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# People with Medicare

**Demystifying Health Policy:**

**2017 Summer Intern Academy**

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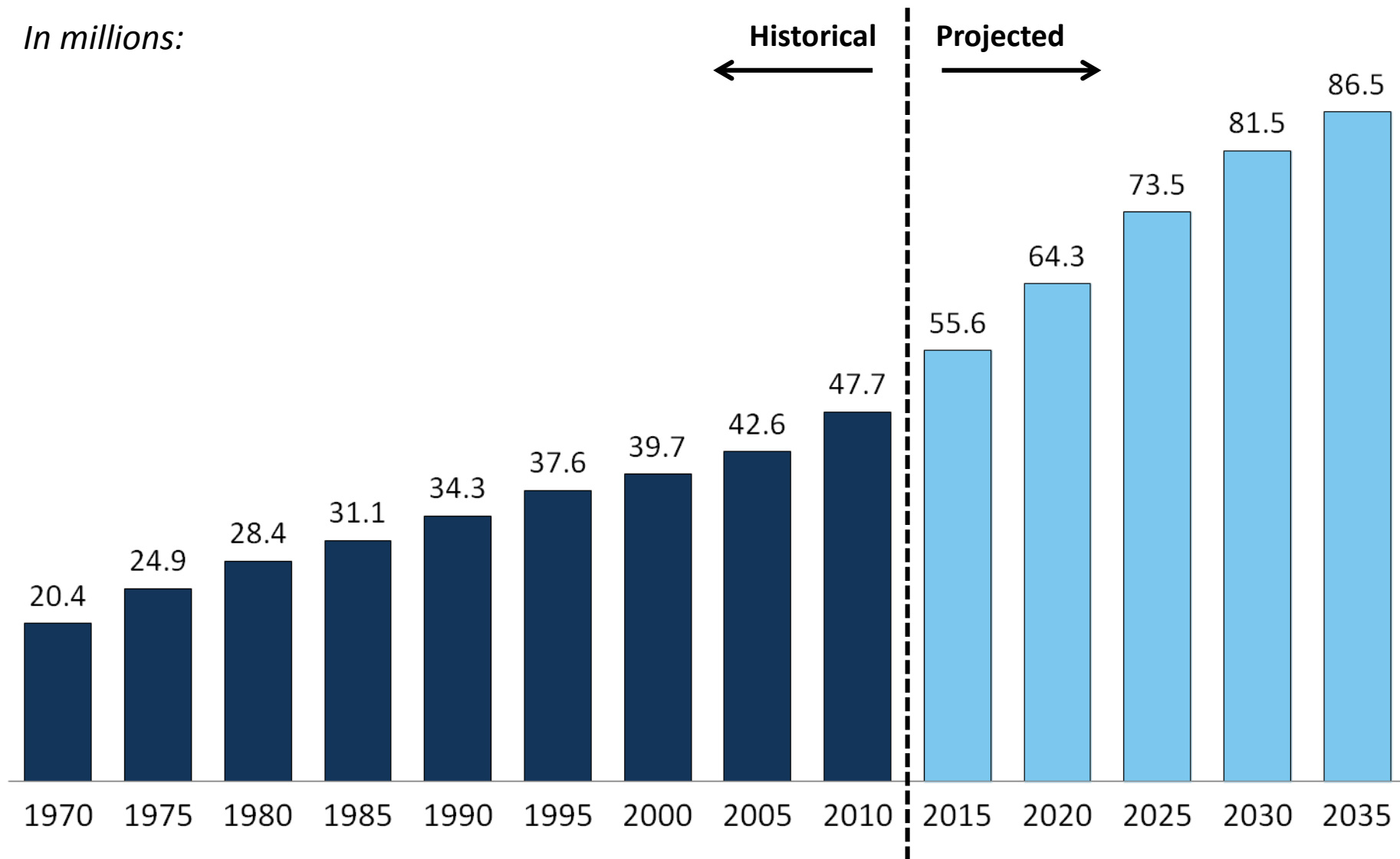
# About Medicare Rights

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- ❖ **Counseling** through a national helpline
  - Nearly 20,000 questions each year
- ❖ **Education** through web-based tools
  - More than 2.5 million served
- ❖ **Training** for Medicare counselors
  - MI Pro + SHIPs

# Medicare Enrollment, 1970-2035

*In millions:*



SOURCE: 2013 Annual Report of the Boards of Trustees of the Federal Hospital Insurance and Federal Supplementary Medical Insurance Trust Funds.

# People with Medicare

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- ❖ Half live on annual incomes of **\$26,200** or less
- ❖ Half have **\$74,450** or less in personal savings
- ❖ **25%** live on annual incomes of **\$15,250** or less
- ❖ **45%** with four or more chronic conditions
- ❖ **1 in 3** with one or more functional limitations
- ❖ **1 in 3** with a cognitive or mental impairment

# People with Medicare

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- ❖ Average Medicare household spends **14%** of income on health care vs. **5%** among non-Medicare households
- ❖ **1 in 3** enrolled in Medicare Advantage
- ❖ **1 in 5** receive Medicaid assistance
- ❖ **1 in 5** with Medigap supplemental coverage

# HEARD ON THE HELPLINE

## Top Helpline Issues

(Percent of all helpline calls)

Coverage/Denial

39%

Questions about Medicare coverage or having trouble accessing services or drugs.

Enrollment/  
Disenrollment

23%

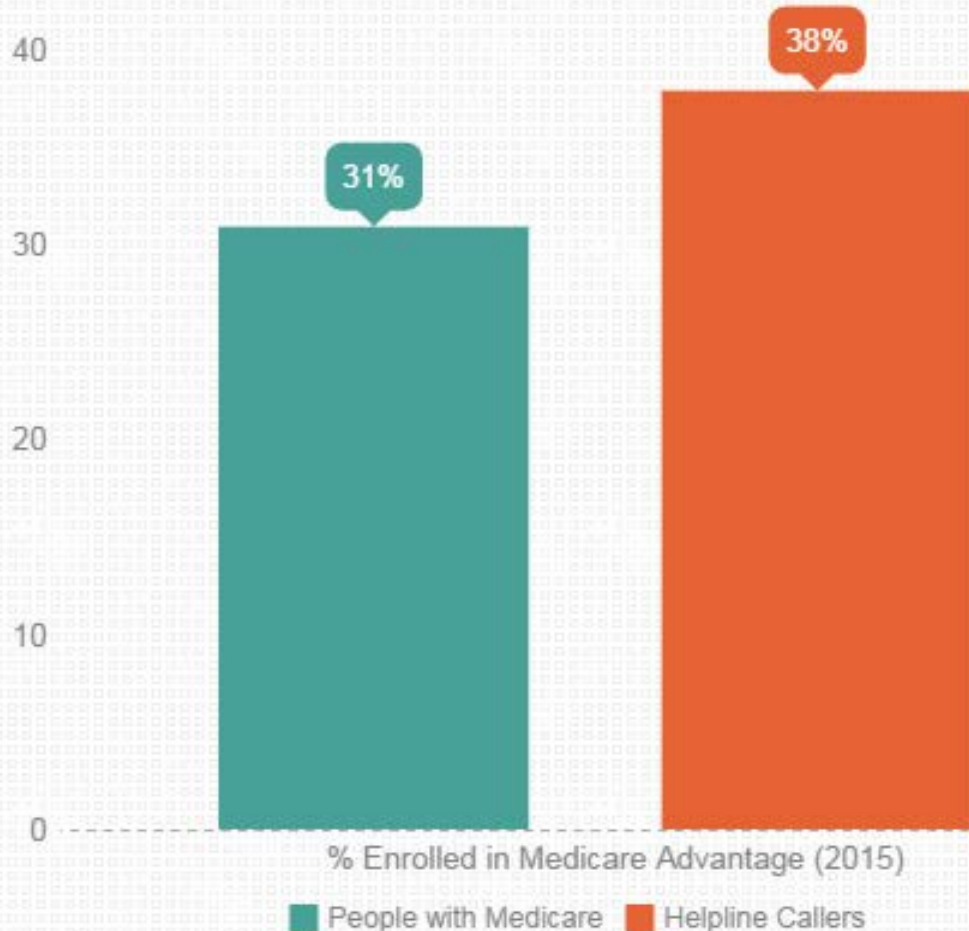
Need information about enrolling in Medicare or private plans.

Low-income  
Benefits

19%

Questions about low-income benefits or need helping accessing programs.

# PEOPLE WITH MEDICARE ADVANTAGE



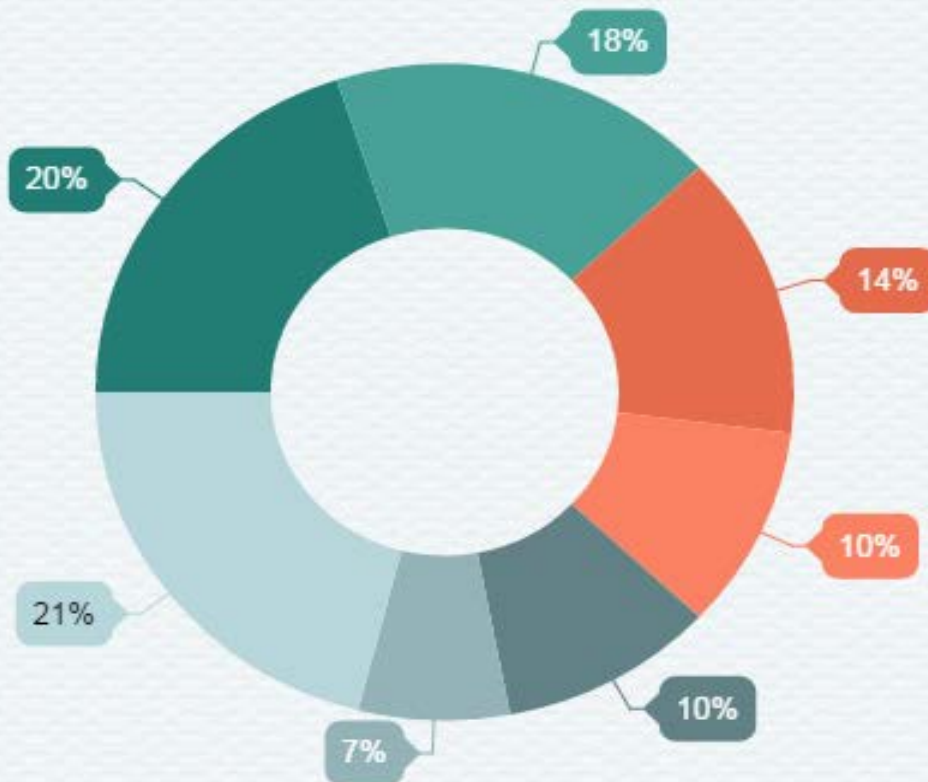
\*Kasier Family Foundation, "Medicare Advantage 2016 Spotlight: Enrollment Market Update," (May 2016), Available at: <http://kff.org/medicare/issue-brief/medicare-advantage-2016-spotlight-enrollment-market-update/>

## Coverage & Denial Questions

Questions about Medicare coverage or having trouble accessing services or drugs

# 38%

of coverage/  
denial calls involved  
Medicare Advantage health  
service/Part D denials



■ MA Health Service Denial (20%) ■ Part D Denial (18%) ■ Part B Coverage (14%)  
■ MA Health Service Coverage (10%) ■ Part D Coverage (10%)  
■ Part B Denial (7%) ■ Other (21%)



- ❖ Visit us at [www.medicarerights.org](http://www.medicarerights.org)
- ❖ Call our helpline at **1-800-333-4114**
- ❖ Sign up for [Medicare Watch](#)
- ❖ Learn online at [Medicare Interactive](#)
- ❖ Like us on [Facebook](#)
- ❖ Follow us at @medicarerights



Getting Medicare right