

March 2016

OSHIIP NEWS

Published by the Ohio Department of Insurance to serve our dedicated OSHIIP volunteers throughout Ohio



OSHIIP Goals: 300,000 Client Contacts by December 2016

OSHIIP set a new program record by counseling 375,000 consumers in 2015. We conducted 1,700 public events -- in all 88 counties across the state to educate Ohioans and help the public understand the Medicare system.

According to the U.S. Department of Health and Human Services, OSHIIP set record high scores in the eight performance categories. The scoring criteria included consumer engagement, enrollment support, counseling sessions and media outreach.

You have always done quality work, and we are excited to see OSHIIP get the state and federal recognition you deserve.

Together, we've had another incredibly busy year helping Ohioans learn about their Medicare options, resolve billing and claims issues, compare

prescription drug plans, understand Medicare Supplement policies, enroll in financial assistance programs and so much more.

To keep this momentum going, our goal — and your challenge — is to acquire 300,000 Client Contact Forms (CCF's). We are also striving to have 250,000 attendees at our Public and Media events by the end of 2016.

We can do this! Please report every time you mention OSHIIP and/or Medicare. Make sure we know about all the savings you find for your clients.



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Mary Taylor
Lt. Governor / Director



News You Can Use



Medicare Enrollment and Election Periods

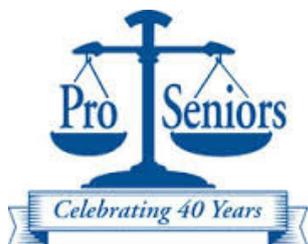
Medicare enrollment (and election) periods are special times when you can enroll in Medicare for the first time or change your Medicare health or prescription drug coverage. This tip sheet defines those periods and provides resources for understanding your options.

	Part A	Part B	Medicare Advantage	Part D
Initial Enrollment Period (IEP)	This is the first time you become eligible for Medicare. It is a 7-month period that includes 3 months before you turn 65, the month you turn 65, and 3 months after you turn 65. You also have an IEP after you have been receiving Social Security Disability Insurance (SSDI) for 24 months.			
General Enrollment Period (GEP): 1/1 - 3/31	This enrollment period can be used if you declined Part B and would like to enroll, or if you cancelled Part B and would like to re-enroll. Coverage starts July 1.		If you enroll in Medicare during the General Enrollment Period, you can enroll in a Medicare Advantage Plan or Medicare Part D plan April to June. Coverage starts July 1.	
Medicare Advantage Disenrollment Period (MADP): 1/1 - 2/14	N/A		You can switch to Original Medicare with or without a stand-alone prescription drug plan.	
Fall Open Enrollment Period: 10/15 - 12/7	If dissatisfied with Original Medicare, you can switch to a Medicare Advantage Plan during this time. Coverage starts January 1.		You can change Medicare Advantage Plans and Part D plans during this time or switch to Original Medicare with a stand-alone Part D plan. Coverage starts January 1.	
Special Enrollment Period/Special Election Period (SEPs)	The Part B Special Enrollment Period applies if you did not enroll in Medicare Part B when you were first eligible because you had qualifying employer health coverage. This SEP lasts eight months from the date that your employer coverage ends.		A Special Election Period applies to Medicare Advantage or Part D coverage if you have a qualifying life event. The length of your SEP will vary depending upon the circumstances.	

SHIP National Technical Assistance Center: 877-839-2675 | www.shiptacenter.org | info@shiptacenter.org

SMP National Resource Center: 877-808-2468 | www.smpresource.org | info@smpresource.org

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Medicare Enrollment and Election Periods Cont'd...

Eligibility for a Special Enrollment or Special Election Period

Certain qualifying life events trigger a Special Enrollment or Special Election Period (SEP), allowing you to make changes for a brief period:

Part B

An SEP is available only for people who delay enrollment in Part B because they have employer group coverage. The SEP is eight months following the end of employment or employer group health coverage, whichever is earlier. If you enroll during the SEP, you do not owe the late enrollment penalty for Part B.

Medicare Advantage Plans and Part D plans

SEPs are available based on your qualifying life event. For example, if you move, you may change to a different plan not offered in the area where you formerly lived. You may switch to another plan beginning as early as the month before your move and lasting up to two months after.

Where to Go for Help

Contact your State Health Insurance Assistance Program (SHIP) if you need help making coverage changes, understanding your coverage options or understanding the various enrollment or election periods that apply to you.

Contact your Senior Medicare Patrol (SMP) if you receive suspicious offers or charges to discuss potential abuse or fraud.

Contact your plan or 1-800-MEDICARE if you need assistance with disenrollment.

OSHIP Contact Information

OSHIP toll-free: 1-800-686-1578
OSHIP email: Oshiipmail@insurance.ohio.gov
Website: insurance.ohio.gov
To find a SHIP in another state call 1-877-839-2675

Visit: www.shiptacenter.org

Pro Seniors Contact Information

Pro Seniors toll-free: 1-800-488-6070
SMP email: Info@proseniors.org
SMP website: proseniors.org
To find a SMP in another state call 1-877-808-2468

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Volunteer Feature

Happy Retirement Jackie Simpson!



For the past 14 years, OSHIIP volunteer and Northwest Ohio native Jackie Simpson has worked tirelessly to help the seniors of Lucas County understand their Medicare rights and benefits.

Jackie's office at the Area Office on Aging (AOOA) in Toledo is home to the Retired and Senior Volunteer Program (RSVP). She serves as the RSVP Volunteer Coordinator. She is responsible for supportive services offered by AOOA, including those provided through OSHIIP. RSVP allows people ages 55 and older to contribute their time and service to nearby communities. The program provides abundant opportunities to meet and help OSHIIP clients.

"I like answering questions and helping people understand their coverage," Jackie said. "There is nothing better than to see the joy they have when they understand their Medicare options."

Jackie enjoys undertaking client issues --- ranging from helping them find the right Part D program to more complex cases that require timely phone calls, sorting through mail notices and even speaking with multiple agencies to find a resolution.

"Sometimes you have to unravel information," Jackie said. "It's just amazing to me."

Recently, Jackie helped put money back in the pockets of a widow who had been making payments towards a hospital bill that was actually covered by her insurance. Jackie was able to speak with insurance and hospital representatives to have the client's money quickly refunded.

"She was jumping up and down and her smile couldn't be any bigger," Jackie said. "The biggest take away was that I was able to bring an issue to someone's attention and help educate them on senior needs."

As Jackie prepares for retirement she plans to spend time with her family and travel with her husband to every national park. She also plans to maintain her active volunteer role with OSHIIP.

"OSHIIP will be a forever thing," Jackie said. The population is steadily growing and thousands of people are turning 65 daily. Even though I am retiring, I will continue to be engaged."

Jackie and her husband together have five adult daughters and eight grandchildren.

Thank you, Jackie, and all of AOOA. Your partnership has been invaluable to our program. We celebrate your retirement and look forward to your continuous involvement with OSHIIP.

The OSHIIP Road Show

Here's our list of public OSHIIP events you can attend. Attendance is voluntary and there's no need to register in advance. Just let the designated OSHIIP representative know you're there to lend a hand.

Medicare 101

Cuyahoga County

March 10, 11 a.m.
West Side Community House
9300 Lorain Ave.
Cleveland, OH 44102

March 11, 11 a.m.
Cuyahoga County Public Library
27403 Lorain Rd.
North Olmsted, OH 44070

Mahoning County

March 8, 1 p.m.
Damascus Friends Church
28857 Walnut St.
Damascus, OH 44460

March 16, 1 p.m.
Covington Skilled Nursing and Rehab
100 Covington Dr.
East Palestine, OH 44413

New to Medicare

Delaware County

March 5 & 9, 10 a.m.
March 23, 6 p.m.
SourcePoint
800 Cheshire Rd.
Delaware, OH 43015
To RSVP call 740-363-6677

Stark County

March 15, 9 a.m.
Mercy Medical Center
Mercy Hall Auditorium
1320 Mercy Dr. NW
Canton, OH 44136

Montgomery County

March 31, 1 p.m.
St. Leonard - Franciscan Living
Community
8100 Cloy Rd.
Centerville, OH 45458

One-on-One Counseling

Cuyahoga County

March 8, 9:30 a.m.-2 p.m.
Cleveland Heights Senior Center
1 Monticello Blvd.
Cleveland Hts, OH 44118
*Counseling is by appointment only.
Call 216-691-7379 to schedule.

Medicare & SSA Lunch and Learn Stark County

March 22, 12 p.m.
Mercy Medical Center
1320 Mercy Dr. NW
Canton, OH 44708

SMP Consumer Protection Forum Hamilton County

March 30, 4-6:30 p.m.
Maple Knoll Villiage Auditorium
11100 Springfield Pike
Cincinnati, OH 45246

New Crew



Lucas Co.
Kinyatta Kyser



Madison Co.
Misty Bradley



Mahoning Co.
Theresa Depp



Mahoning Co.
Kathy Richter

Webinar Training

OSHIIP hosts webinars each month. Choose a convenient session and receive great information. You will need a computer and phone to participate.

Call 1-877-820-7831 Enter passcode 896960

March 22 – SSA Updates

To join the 10 a.m. session click the link below:

<https://attendee.gotowebinar.com/register/141929730695299073>

To join the 2 p.m. session click the link below:

<https://attendee.gotowebinar.com/register/3017936589120162049>

Face-to-Face New Volunteer Trainings

The five-day training described below is for volunteers who are new to OSHIIP. Prospective volunteers are encouraged to consider OSHIIP's online training as an alternative.

Summit County – April 6, 13, 20, 27 (9 a.m.-3 p.m.) and June 1 (10 a.m. -12 p.m.)

Laurel Lake (Staff Education room)

200 Laurel Lake Dr.

Hudson, OH 44236

Lucas County – June 7, 14, 21, 28 (9 a.m. -3 p.m.) and July 26 (10 a.m. -12.p.m.)

Area Office on Aging of NWO, Inc.

2155 Arlington Ave

Toledo, OH 43609

Franklin County – June 7, 14, 21, 28 (9 a.m.-3 p.m.) and August 2 (9 a.m.-12 p.m.)

Wexner Heritage Village

1151 College Ave.

Online Training Option: [Click Here](#)

2016 OSHIIP Regional Trainings

OSHIIP will host full day (9am-4pm) regional trainings throughout Ohio for current OSHIIP volunteers. These trainings are more comprehensive than a refresher training. OSHIIP will invite Ohio Medicare Partners and other subject matter experts to attend. Please register in advance by clicking [here](#). Additionally, three Social Work CEU hours will be offered.

** Training will begin at a later time.*

Cuyahoga County

March 30

Ehrnfelt Senior Center
18100 Royalton Rd.
Strongsville, OH 44136

Franklin County

March 29

State Library of Ohio
274 E. 1st Ave.
Columbus, OH 43201

Guernsey County

March 15

Guernsey County Senior Center
1022 Carlisle Ave.
Cambridge, OH 43725

Hamilton County

March 22

Jewish Family Service
8487 Ridge Rd.
Cincinnati, Ohio 45236

**Training will run from 9:30 a.m.-4 p.m.*

Lucas County

April 12

Area Office on Aging of NWO, Inc.
2155 Arlington Ave.
Toledo, OH 43609

**Training will run from 9:30 a.m.-4 p.m.*

Pike County

June 6

**Training will run from 1-4 p.m. and coincides with the public 'Welcome to Medicare' event at 6 p.m.*
Bristol Village Auditorium
625 E. 5th St.
Waverly, OH 45690

Stark County

March 24

Mercy Medical Center
1320 Mercy Dr. NW
Canton, OH 44708

**Training will run from 9:30 a.m.- 4 p.m.*

***This training will be held in Murphy Hall, located behind the parking garage.*

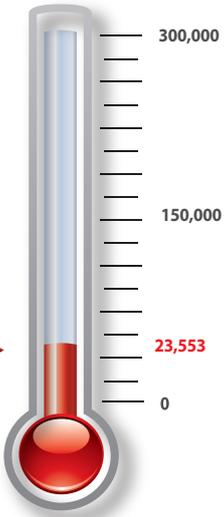
****There are limited available parking spots near the building, so please park in garage.*

Our Progress as of March 2016!

OSHIIP 2016 Goals

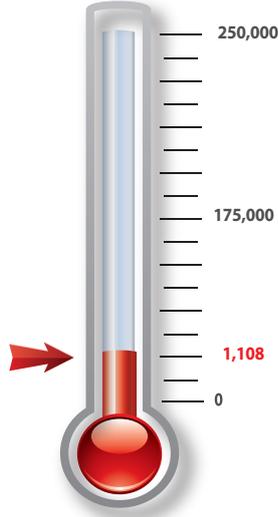
CCF

300,000



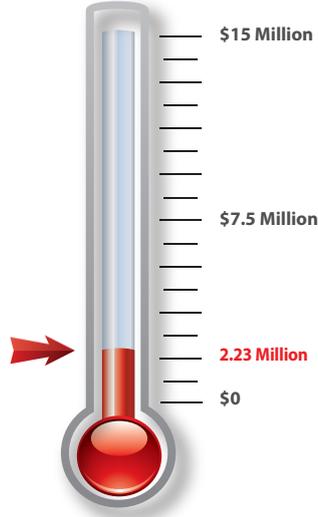
PAM

250,000



\$ SAVED

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LOCAL HELP FOR PEOPLE WITH MEDICARE

OSHIIP: 1-800-686-1578 • FAX: 614 -752-0740

Email: oshiipmail@insurance.ohio.gov • Internet: www.insurance.ohio.gov



ODI
Ohio Department
of Insurance

50 West Town Street
Suite 300
Columbus, Ohio 43215

John R. Kasich
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