

**Contra Costa County Advisory Council on Aging  
Technology Group Minutes  
Monday, August 5, 2019**

**Call to Order:** Steve Lipson called the meeting to order at 9:30 am.

**Present:** Steve Lipson, Jill Kleiner, Kevin Donovan

**Staff:** Anthony Macias

**Approval of Agenda/Minutes**

- Approve June Agenda – Jill moved to approve June agenda, Kevin motioned second, all approved
- Kevin moved to approve minutes after corrections were noted, Jill motioned second, all present approved minutes for June 2019 meeting.

**Announcements: Steve Lipson, Chair**

- None

**Public Comment:** Request agenda in WORD doc so that members can take notes on document

**Presentations:** Health Insurance Counseling Advocacy Program (HICAP) Leah McIntosh, Volunteer Outreach Coordinator

- HICAP receives funding outside of the Older Americans Act. It comes through the CA Dept. of Aging in the form of the basic SHIP grant. Additionally, it receives a small grant, called MIPPA, for public education about and assistance with applying for Medicare Savings Programs (MSPs) and Extra Help.
- Receives referrals from Senior centers, word-of-mouth, adult education departments, housing service coordinators, case managers, health plans, doctors' offices, internet, Medi-Cal.
- Has 50 volunteers, 3 F/T permanent Staff and 2 part-time staff.
- Volunteers have extensive training; DOJ screened; register with State of Ca; must pass a test of MediCare comprehension.
- Often work with dual-eligible recipients: MediCal and MediCare
- Issues: Coverage gaps, people not being able to afford premiums and co-payments, cost of drugs, services being denied by Medicare, coordination of benefits between Medicare and other insurance entities, such as car insurance for medical coverage, people subject to losing full-scope Medi-Cal and needing assistance to eliminate SOC, long-term care insurance.
- Medicare is not static. HICAP has to keep up with changes, including loss of plans that move out of the area. We develop extensive reference material in-house to assist the volunteer counselors and conduct ongoing continuing education. Volunteering for

HICAP means learning a great deal of technical information and honing good assessment skills to determine the actual problem(s).

- If everyone took advantage of the counseling and recommendations performed by HICAP of the 2,122 people counseled they would receive a combined savings of savings of 3.5mil dollars.

### **Discussion**

- Area Agency on Aging website: this WG will be taking a look at this county controlled webpage and see how it can be improved.
- C for AT org. : Steve met with this group and they are facing the same thing- users must be computer literate to access these sites.
- Mobile Devices: there is a huge divide for Android devices and regular cell phones, which can be custom configured for the carrier.
- Review of other count AAA websites: LA county was very hard to locate on web; SF county was easy to use and creative.

### **Member Report:**

- None

### **Action Items for Executive Committee?**

- None

### **Public Comment**

- None

### **Future Meetings:**

- discuss strategy for collaboration with other WG; Elder Tech; I&A for next presentation;
- Next meeting: Monday, September 9, 2019 (due to Labor Day Holiday)

The meeting was adjourned at 11:20 am.