



## 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

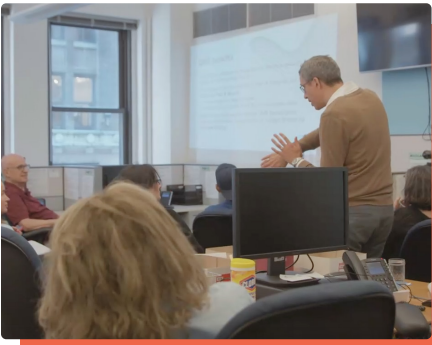
The heart of the Medicare Rights Center's work is its national helpline. Helpline staff and volunteers answered more than 31,000 questions last year for people with Medicare, their families, and the professionals serving them. Each helpline caller receives one-on-one assistance from a trained helpline 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](http://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.



## 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, Medicare cost assistance programs, and Fall Open Enrollment. Last year, Medicare Rights led 220 such presentations.

Medicare Rights also provides training, technical assistance, and promotional activities in support of the State Health Insurance Assistance Program 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. Last year, nearly 5,000 SHIP counselors used Medicare Rights-developed tests to equip themselves to help people with Medicare.

## Medicare Interactive (MI) Pro

Social workers, doctors, nurses, attorneys, and other professionals are frequently asked questions about Medicare that they have difficulty answering. The Medicare Rights Center maintains an online Medicare curriculum called MI Pro, designed to empower professionals to better help their clients, patients, employees, retirees, and others navigate many Medicare questions. Professionals taking MI Pro courses can learn at their own pace using their online login and gain knowledge of Medicare rules, benefits, and plan options. MI Pro also offers Continuing Education credits for certain professionals. With MI Pro, Medicare Rights increases professionals' capacity to serve their own clients, thereby reaching an even greater number of beneficiaries.



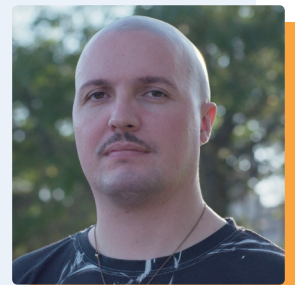
## Medicare Minute

The Medicare Rights Center leads a national peer-to-peer educational program called the Medicare Minute, which builds camaraderie among older adults, strengthens community-based organizations, and encourages participants to become advocates for their own health care. Medicare Rights offers monthly, virtual Medicare Minute programming online through Medicare Interactive and develops content that is used by Area Agencies on Aging, State Health Insurance Assistance Programs, Senior Medicare Patrols,

and others to reach their communities with unbiased Medicare information. Today, hundreds of participants attend Medicare Rights' live webinars each month, and many more receive information from neighbors and professionals in their communities. Each Medicare Minute program is organized around three key points, provides take-action steps, and offers time for participants to share their experiences and questions.

## 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 Forbes, The New York Times, The Wall Street Journal, The Associated Press, and The Washington Post.



## 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
<b>Total</b>	<b>100.0</b>	<b>4,494,650</b>

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
<b>Total</b>	<b>100.0</b>	<b>4,300,979</b>

