

New York State Medicare Beneficiary Population
(8/1/06-7/31/07)
Downstate Counties

NY State County	White				African American			
	Beneficiary Population		# of Beneficiaries who lodged a complaint		Beneficiary Population		# of Beneficiaries who lodged a complaint	
	#	%	#	%	#	%	#	%
BRONX	71,126	43.8%	4	36.4%	53,280	32.8%	3	27.3%
KINGS	164,011	52.9%	32	64.0%	96,217	31.0%	16	32.0%
NASSAU	193,521	85.7%	36	92.3%	17,566	7.8%	1	2.6%
NEW YORK	137,105	57.6%	28	77.8%	46,824	19.7%	6	16.7%
ORANGE	42,075	87.3%	3	100.0%	3,619	7.5%	0	0.0%
PUTNAM	12,369	95.6%	1	100.0%	160	1.2%	0	0.0%
QUEENS	173,419	59.0%	32	88.9%	54,447	18.5%	1	2.8%
RICHMOND	57,495	85.3%	4	66.7%	4,126	6.1%	2	33.3%
ROCKLAND	37,874	83.1%	6	85.7%	4,096	9.0%	1	14.3%
SUFFOLK	203,633	89.5%	34	94.4%	12,966	5.7%	2	5.6%
WESTCHESTER	118,680	80.9%	16	72.7%	17,461	11.9%	6	27.3%
Total	1,211,308	68.1%	196	79.4%	310,762	17.5%	38	15.4%

1. Percentages may not equal 100% due to rounding.
2. The "Other" category is all other races not listed. The "Unknown" category is beneficiaries whose race is not known.
3. Calculations may differ from other published counts; the above include all Medicare beneficiaries who were covered at any time during the defined twelve month period, among other variables.
4. Complaints refer to formal written complaints. Concerns refer to the individual issues included in a complaint. A complaint may contain multiple concerns.

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NY State County	Latino				Asian			
	Beneficiary Population		# of Beneficiaries who lodged a complaint		Beneficiary Population		# of Beneficiaries who lodged a complaint	
	#	%	#	%	#	%	#	%
BRONX	24,759	15.3%	3	27.3%	2,277	1.4%	0	0.0%
KINGS	15,325	4.9%	0	0.0%	13,731	4.4%	0	0.0%
NASSAU	3,238	1.4%	0	0.0%	3,898	1.7%	1	2.6%
NEW YORK	22,823	9.6%	1	2.8%	12,746	5.4%	0	0.0%
ORANGE	954	2.0%	0	0.0%	311	0.6%	0	0.0%
PUTNAM	94	0.7%	0	0.0%	60	0.5%	0	0.0%
QUEENS	16,460	5.6%	0	0.0%	23,540	8.0%	2	5.6%
RICHMOND	1,247	1.8%	0	0.0%	1,739	2.6%	0	0.0%
ROCKLAND	870	1.9%	0	0.0%	988	2.2%	0	0.0%
SUFFOLK	3,399	1.5%	0	0.0%	1,762	0.8%	0	0.0%
WESTCHESTER	3,393	2.3%	0	0.0%	1,961	1.3%	0	0.0%
Total	92,562	5.2%	4	1.6%	63,013	3.5%	3	1.2%

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NY State County	Native American				Other				Unknown			
	Beneficiary Population		# of Beneficiaries who lodged a complaint		Beneficiary Population		# of Beneficiaries who lodged a complaint		Beneficiary Population		# of Beneficiaries who lodged a complaint	
	#	%	#	%	#	%	#	%	#	%	#	%
BRONX	259	0.2%	0	0.0%	9,523	5.9%	1	9.1%	1,119	0.7%	0	0.0%
KINGS	225	0.1%	0	0.0%	18,480	6.0%	2	4.0%	2,298	0.7%	0	0.0%
NASSAU	89	0.0%	0	0.0%	6,708	3.0%	1	2.6%	763	0.3%	0	0.0%
NEW YORK	125	0.1%	0	0.0%	16,894	7.1%	1	2.8%	1,657	0.7%	0	0.0%
ORANGE	34	0.1%	0	0.0%	1,073	2.2%	0	0.0%	124	0.3%	0	0.0%
PUTNAM	5	0.0%	0	0.0%	208	1.6%	0	0.0%	46	0.4%	0	0.0%
QUEENS	678	0.2%	0	0.0%	23,849	8.1%	1	2.8%	1,725	0.6%	0	0.0%
RICHMOND	33	0.0%	0	0.0%	2,552	3.8%	0	0.0%	218	0.3%	0	0.0%
ROCKLAND	37	0.1%	0	0.0%	1,548	3.4%	0	0.0%	154	0.3%	0	0.0%
SUFFOLK	150	0.1%	0	0.0%	4,938	2.2%	0	0.0%	750	0.3%	0	0.0%
WESTCHESTER	69	0.0%	0	0.0%	4,600	3.1%	0	0.0%	492	0.3%	0	0.0%
Total	1,704	0.1%	0	0.0%	90,373	5.1%	6	2.4%	9,346	0.5%	0	0.0%

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NY State County	Total Beneficiary Population	Total # of beneficiaries who lodged a complaint	Total % of beneficiaries who lodged a complaint
BRONX	162,343	11	0.01%
KINGS	310,287	50	0.02%
NASSAU	225,783	39	0.02%
NEW YORK	238,174	36	0.02%
ORANGE	48,190	3	0.01%
PUTNAM	12,942	1	0.01%
QUEENS	294,118	36	0.01%
RICHMOND	67,410	6	0.01%
ROCKLAND	45,567	7	0.02%
SUFFOLK	227,598	36	0.02%
WESTCHESTER	146,656	22	0.02%
Total	1,779,068	247	0.01%

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This material was prepared by IPRO, the Medicare Quality Improvement Organization for New York State, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents do not necessarily reflect CMS policy. 8SOW-NY-SSBO-07-12