



Annual Report Highlights Fiscal Year (FY) 2019

(July 1, 2018 – June 30, 2019)

Mission

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.

National Helpline

The heart of the Medicare Rights Center's work is its national helpline. The helpline answers nearly 20,000 questions annually for people with Medicare, their families, and the professionals serving them. Each helpline caller receives one-on-one assistance from a trained helpline counselor, and each client's information is entered into Medicare Rights' customized database, where it can be translated into reports and analyzed for education and policy purposes.

Helping Low-Income Beneficiaries Enroll in Benefits

At the end of each call taken on Medicare Rights' helpline, counselors screen the caller for Medicare-related 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 submitted over 2,000 benefit applications on behalf of callers, securing a value of \$6.5 million for these beneficiaries and helping ensure their access to needed care.

MedicareInteractive.org

Medicare Interactive—www.medicareinteractive.org—is an online resource of Medicare answers, presented in a searchable, consumer-friendly format. The site includes hundreds of pages, and some of the most popular topics include the differences between Medicare and Medicaid; what to do if a Medicare card is lost, stolen, or damaged; and Medicare eligibility for those under 65. Partners across the country, including Area Agencies on Aging, State Health Insurance Assistance Programs, and other advocates, turn to Medicare Interactive for answers and refer their clients to the site. Last year, the site received nearly three million visits.

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 low-income benefits, and Fall Open Enrollment. 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.

Medicare Interactive (MI) Pro

Social workers, doctors, nurses, attorneys, and other professionals are frequently asked questions about Medicare that they have difficulty answering. In December 2016, Medicare Rights launched MI Pro, an online Medicare curriculum designed to empower professionals to better help their own clients, patients, employees, retirees, and others navigate a multitude of Medicare questions. Professionals taking MI Pro courses can learn at their own pace using their online login and gain knowledge on Medicare rules, benefits, and plan options. MI Pro also offers Continuing Education credits for human resources professionals, Certified Public Accountants, social workers, Certified Financial Planners, insurance producers, and nurses. With MI Pro, Medicare Rights increases professionals' capacity to serve their own clients, thereby reaching an even greater number of beneficiaries.

Medicare Minute®

The Medicare Rights Center leads a national series of peer-to-peer educational programs called Medicare Minute. Through Medicare Minute, 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 Minute builds 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 placements in The Associated Press, Kaiser Health News, Forbes, CNBC, USA Today, and The New York Times.

FY 2019 Highlights

Questions answered for consumers and professionals	24,872
Benefit applications submitted on behalf of helpline callers	2,056
Value of benefits secured for clients	\$6,528,472
Helpline and enrollment volunteer hours	7,995
Visits to Medicare Interactive	2,906,308
Media placements	1,400

FY 2019 Financial

Support	% Percentage	\$ Amount
Foundations	27.0%	\$1,129,476
Government	46.2%	\$1,931,019
Individuals	4.0%	\$165,578
Donated Services	2.4%	\$100,968
Special Event	9.2%	\$385,897
Other Income	11.1%	\$464,939
Total	100%	\$4,177,877

Expenses	% Percentage	\$ Amount
Programs and Services	82.9%	\$3,209,856
Management	7.4%	\$286,974
Fundraising General	6.2%	\$241,261
Fundraising Special Event	3.5%	\$133,979
Total	100%	\$3,872,070