

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

NY State County	White				African American			
	Beneficiary Population		# of Beneficiaries who lodged a complaint		Beneficiary Population		# of Beneficiaries who lodged a complaint	
	#	%	#	%	#	%	#	%
ALBANY	41,328	87.9%	5	83.3%	4,074	8.7%	0	0.0%
ALLEGANY	8,513	98.1%	0	0.0%	43	0.5%	0	0.0%
BROOME	38,839	95.7%	4	80.0%	823	2.0%	1	20.0%
CATTARAUGUS	15,203	95.9%	0	0.0%	131	0.8%	0	0.0%
CAYUGA	13,508	96.8%	1	100.0%	196	1.4%	0	0.0%
CHAUTAUQUA	26,148	96.1%	0	0.0%	381	1.4%	0	0.0%
CHEMUNG	16,681	94.3%	1	100.0%	645	3.6%	0	0.0%
CHENANGO	9,932	97.8%	2	100.0%	55	0.5%	0	0.0%
CLINTON	13,145	97.1%	1	100.0%	143	1.1%	0	0.0%
COLUMBIA	11,659	94.7%	1	100.0%	369	3.0%	0	0.0%
CORTLAND	7,485	97.3%	1	100.0%	52	0.7%	0	0.0%
DELAWARE	9,434	97.4%	0	0.0%	77	0.8%	0	0.0%
DUTCHESS	41,195	88.6%	5	100.0%	3,292	7.1%	0	0.0%
ERIE	151,429	87.2%	11	100.0%	17,822	10.3%	0	0.0%
ESSEX	8,007	98.1%	0	0.0%	35	0.4%	0	0.0%
FRANKLIN	7,893	91.9%	0	0.0%	79	0.9%	0	0.0%
FULTON	9,733	97.3%	0	0.0%	102	1.0%	0	0.0%
GENESEE	10,945	96.2%	1	100.0%	200	1.8%	0	0.0%
GREENE	9,226	95.8%	2	100.0%	185	1.9%	0	0.0%
HAMILTON	1,334	98.4%	0	0.0%	5	0.4%	0	0.0%
KERKIMER	11,885	98.2%	0	0.0%	59	0.5%	0	0.0%
JEFFERSON	16,606	97.8%	1	100.0%	117	0.7%	0	0.0%
LEWIS	4,517	98.7%	0	0.0%	6	0.1%	0	0.0%
LIVINGSTON	10,127	97.1%	0	0.0%	138	1.3%	0	0.0%
MADISON	11,470	97.4%	0	0.0%	56	0.5%	0	0.0%
MONROE	104,319	85.4%	8	80.0%	13,151	10.8%	2	20.0%
MONTGOMERY	10,608	96.3%	0	0.0%	101	0.9%	0	0.0%
NIAGARA	39,439	92.8%	3	75.0%	2,137	5.0%	1	25.0%
ONEIDA	44,631	94.5%	3	100.0%	1,509	3.2%	0	0.0%
ONONDAGA	70,211	89.6%	10	100.0%	5,721	7.3%	0	0.0%
ONTARIO	17,965	96.1%	1	100.0%	338	1.8%	0	0.0%
ORLEANS	6,731	94.2%	0	0.0%	284	4.0%	0	0.0%
OSWEGO	20,034	97.7%	1	100.0%	82	0.4%	0	0.0%
OTSEGO	11,526	97.3%	1	100.0%	84	0.7%	0	0.0%
RENSSELAER	24,464	94.4%	0	0.0%	930	3.6%	1	100.0%
ST. LAWRENCE	19,825	96.9%	4	100.0%	83	0.4%	0	0.0%
SARATOGA	31,650	97.1%	2	100.0%	324	1.0%	0	0.0%
SCHENECTADY	28,456	92.4%	2	100.0%	1,315	4.3%	0	0.0%
SCHOHARIE	5,707	97.7%	1	100.0%	44	0.8%	0	0.0%
SHUYLER	3,395	97.8%	0	0.0%	23	0.7%	0	0.0%
SENECA	5,780	97.5%	1	100.0%	38	0.6%	0	0.0%
STEUBEN	18,321	96.9%	1	100.0%	255	1.3%	0	0.0%
SULLIVAN	12,700	89.6%	0	0.0%	896	6.3%	1	100.0%
TIOGA	8,481	97.8%	1	100.0%	61	0.7%	0	0.0%
TOMPKINS	11,597	94.3%	2	100.0%	320	2.6%	0	0.0%
ULSTER	28,668	93.0%	7	87.5%	1,219	4.0%	1	12.5%
WARREN	13,337	97.8%	0	0.0%	84	0.6%	0	0.0%
WASHINGTON	11,159	98.1%	2	100.0%	46	0.4%	0	0.0%
WAYNE	16,249	94.7%	1	100.0%	546	3.2%	0	0.0%
WYOMING	6,771	98.2%	1	100.0%	28	0.4%	0	0.0%
YATES	4,935	97.9%	0	0.0%	39	0.8%	0	0.0%
Total	1,083,201	92.4%	88	91.7%	58,743	5.0%	7	7.3%

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.

New York State Medicare Beneficiary Population
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Upstate Counties

NY State County	Latino				Asian			
	Beneficiary Population		# of Beneficiaries who lodged a complaint		Beneficiary Population		# of Beneficiaries who lodged a complaint	
	#	%	#	%	#	%	#	%
ALBANY	233	0.5%	0	0.0%	300	0.6%	0	0.0%
ALLEGANY	8	0.1%	0	0.0%	11	0.1%	0	0.0%
BROOME	106	0.3%	0	0.0%	216	0.5%	0	0.0%
CATTARAUGUS	21	0.1%	0	0.0%	17	0.1%	0	0.0%
CAYUGA	8	0.1%	0	0.0%	54	0.4%	0	0.0%
CHAUTAUQUA	181	0.7%	0	0.0%	28	0.1%	0	0.0%
CHEMUNG	26	0.1%	0	0.0%	97	0.5%	0	0.0%
CHENANGO	25	0.2%	0	0.0%	19	0.2%	0	0.0%
CLINTON	15	0.1%	0	0.0%	27	0.2%	0	0.0%
COLUMBIA	37	0.3%	0	0.0%	29	0.2%	0	0.0%
CORTLAND	11	0.1%	0	0.0%	24	0.3%	0	0.0%
DELAWARE	19	0.2%	0	0.0%	15	0.2%	0	0.0%
DUTCHESS	382	0.8%	0	0.0%	317	0.7%	0	0.0%
ERIE	810	0.5%	0	0.0%	555	0.3%	0	0.0%
ESSEX	4	0.0%	0	0.0%	7	0.1%	0	0.0%
FRANKLIN	11	0.1%	0	0.0%	9	0.1%	0	0.0%
FULTON	10	0.1%	0	0.0%	48	0.5%	0	0.0%
GENESEE	9	0.1%	0	0.0%	10	0.1%	0	0.0%
GREENE	19	0.2%	0	0.0%	16	0.2%	0	0.0%
HAMILTON	0	0.0%	0	0.0%	8	0.6%	0	0.0%
KERKIMER	15	0.1%	0	0.0%	10	0.1%	0	0.0%
JEFFERSON	13	0.1%	0	0.0%	34	0.2%	0	0.0%
LEWIS	1	0.0%	0	0.0%	4	0.1%	0	0.0%
LIVINGSTON	16	0.2%	0	0.0%	23	0.2%	0	0.0%
MADISON	5	0.0%	0	0.0%	27	0.2%	0	0.0%
MONROE	1,144	0.9%	0	0.0%	998	0.8%	0	0.0%
MONTGOMERY	109	1.0%	0	0.0%	44	0.4%	0	0.0%
NIAGARA	63	0.1%	0	0.0%	65	0.2%	0	0.0%
ONEIDA	170	0.4%	0	0.0%	225	0.5%	0	0.0%
ONONDAGA	247	0.3%	0	0.0%	461	0.6%	0	0.0%
ONTARIO	62	0.3%	0	0.0%	46	0.2%	0	0.0%
ORLEANS	31	0.4%	0	0.0%	9	0.1%	0	0.0%
OSWEGO	23	0.1%	0	0.0%	46	0.2%	0	0.0%
OTSEGO	18	0.2%	0	0.0%	23	0.2%	0	0.0%
RENSSELAER	83	0.3%	0	0.0%	72	0.3%	0	0.0%
ST. LAWRENCE	15	0.1%	0	0.0%	35	0.2%	0	0.0%
SARATOGA	46	0.1%	0	0.0%	129	0.4%	0	0.0%
SCHENECTADY	165	0.5%	0	0.0%	220	0.7%	0	0.0%
SCHOHARIE	15	0.3%	0	0.0%	7	0.1%	0	0.0%
SHUYLER	0	0.0%	0	0.0%	11	0.3%	0	0.0%
SENECA	12	0.2%	0	0.0%	17	0.3%	0	0.0%
STEUBEN	20	0.1%	0	0.0%	30	0.2%	0	0.0%
SULLIVAN	209	1.5%	0	0.0%	53	0.4%	0	0.0%
TIOGA	7	0.1%	0	0.0%	29	0.3%	0	0.0%
TOMPKINS	30	0.2%	0	0.0%	114	0.9%	0	0.0%
ULSTER	256	0.8%	0	0.0%	119	0.4%	0	0.0%
WARREN	11	0.1%	0	0.0%	28	0.2%	0	0.0%
WASHINGTON	14	0.1%	0	0.0%	16	0.1%	0	0.0%
WAYNE	46	0.3%	0	0.0%	36	0.2%	0	0.0%
WYOMING	6	0.1%	0	0.0%	9	0.1%	0	0.0%
YATES	4	0.1%	0	0.0%	8	0.2%	0	0.0%
Total	4,791	0.4%	0	0.0%	4,755	0.4%	0	0.0%

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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.

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

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	
	#	%	#	%	#	%	#	%	#	%	#	%
ALBANY	28	0.1%	0	0.0%	874	1.9%	1	16.7%	161	0.3%	0	0.0%
ALLEGANY	4	0.0%	0	0.0%	84	1.0%	0	0.0%	18	0.2%	0	0.0%
BROOME	26	0.1%	0	0.0%	494	1.2%	0	0.0%	96	0.2%	0	0.0%
CATTARAUGUS	175	1.1%	0	0.0%	268	1.7%	0	0.0%	38	0.2%	0	0.0%
CAYUGA	13	0.1%	0	0.0%	153	1.1%	0	0.0%	27	0.2%	0	0.0%
CHAUTAUQUA	72	0.3%	0	0.0%	340	1.2%	0	0.0%	51	0.2%	0	0.0%
CHEMUNG	8	0.0%	0	0.0%	192	1.1%	0	0.0%	43	0.2%	0	0.0%
CHENANGO	10	0.1%	0	0.0%	98	1.0%	0	0.0%	21	0.2%	0	0.0%
CLINTON	29	0.2%	0	0.0%	160	1.2%	0	0.0%	24	0.2%	0	0.0%
COLUMBIA	8	0.1%	0	0.0%	170	1.4%	0	0.0%	46	0.4%	0	0.0%
CORTLAND	21	0.3%	0	0.0%	81	1.1%	0	0.0%	20	0.3%	0	0.0%
DELAWARE	3	0.0%	0	0.0%	114	1.2%	0	0.0%	20	0.2%	0	0.0%
DUTCHESS	22	0.0%	0	0.0%	1,076	2.3%	0	0.0%	189	0.4%	0	0.0%
ERIE	220	0.1%	0	0.0%	2,344	1.4%	0	0.0%	426	0.2%	0	0.0%
ESSEX	1	0.0%	0	0.0%	91	1.1%	0	0.0%	18	0.2%	0	0.0%
FRANKLIN	458	5.3%	0	0.0%	123	1.4%	0	0.0%	20	0.2%	0	0.0%
FULTON	6	0.1%	0	0.0%	83	0.8%	0	0.0%	19	0.2%	0	0.0%
GENESEE	47	0.4%	0	0.0%	152	1.3%	0	0.0%	19	0.2%	0	0.0%
GREENE	7	0.1%	0	0.0%	135	1.4%	0	0.0%	39	0.4%	0	0.0%
HAMILTON	0	0.0%	0	0.0%	8	0.6%	0	0.0%	1	0.1%	0	0.0%
KERKIMER	12	0.1%	0	0.0%	105	0.9%	0	0.0%	20	0.2%	0	0.0%
JEFFERSON	31	0.2%	0	0.0%	149	0.9%	0	0.0%	33	0.2%	0	0.0%
LEWIS	1	0.0%	0	0.0%	40	0.9%	0	0.0%	8	0.2%	0	0.0%
LIVINGSTON	11	0.1%	0	0.0%	98	0.9%	0	0.0%	20	0.2%	0	0.0%
MADISON	67	0.6%	0	0.0%	118	1.0%	0	0.0%	33	0.3%	0	0.0%
MONROE	82	0.1%	0	0.0%	2,121	1.7%	0	0.0%	276	0.2%	0	0.0%
MONTGOMERY	6	0.1%	0	0.0%	128	1.2%	0	0.0%	25	0.2%	0	0.0%
NIAGARA	138	0.3%	0	0.0%	570	1.3%	0	0.0%	82	0.2%	0	0.0%
ONEIDA	48	0.1%	0	0.0%	518	1.1%	0	0.0%	147	0.3%	0	0.0%
ONONDAGA	380	0.5%	0	0.0%	1,148	1.5%	0	0.0%	196	0.3%	0	0.0%
ONTARIO	16	0.1%	0	0.0%	238	1.3%	0	0.0%	27	0.1%	0	0.0%
ORLEANS	7	0.1%	0	0.0%	72	1.0%	0	0.0%	12	0.2%	0	0.0%
OSWEGO	37	0.2%	0	0.0%	245	1.2%	0	0.0%	41	0.2%	0	0.0%
OTSEGO	5	0.0%	0	0.0%	153	1.3%	0	0.0%	31	0.3%	0	0.0%
RENSSELAER	11	0.0%	0	0.0%	295	1.1%	0	0.0%	59	0.2%	0	0.0%
ST. LAWRENCE	223	1.1%	0	0.0%	225	1.1%	0	0.0%	45	0.2%	0	0.0%
SARATOGA	12	0.0%	0	0.0%	366	1.1%	0	0.0%	76	0.2%	0	0.0%
SCHENECTADY	29	0.1%	0	0.0%	556	1.8%	0	0.0%	50	0.2%	0	0.0%
SCHOHARIE	6	0.1%	0	0.0%	54	0.9%	0	0.0%	11	0.2%	0	0.0%
SHUYLER	2	0.1%	0	0.0%	30	0.9%	0	0.0%	11	0.3%	0	0.0%
SENECA	1	0.0%	0	0.0%	65	1.1%	0	0.0%	13	0.2%	0	0.0%
STEUBEN	9	0.0%	0	0.0%	215	1.1%	0	0.0%	54	0.3%	0	0.0%
SULLIVAN	10	0.1%	0	0.0%	263	1.9%	0	0.0%	39	0.3%	0	0.0%
TIOGA	1	0.0%	0	0.0%	77	0.9%	0	0.0%	12	0.1%	0	0.0%
TOMPKINS	9	0.1%	0	0.0%	204	1.7%	0	0.0%	29	0.2%	0	0.0%
ULSTER	30	0.1%	0	0.0%	445	1.4%	0	0.0%	83	0.3%	0	0.0%
WARREN	4	0.0%	0	0.0%	154	1.1%	0	0.0%	20	0.1%	0	0.0%
WASHINGTON	2	0.0%	0	0.0%	118	1.0%	0	0.0%	25	0.2%	0	0.0%
WAYNE	16	0.1%	0	0.0%	208	1.2%	0	0.0%	51	0.3%	0	0.0%
WYOMING	6	0.1%	0	0.0%	63	0.9%	0	0.0%	14	0.2%	0	0.0%
YATES	4	0.1%	0	0.0%	45	0.9%	0	0.0%	6	0.1%	0	0.0%
Total	2,374	0.2%	0	0.0%	16,126	1.4%	1	1.0%	2,845	0.2%	0	0.0%

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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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(8/1/06-7/31/07)
Upstate Counties

NY State County	Total Beneficiary Population	Total # of beneficiaries who lodged a complaint	Total % of beneficiaries who lodged a complaint
ALBANY	46,998	6	0.01%
ALLEGANY	8,681	0	0.00%
BROOME	40,600	5	0.01%
CATTARAUGUS	15,853	0	0.00%
CAYUGA	13,959	1	0.01%
CHAUTAUQUA	27,201	0	0.00%
CHEMUNG	17,692	1	0.01%
CHENANGO	10,160	2	0.02%
CLINTON	13,543	1	0.01%
COLUMBIA	12,318	1	0.01%
CORTLAND	7,694	1	0.01%
DELAWARE	9,682	0	0.00%
DUTCHESS	46,473	5	0.01%
ERIE	173,606	11	0.01%
ESSEX	8,163	0	0.00%
FRANKLIN	8,593	0	0.00%
FULTON	10,001	0	0.00%
GENESEE	11,382	1	0.01%
GREENE	9,627	2	0.02%
HAMILTON	1,356	0	0.00%
KERKIMER	12,106	0	0.00%
JEFFERSON	16,983	1	0.01%
LEWIS	4,577	0	0.00%
LIVINGSTON	10,433	0	0.00%
MADISON	11,776	0	0.00%
MONROE	122,091	10	0.01%
MONTGOMERY	11,021	0	0.00%
NIAGARA	42,494	4	0.01%
ONEIDA	47,248	3	0.01%
ONONDAGA	78,364	10	0.01%
ONTARIO	18,692	1	0.01%
ORLEANS	7,146	0	0.00%
OSWEGO	20,508	1	0.00%
OTSEGO	11,840	1	0.01%
RENSSELAER	25,914	1	0.00%
ST. LAWRENCE	20,451	4	0.02%
SARATOGA	32,603	2	0.01%
SCHENECTADY	30,791	2	0.01%
SCHOHARIE	5,844	1	0.02%
SHUYLER	3,472	0	0.00%
SENECA	5,926	1	0.02%
STEUBEN	18,904	1	0.01%
SULLIVAN	14,170	1	0.01%
TIOGA	8,668	1	0.01%
TOMPKINS	12,303	2	0.02%
ULSTER	30,820	8	0.03%
WARREN	13,638	0	0.00%
WASHINGTON	11,380	2	0.02%
WAYNE	17,152	1	0.01%
WYOMING	6,897	1	0.01%
YATES	5,041	0	0.00%
Total	1,172,835	96	0.01%

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