



# MEDICARE RIGHTS CENTER

Getting Medicare right

## 2015 Annual Report Highlights

### Mission Statement

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.

### Consumer Helpline

The heart of the Medicare Rights Center's work is its national Consumer Helpline. The helpline provides nearly 15,000 counseling sessions annually to people with Medicare and their families (not counting the individuals served by Medicare Rights' Spanish-language Helpline). Each caller to the Consumer Helpline receives one-on-one assistance from a trained Medicare Rights expert, and each client's information is entered into Medicare Rights' customized database, where it can be turned into reports and analyzed for education and policy purposes.

### MedicareInteractive.org

Medicare Interactive—[www.MedicareInteractive.org](http://www.MedicareInteractive.org)—is an online compendium of Medicare answers, presented in a searchable, consumer-friendly format. The site includes hundreds of pages, including the newly updated Medicare and End-Stage Renal Disease series, information about observation stays, and considerations to take into account during the Fall Open Enrollment Period. Partners across the country, including Area Agencies on Aging, State Health Insurance Information and Assistance Programs, and other advocates, turn to Medicare Interactive for answers, and refer diverse clients to the site. Last year, the site received almost two million visits, a 33 percent increase over the previous year.

### Helping Low-Income Beneficiaries Enroll in Benefits

At the end of each call taken on Medicare Rights' helplines, volunteers and staff members screen the caller for Medicare low-income benefits. These benefits, the Medicare Savings Programs (MSP) and the Part D prescription drug benefit's Extra Help subsidy, help Medicare beneficiaries pay for premiums and prescription drugs. Thanks to its screening and enrollment efforts, last year Medicare Rights processed 2,500 benefits on behalf of callers, securing a value of \$6.5 million for these beneficiaries and helping ensure their access to needed care.

### Trainings & Presentations

The Medicare Rights Center offers a variety of in-person and online trainings and presentations to professionals and beneficiaries throughout the country. These sessions cover topics such as Medicare basics, enrollment in Medicare-related low-income benefits, and the Medicare appeals process. Medicare Rights provides training, technical assistance, and promotional activities in support of the State Health Insurance Assistance Program (SHIP) and 54 SHIP projects nationally. Serving as the Medicare content expert of the SHIP Technical Assistance Center, Medicare Rights develops and implements an integrated training and counseling platform for SHIPs to use in educating their staff and volunteers and helping beneficiaries navigate Medicare and Medicaid questions.

## Professional Services

Social workers, doctors, nurses, attorneys, and other professionals are frequently asked questions about Medicare that they have difficulty answering. The Medicare Rights Center educates these professionals about Medicare benefits, options, and changes to the program. In so doing, Medicare Rights increases professionals' capacity to serve their own clients, thereby reaching an even greater number of beneficiaries. Last year also saw exciting developments in Medicare Rights' services for professionals, particularly related to new trainings, online resources, and outreach strategies.

## Medicare Minutes

The Medicare Rights Center leads a national series of peer-to-peer educational programs called Medicare Minutes. Through Medicare Minutes, Medicare Rights works with host organizations nationally to enlist,

train, and track the outcomes of volunteers as they help their friends and neighbors understand Medicare and related health insurance coverage by giving short presentations on timely topics. Medicare Minutes build camaraderie among older adults, strengthen community-based organizations, and encourage participants to become advocates for their own health care and that of their peers.

## Media

Medicare makes headlines. For journalists seeking up-to-date information on a variety of Medicare topics, the Medicare Rights Center serves as an invaluable resource. Recent media hits of note include coverage in The New York Times, Kaiser Health News, the Huffington Post, and quotes in a variety of articles in publications such as PBS NewsHour, The Wall Street Journal, Washington Post, The Los Angeles Times, NY Daily News, and Kiplinger's Retirement Report.

## FY 2015 Financials

(July 1, 2014 - June 30, 2015)

<b>Support</b>	% Percentage	\$ Amount
Foundations	26.8%	\$1,098,286
Government	45.7%	\$1,871,405
Individuals	3.7%	\$153,170
Donated Services	1.9%	\$76,842
Special Event	13.5%	\$554,003
Other Income	8.3%	\$341,092
<b>TOTAL</b>	<b>100.0%</b>	<b>\$4,094,798</b>

<b>Expenses</b>	% Percentage	\$ Amount
Programs and Services	80.9%	\$2,711,180
Management	8.4%	\$280,174
Fundraising General	6.3%	\$209,523
Fundraising Special Event	4.5%	\$150,852
<b>TOTAL</b>	<b>100.0%</b>	<b>\$3,351,729</b>