participate in our education and outreach activities. In turn, volunteers become educated themselves, and have the satisfaction of knowing that they have helped make a difference in people's lives. Volunteers come to Medicare Rights from diverse walks of life, and many stay for years.



Medicare Rights Center Hotline

We Appreciate Our Volunteers

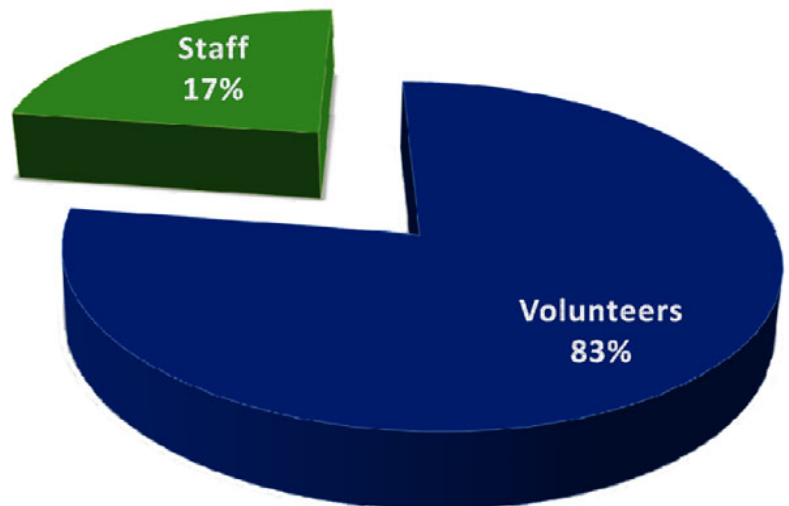


Nicki Morelli, Peter Kerr, Volunteer Support Services AmeriCorps VISTA James Wong, Linda Alster, Frank Burger, Irene Dobronski, Fay Mattana and Director of Casework Susan Batkin

Volunteers make up more than three quarters of Medicare Rights Center's workforce.

"After thirteen years, it feels pretty terrific to know that at the end of the day, you've done something worthwhile to help another person."

Mary Cullen, Hotline Volunteer



Fellows and Corps Members

Each year the Medicare Rights Center engages a group of talented fellows, AmeriCorps VISTAs and Avodah Jewish Service Corps members. Fellows and corps members build the capacity of Medicare Rights, developing and implementing programs to help us reach more clients every year. These young women and men learn about today's health care landscape by working with staff and volunteers who help people navigate it. Many go on to careers in medicine, law and health policy.



*AmeriCorps VISTAs and Fellows 2008-2009
Mitchell Clark, Chinwe Nwosu, Nicole Archambault and
Joe Andress*



*AmeriCorps VISTAs, Fellows and Avodah 2009-2010
(back row) James Wong, Laura Frischer, Michelle Matthews,
Mindy Feldman, Jessica Foster, Nathan Heggem.
(front row) Courtney Cohen, Jessica Means and Kristin Brown*

“While serving as an AmeriCorps VISTA at the Medicare Rights Center, I had the wonderful opportunity to work with a dedicated force of volunteers. We worked to inform Medicare consumers about the preventive services they are entitled to, and [were] a source of information and a gateway to getting help with problems. Witnessing the dedication of the volunteers, as well as the appreciation of the people we were helping, was an experience I will always remember.”

Mitchell Clark, 2008-9 AmeriCorps VISTA, now a Health Advocacy Enrollment Associate

Creating Savings: Enrollment in Low-Income Assistance Programs



The Medicare Rights Center helps eligible clients understand and secure public benefits, which help pay for the costs associated with Medicare. Last year we helped nearly 2,000 people with low incomes enroll in these benefits, resulting in annual savings of more than \$5.1 million, which is also expected in subsequent years. Benefits include:

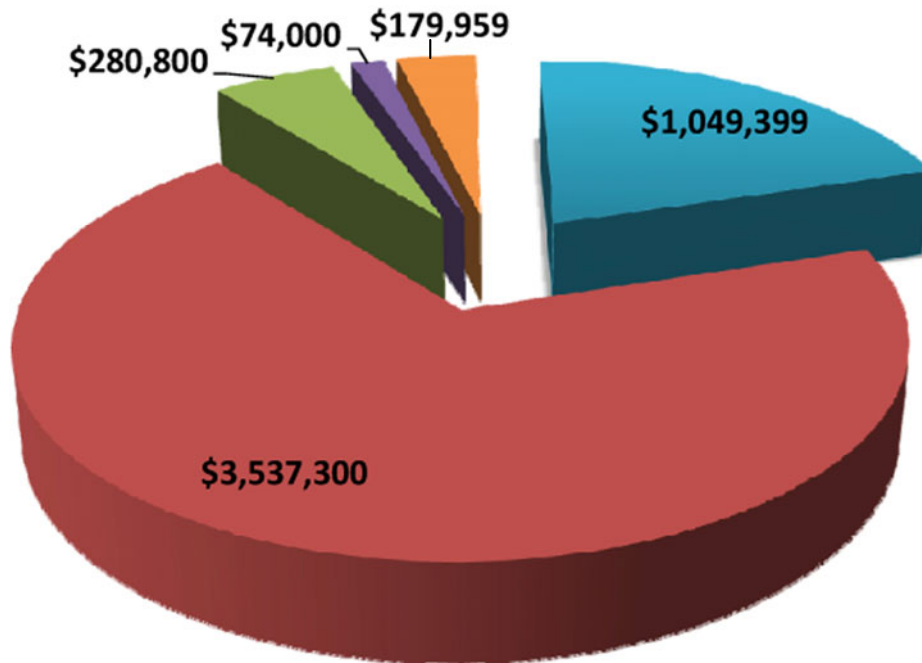
- Medicare Savings Programs;
- The Part D “Extra Help” drug subsidy;
- State Pharmaceutical Assistance Programs (including the Elderly Pharmaceutical Insurance Coverage [EPIC] program in New York State).

Mr. G is an example of the thousands of clients Medicare Rights helps each year who have

“A good friend told me about the Medicare Rights Center, and . . . a caseworker was able to help me help my mother enroll in Medicare, Medicaid and a Medicare Savings Program. This process would have been utterly impossible without Medicare Rights. Thanks to their help, my mother received the health coverage she needs, and we both received peace of mind.”

questions about meeting their health-related costs. His mother lost her private health care insurance because she could no longer afford to pay the rising costs of her plan. After many attempts with Social Security, Medicare and various other agencies, Mr. G was told his mother had lost her chance to receive Original Medicare benefits because she didn’t enroll when she turned 65. At this point, Mr. G came to Medicare Rights for help:

**Estimated Benefits Generated Through Casework Interventions by
Medicare Rights Caseworkers
July 2008 – June 2009**



- Medicare Savings Program Enrollment
- Low-Income Subsidy Enrollment
- Medicare Part A Buy-In

- Low-Income Subsidy Enrollment (resulting from MSP)
- EPIC Enrollment (New York)

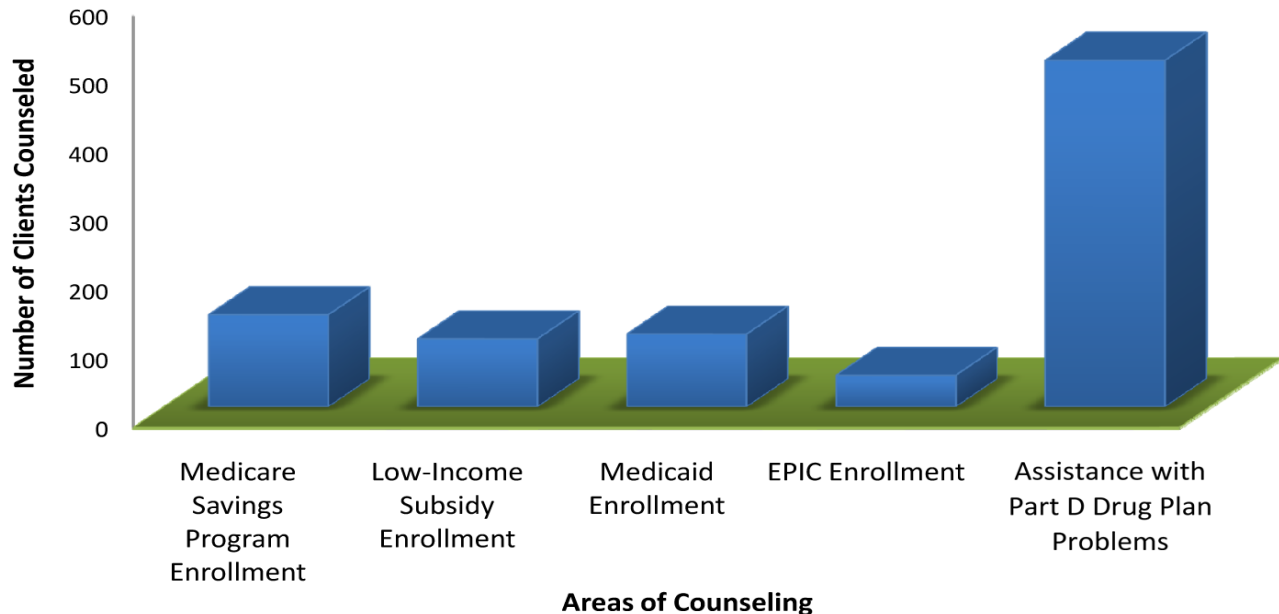
Medicare/Medicaid Assistance Project

Through the Medicare/Medicaid Assistance Project, or MMAP, the Medicare Rights Center provided one-on-one counseling at 16 New York City community centers during fiscal year 2009, serving neighborhoods including Washington Heights, East Harlem, the Upper West Side, Lower Manhattan, the Bronx and Queens. Our field counselors help people with Medicare understand their drug plan options, enroll in low-income programs and navigate other Medicare-related issues. Last year, bilingual field counselors helped over 3,400 clients, enrolling 385 of these individuals in low-income assistance programs.

“Seeing firsthand the conditions clients live in or barriers they face really makes me appreciate the difference our work can make in their lives. It is great to be able not only to help clients get medications they need or enroll in low-income programs, but to empower them to be better advocates for themselves in the future. It is so rewarding to see how appreciative the clients are.”

Natalie Barragan, Caseworker

Number of MMAP Clients COUNSELED on a Specific Topic July 2008 – June 2009



Increasing Capacity: Medicare Rights Center's Services for Professionals

Doctors, nurses, social workers, advocates and other health professionals are continually faced with Medicare questions they cannot answer. By educating these professionals about Medicare through our Professional Hotline and trainings, the Medicare Rights Center significantly increases the number of consumers who are helped. At the same time, we build the capacity of allied organizations to serve their own clients. Last year, through our Professional Hotline and live and virtual trainings, Medicare Rights reached over 8,500 professionals with the information they needed to help their clients.

Professional Hotline

The Medicare Rights Center's Professional Hotline is a go-to source for professionals who work with people with Medicare and their families, and our dedicated hotline staff brings accurate, unbiased information and technical support to organizations nationwide. Last year, Medicare Rights Center's expert counselors helped over 6,000 professionals who had questions on behalf of their clients, a 44 percent increase over fiscal year 2008.

Here is what a staff member from the National Council on Aging had to say after receiving counseling from a Medicare Rights staff member:

“The Medicare Rights enrollment team was so helpful—very nice, informative and they really know their stuff. It took no time at all for them to fix our problem.”

A social worker from a clinic in Brooklyn was also glad to have Medicare Rights to turn to for help:

“Thank you for your help today and for your speedy response. I hope one of these options pans out for my client and will let you know. I will very likely call you for assistance in the future. I wish I had known an organization like this existed to help with the often complicated rules of Medicare. Thank you so much.”

Trainings, Webinars and Presentations

The Medicare Rights Center's interactive trainings and presentations carry information to professionals in communities throughout New York. These educational sessions focus on topics such as enrollment in low-income programs and understanding the Part D drug benefit. Medicare Rights Center's popular webinars, which are available to professionals across the country, reached more than 1,500 advocates last fiscal year. In New York City, Medicare Rights reached an additional 1,000 professionals through live trainings.



Medicare Rights conservatively estimates that each professional we educate goes on to help four Medicare consumers. By helping 8,500 professionals in fiscal year 2009, we therefore served an additional 34,000 clients.

Technical Assistance

Medicare Rights provides dedicated technical assistance to both the New York State Health Insurance Assistance Program (SHIP) and the New York City Managed Care Consumer Assistance Program Network (NYC MCCAP). All SHIP and MCCAP professionals are backed up by the Medicare Rights Center's extensive resources, including Medicare Interactive (www.medicareinteractive.org) and expert caseworkers.

Empowering Consumers: Medicare Rights Center’s Publications and Media Presence

MedicareRights.org

For the Medicare Rights Center, as for any organization today, our web site is the “front door” for information seekers and donors alike. During the past year, our redesigned web site played a key role in promoting services to people who need them, while also attracting a growing base of donors and volunteers. Our new web site showcases our work and engages various constituencies—consumers, caregivers, professionals, journalists, advocates, volunteers and prospective donors—in the Medicare dialogue. MedicareRights.org

now also links seamlessly to MedicareInteractive.org, our independent online resource that is the only source of comprehensive, consumer-friendly Medicare information on the web.

MedicareInteractive.org

Medicare Rights works daily to turn complex Medicare policy into consumer-friendly language, and to carry the consumer experience to policymakers. MedicareInteractive.org enables us to counsel tens of thousands of people each year—and empowers consumers and professionals to find information themselves. In fiscal year 2009, Medicare Rights customized MedicareInteractive.org for all 50 states, and the site received over 400,000 visits.

The screenshot shows the Medicare Rights Center website homepage. At the top, there is a navigation bar with links for "Standard View / High Contrast View", "En Español", and "Text Size: A A". Below this is a search bar with the text "Search our site:" and a "SEARCH" button. The main header features the "MEDICARE RIGHTS CENTER" logo with the tagline "Getting Medicare right". To the right of the logo, there is a brief description of the center's mission: "The Medicare Rights Center works to ensure access to affordable health care for older adults and people with disabilities through counseling, educational programs and public policy initiatives." and a "DONATE NOW" button with a right-pointing arrow.

The main content area is divided into several sections. On the left, there is a vertical navigation menu with links for "Home", "About Us", "Medicare Answers", "Issues and Action", "Newsroom", "Volunteers", "Support Us", and "Theatre Event". The central focus is a large blue banner with the text "Learn more about health reform and Medicare" and an image of the U.S. Capitol building. Below this banner are two main content boxes. The left box is titled "Press Release" and contains text about Medicare plan changes from November 15 to December 31. The right box is titled "News & Action" and contains buttons for "Video", "News", and "Newsletter". At the bottom left, there is a section for "Medicare Interactive" with a question "Having trouble navigating the Medicare maze?" and a search bar. At the bottom right, there is a video player titled "Medicare Rights Center" showing a woman speaking.

Newsletters

In fiscal year 2009, the Medicare Rights Center published four free electronic newsletters, each designed to reach different audiences with the latest Medicare information.

- *Dear Marci* helps consumers understand their Medicare options. Each issue features Medicare coverage advice, basic health tips and links to vital health care resources. Currently, *Dear Marci* reaches over 85,000 consumers each week.
- *The Medicare Counselor* is a bimonthly publication that helps social workers, health care providers and other professionals stay up-to-date on Medicare issues that affect their clients.
- *Medicare Watch* is a biweekly publication for national and community groups and professional agencies. It provides brief summaries of Medicare news and changes in Medicare benefits and rules, and features interesting cases from Medicare Rights Center's hotlines.
- *Asclepios*, named for the Greek god of healing, is a weekly policy update that alerts readers to key Medicare advocacy developments, and offers ways for readers to get involved in improving American health care.

“Over the past year, we’ve begun offering in-house trainings to New York City professionals, and our newsletters and web sites are reaching more people than ever. Educating consumers and the professionals who serve them is the first step toward making sure people get the health care they need, and Medicare Rights is constantly improving its tools and outreach to clients.”

Scarlet Watts, Director of Marketing

Media

As experts in the national and state policy arenas, a source of training and education programs and a provider of hotline services, the Medicare Rights Center is the prime source for journalists seeking up-to-date Medicare information for their stories. We work closely with local and national media outlets to get the word out about important policy issues and the day-to-day Medicare challenges that consumers face. Medicare Rights is frequently featured in major newspapers, including *The New York Times*, *The Wall Street Journal*, the *Los Angeles Times* and *The Washington Post*. Medicare Rights has also been a source of Medicare information for national and local television and radio news outlets, such as ABC, NBC, CBS, Fox News, MSNBC and NPR. Further, the Associated Press, Reuters, Bloomberg and *Kiplinger's Personal Finance* regularly turn to Medicare Rights for Medicare-related reports. In fiscal year 2009, Medicare Rights had 518 media placements and fielded 235 press inquiries.

The New York Times

June 25, 2009
LETTERS

Will a Public Plan Bring Better Care?

To the Editor:

The wisdom of creating a public health plan to compete with private insurers is informed by years of competition between the public Medicare plan and private Medicare plans. During these years, when some private plans have responded to cost pressures by abandoning their Medicare enrollees or passing on higher costs as higher premiums and co-payments, the public Medicare plan has been an invaluable safety net for seniors and people with disabilities, who might otherwise be uninsured.

And some private plans have thrived in competition with Medicare, despite its lower administrative costs and a ability to set reimbursement rates for medical providers. These plans have found creative solutions to coordinating care and keeping costs down. A public plan can improve American health, stabilizing the marketplace and driving innovation.

If competition is good, then good competition is better.

Joe Baker
President, Medicare Rights Center
New York, June 23, 2009

Los Angeles Times

Medicare benefits slated to change

By Janet Kidd Stewart
May 24, 2009

AP Associated Press

Campaign to end 2-year insurance gap for disabled

By RICARDO ALONSO-ZALDIVAR, Associated Press Writer
Wednesday, November 12, 2008

THE WALL STREET JOURNAL

Medicare Part B Involves Some Complicated Choices

By KELLY GREENE
FEBRUARY 27, 2009

These various options -- choosing between retiree health benefits or coverage through a current employer, in addition to deciding whether to enroll in Part B at age 65 -- mean older adults should ask themselves two questions, says Paul Precht, policy director for the nonprofit Medicare Rights Center in Washington: "Which benefit is better now -- and which is better in the long term?"

What's more, retiree benefits typically change when you reach 65 and qualify for Medicare. Instead of providing primary insurance coverage, retiree coverage usually "wraps around Part B, covering deductibles and cost-sharing," Mr. Precht says, noting that some federal retiree health plans may not work that way.

Turning Experience into Action: Medicare Rights Center's Public Policy Initiatives

The debate over health care reform moved to the political forefront in 2009, and the Medicare Rights Center was there to advocate for our clients. The trends we observe in our work with clients help us become better advocates in Washington. Our combination of direct service and policy work gives us a unique perspective, and we strive to ensure that real people's stories reach the highest levels of government, and that decisions made in Washington and Albany are in the best interest of our clients.

National Accomplishments

Working with legislators, independent policymakers, and state and national coalitions, the Medicare Rights Center ensures that the voices of our clients are heard.

In fiscal year 2009, Medicare Rights and other advocates encouraged passage of the Medicare Improvements for Patients and Providers Act (MIPPA). This law includes provisions that expand Medicare Part D drug coverage to include off-label uses of cancer drugs, raise the allowed asset levels for Medicare Savings Programs, foster better coordination among state and federal entities in enrolling eligible people in Medicare low-income programs and offer new preventive benefits to people with Medicare.



*Director of Policy and Communications Paul Precht and
Policy Counsel Ilene Stein*

Following the election of President Obama in November 2008, Medicare Rights submitted a transition memo to the new administration. In the course of the year, Medicare Rights also published a brief, sponsored by Consumers Union, and participated in several key national coalitions. Through these and other channels, we and our allies urged the federal government to take the following steps to improve health care for this and future generations of older Americans and people with disabilities on Medicare:

- Enact regulations that prohibit drug prices under the Part D drug benefit from being artificially inflated, which pushes people into the “doughnut hole” sooner;
- Prohibit excessive and discriminatory out-of-pocket spending in Medicare Advantage plans, and standardize available plan options;
- Reform the calculation of the Part D premium subsidy for people with low incomes;
- Protect people with Medicare from unfair and misleading marketing by authorizing states to regulate the marketing practices of Medicare private plans.

Medicare Rights also assembled and led a coalition of over 100 groups to advocate for the end of the two-year waiting period for Medicare for people with disabilities.

Some of these groups include:

**Alzheimer’s Association
American Cancer Society
Center for Medicare Advocacy
Families USA
The Leukemia and Lymphoma Society
National Health Council
National Kidney Foundation**

New York State Accomplishments

- Advocacy efforts led by the Medicare Rights Center resulted in many positive changes to the application process for Medicare Savings Programs (MSP). For example, the application form was shortened to one page, face-to-face interview requirements and the asset test were eliminated and the language used in the application form was made more consumer-friendly.
- A pilot effort by Medicare Rights and the Benefits Data Trust (BDT) enrolled more than 3,500 Elderly Pharmaceutical Insurance Coverage (EPIC) members in MSPs and Extra Help, with an estimated value of \$17.5 million for individuals and \$5 million in savings for the state.
- On behalf of its members, EPIC continues to appeal wrongful denials of drug coverage by Part D plans. Work between October 2008 and June 2009 resulted in approximately \$3.4 million in savings for the EPIC program and its members.
- Medicare Rights provides support to Health Insurance Information, Counseling and Assistance Programs (HIICAPs) in all 62 counties of New York State through our HIICAP and professional hotlines, print and online resources, webinars and monthly conference calls. HIICAPs, which serve as New York State's Health Insurance Assistance Program (SHIP), rely on Medicare Rights for monthly policy updates, and place roughly 100 calls per month to our dedicated HIICAP hotline.

All in all, the Medicare Rights Center's work saved New York State at least \$8.5 million in fiscal year 2009.

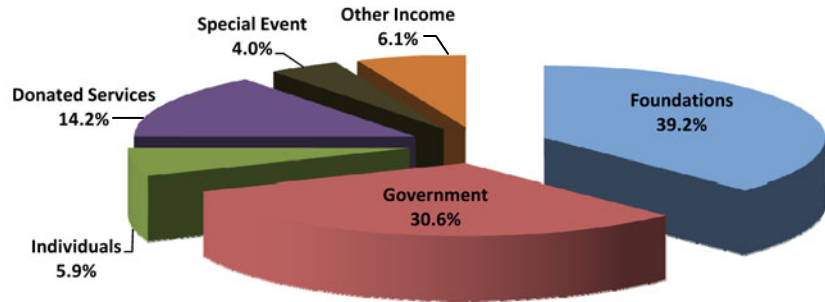
Financial Information

Fiscal Year 2009 (July 1, 2008 – June 30, 2009)

Support

Foundations	\$1,474,500	39.2%
Government	\$1,149,610	30.6%
Individuals	\$222,736	5.9%
Donated Services	\$532,664	14.2%
Special Event	\$149,153	4.0%
Other Income	\$228,554	6.1%

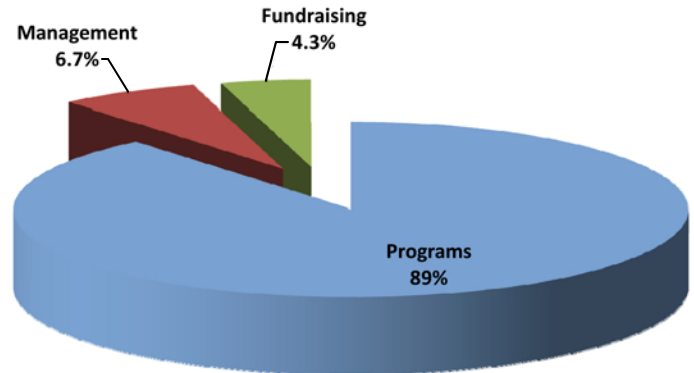
Total \$3,757,217



Expenses

Programs and Services	\$3,464,513	89.0%
Management	\$260,670	6.7%
Fundraising	\$167,529	4.3%

Total \$3,892,712



WE THANK OUR SUPPORTERS

The Medicare Rights Center gratefully acknowledges our individual donors and those who have donated goods and services to the organization. Their names appear in the online version of the Annual Report at www.medicarerights.org.

Foundation Support

Altman Foundation	Public Welfare Foundation
Helen Andrus Benedict Foundation	Retirement Research Foundation
Borchard Foundation	Rhodebeck Charitable Trust
Community Health Foundations of Western and Central New York	Robin Hood
Jean and Louis Dreyfus Foundation	Fan Fox and Leslie R. Samuels Foundation
Baisley Powell Elebash Fund	Starr Foundation
Henry J. Kaiser Family Foundation	Ernst C. Stiefel Foundation
Jacob and Valeria Langeloth Foundation	Isaac H. Tuttle Fund
Metzger-Price Foundation	Van Ameringen Foundation
New York Community Trust	Anonymous Donors
New York State Health Foundation	

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New York State Assembly Members: George Latimer,
Daniel O'Donnell, Mike Spano, Mark Weprin
New York State Office of the Aging
New York State Department of State
Westchester Department of Senior Programs and Services

Board of Directors



From left to right: Alicia Glekas Everett, Donna Regenstreif, Herman Rosen, Larry Madison, Edith Everett, Simon Stevens, Joe Baker, Marilyn Moon, Alex Gleser, Bruce C. Vladeck, Alan B. Lubin. Not pictured: Micki M. Chen, Daniel A. DeVito, Jeffrey Krinsk and Perri Peltz

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**as of 2/19/2010*

Medicare Rights Center Staff

Joe Baker President	Mitchell Clark Health Advocacy Enrollment Associate	Chinwe Nwosu Health Advocacy Training and Casework Associate	Scott Thomas Director of Education
Joe Andress Health Advocacy Part D Appeals Associate	Scott Dershowitz Coordinator of Enrollment and State Policy Initiatives	Hannah Oakland Health Advocacy Professional Services Associate	Sylvia Vogelman Director of Development
Carol Arnold Operations Manager	Jenny Edelman Education Associate	Lisa Okamoto Health Care Advocate	Scarlet Watts Director of Marketing
Walter Bach Medicare Assistance Hotline Counselor	Mindy Feldman Health Advocacy Avodah Fellow	Jenny Pena Enrollment Counselor	Norman Weintraub Enrollment Specialist, Extra Help and Medicare Savings Programs
Natalie Barragan Health Advocacy Enrollment Associate	Lizaura German Volunteer Coordinator	Rebecca Porper Appeals Counselor	Dina Wizmur Deputy General Counsel
Heather Bates Director of Enrollment for Low-Income Programs	Kim Glaun Senior Policy Counsel	Paul Precht Director of Policy and Communications	AmeriCorps VISTA Members
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		Akiko Takano Deputy Director of Communications	Michelle Matthews Education
			James Wong Volunteer Support Services

**as of 2/19/2010*

Here's what our clients have to say about the Medicare Rights Center:

"I want to thank you and the rest of the staff for the excellent work you're all doing to help us senior citizens to live our lives a little more comfortably."

— Mr. D, New York, New York

"I commend you all. I appreciate and am deeply grateful for your services."

— Mrs. J, Tampa, Florida

"Please accept my grateful appreciation for the commitment and concern of your caseworkers and the efforts of the Medicare Rights Center to help people like me."

— Ms. M, Queens, New York

"Medicare Rights volunteers have tirelessly counseled Westchester County seniors and disabled population about their insurance options. Volunteers from the Medicare Rights Center are professional, capable and committed to helping older Americans and people with disabilities understand the complex Medicare system and the options that are available to them. We believe that Medicare Rights Center does a fabulous job."

— Ms. P, Westchester County Department of Senior Programs and Services

"Thank you for your support, honesty, cooperation, caring and understanding. You go above and beyond what is required of you."

— Ms. G, Siler City, North Carolina

Production staff for the Annual Report
Mitchell Clark, Courtney Cohen and Nathan Heggem

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