



Medicare Rights Center Annual Report Highlights for Fiscal Year (FY) 2023 (July 1, 2022 – June 30, 2023)



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.

National Helpline

The heart of the Medicare Rights Center’s work is its national helpline. Helpline staff and volunteers answered more than 31,000 questions last year 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 Beneficiaries with Limited Incomes Enroll in Benefits

At the end of each call taken on the Medicare Rights Center’s helpline, counselors screen the caller for Medicare-related cost assistance benefits. These benefits, including Medicare Savings Programs (MSPs) 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 2,700 benefit applications on behalf of callers, securing a value of more than \$12 million for these beneficiaries and helping ensure their access to needed care.

Medicare Interactive

Medicare Interactive—www.medicareinteractive.org—is the Medicare Rights Center’s online resource of Medicare answers, presented in a searchable, consumer-friendly format. The site includes hundreds of pages, with popular topics including an overview of the parts of Medicare (A, B, C, and D); the differences between Original Medicare and Medicare Advantage; Medicare’s coverage of home health care; and appealing denials of coverage. Partners across the country, including Area Agencies on Aging, State Health Insurance Assistance Programs (SHIPs), and other advocates, turn to Medicare Interactive for answers and refer their clients to the site. Last year, the site received nearly 2.9 million visits.

FY 2023 Highlights

Questions answered for consumers and professionals	31,760
Benefit applications submitted on behalf of helpline callers	2,785
Value of benefits secured for clients	\$12 million
Helpline and enrollment volunteer hours	8,320
Visits to Medicare Interactive	2.9 million
Media placements	467

FY 2023 Financials

Support	% Percentage	\$ Amount
Government	56	2,536,747
Foundations	19	864,703
Other Earned Income	10	400,578
Special Event	8	372,799
Individual Donations	3	119,628
Donated Services	2	101,104
Investment Income	2	99,091
Total	100.0	4,494,650

Expenses	% Percentage	\$ Amount
Programs and Services	82	3,514,193
Fundraising General	9	374,619
Management	7	307,004
Fundraising Special Event	2	105,163
Total	100.0	4,300,979

