

**PROGRAM DESCRIPTION**

**Department of Commerce and Insurance**

**HB Section(s):** 7.415

**Health Insurance Counseling**

**Program is found in the following core budget(s): Health Insurance Counseling**

**1a. What strategic priority does this program address?**

- Provide help and educate stakeholders so they are better informed problem solvers
- Strengthen our regulatory relationships while ensuring a level playing field to protect and advocate for the general public
- Innovate to make it easier to connect and work with us
- Develop our team, reward great performance, and retain top talent

**1b. What does this program do?**

- Provides free, unbiased, and confidential counseling as well as educational activities to people on Medicare about health insurance coverage and Medicare benefits.

**2a. Provide an activity measure(s) for the program.**

	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>
	<b>Actual</b>	<b>Actual*</b>	<b>Actual</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
Public Outreach Contacts	49,405	35,835	56,326	57,000	58,000	59,000
Individual Contacts	34,355	33,043	30,737	42,000	47,000	52,000
Educational Outreach Events Held	837	122	412	1,000	1,200	1,400

\*The decrease in FY 2021 actual numbers are due to the COVID-19 Pandemic and public outreach opportunities being canceled.

**2b. Provide a measure(s) of the program's quality.**

	<b>FY 2020</b>	<b>FY 2021</b>	<b>FY 2022</b>	<b>FY 2023</b>	<b>FY 2024</b>	<b>FY 2025</b>
	<b>Actual</b>	<b>Actual</b>	<b>Actual</b>	<b>Target</b>	<b>Target</b>	<b>Target</b>
Customer Survey - Excellent or Above Average Satisfaction Rating	93%	95%	100%	100%	100%	100%

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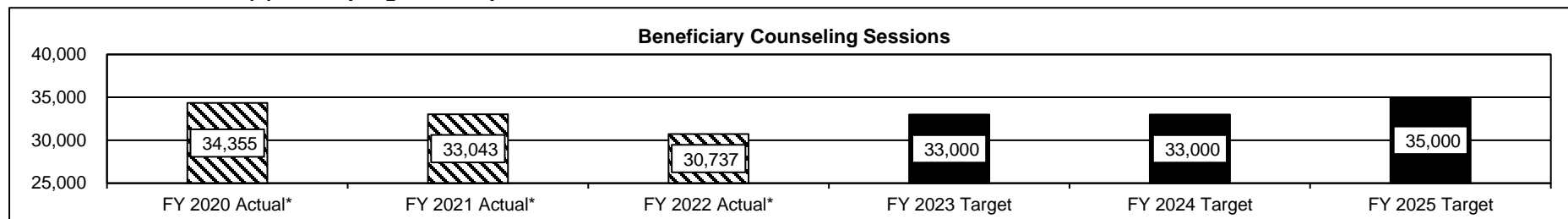
**Department of Commerce and Insurance**

**HB Section(s): 7.415**

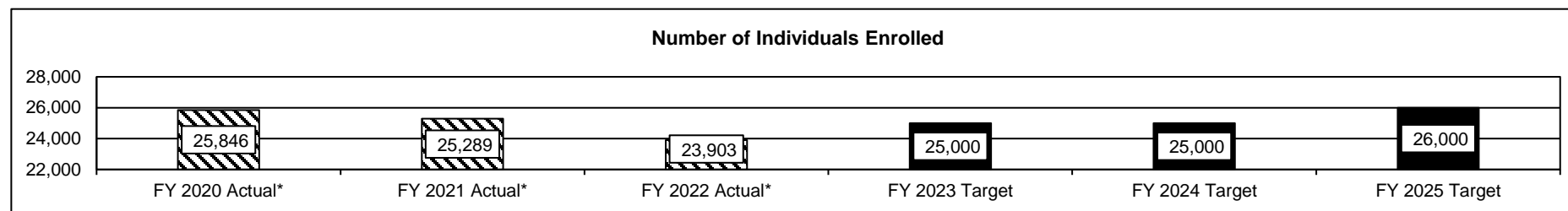
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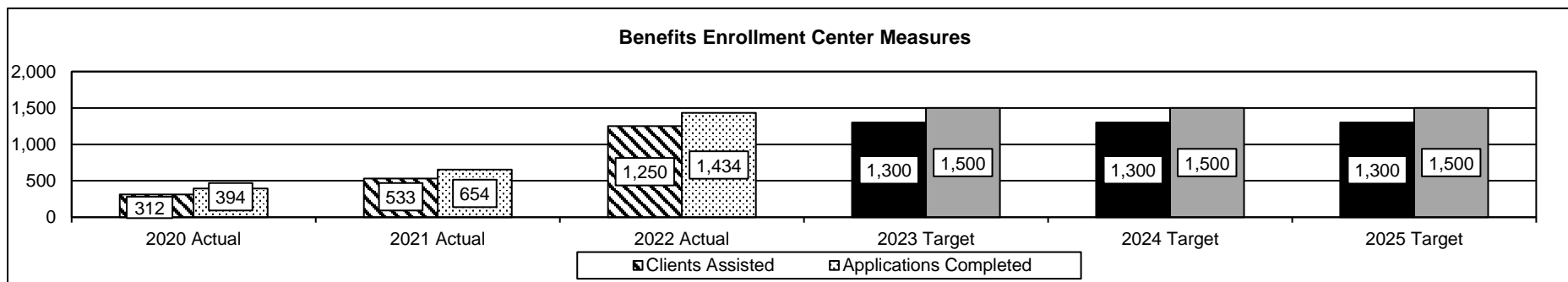
**2c. Provide a measure(s) of the program's impact.**



\* The decrease in FY 2020, FY 2021 and FY 2022 actual is due to the COVID-19 Pandemic and limiting in person sessions.



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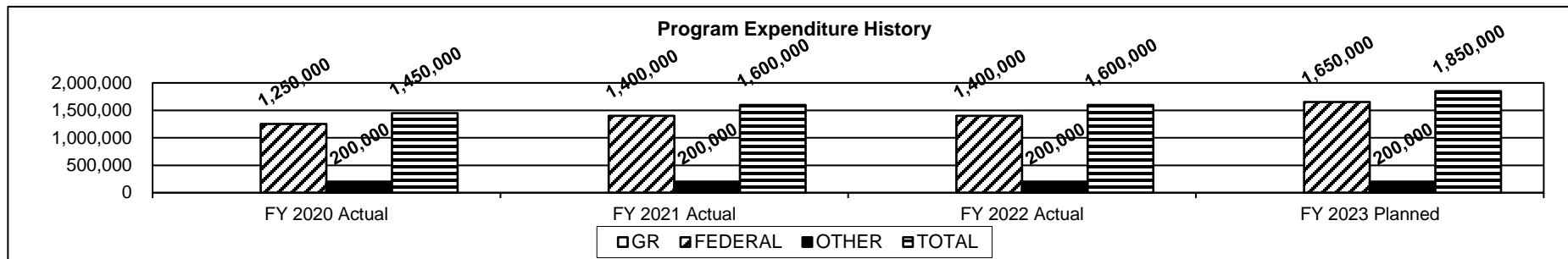
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2d. Provide a measure(s) of the program's efficiency.

	FY 2020 Actual	FY 2021 Actual*	FY 2022 Actual*	FY 2023 Target	FY 2024 Target	FY 2025 Target
Number of Active Trained Volunteers	284	209	248	275	300	325

\* The decrease in FY 2021 and FY 2022 actual is the result of COVID-19 Pandemic difficulties and cancelled events.

3. Provide actual expenditures for the prior three fiscal years and planned expenditures for the current fiscal year. (Note: Amounts do not include fringe benefit costs.)



4. What are the sources of the "Other " funds?

Insurance Dedicated Fund (0566)

5. What is the authorization for this program, i.e., federal or state statute, etc.? (Include the federal program number, if applicable.)

Federal CFDA - 93.324 and State Health Insurance Program 93.071 Medicare Improvements for Patients and Providers Act.

6. Are there federal matching requirements? If yes, please explain.

N/A

7. Is this a federally mandated program? If yes, please explain.

No