

May 2016

# OSHIIP NEWS

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



## Pro Seniors Awarded Partner of the Year!

*Congratulations*



Left to Right - Anne Fredrickson, Kendra Burford (OSHIIP) and Jane Winkler

Partnerships are a valuable resource to OSHIIP's success. We are extremely excited to name **Pro Seniors** as our Partner of the Year recipient!

Pro Seniors has enhanced the independence and quality of life of older adults by empowering them, protecting their interests and facilitating their access to resources through three programs: legal services, long-term care ombudsman and the Senior Medicare Patrol (SMP).

The Ohio SMP helps Medicare and Medicaid beneficiaries avoid, detect, and report health care fraud. They protect beneficiaries and help preserve the integrity of the Medicare and Medicaid programs by recovering countless dollars typically lost to health care fraud each year. Pro Seniors has always been willing to "roll up their sleeves" to assist OSHIIP in anyway possible. This year, SMP volunteers served as dual-trainers at our new volunteer and regional trainings for OSHIIP and SMP. This joint effort has resulted in 221 additional volunteers for Ohio SMP. Best of all, this includes residents of rural hard-to-reach populations.

Since 2002 SMP volunteers and OSHIIP have formed a powerful cohesiveness that has helped Medicare enrollees in 88 Ohio counties. We are excited about exploring new ways to enhance our program and partnership with Pro Seniors for 2016 and beyond!

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Mary Taylor  
Lt. Governor / Director



**ODI**  
Ohio Department  
of Insurance

# Presenting Our 2015 Volunteer Award Winners!



OSHIIP values our dedicated volunteers. Throughout the year, each of you demonstrates compassion, knowledge and superior counseling to Ohio's elderly and disabled population. OSHIIP sincerely thanks you and values your contribution. The month of May marks the time where we recognize those nominated by their peers: volunteers whose superior efforts reflect our success. The 2015 OSHIIP Volunteer Award winners are...

## Kathy Plant



Left to Right - Viktoria Jurkovic (OSHIIP), Kathy Plant and Stark County Coordinator: Terri Gursky

### Volunteer of the Year



**Kathy Plant** – Summit/Stark County – Kathy trained as an OSHIIP volunteer in 2007, after being a SHIP volunteer in Pennsylvania. Kathy is a true volunteer helping beneficiaries in the Akron area, and driving 30 minutes each way to Canton to help in the Senior Friends office at Mercy Medical Center. Kathy brings with her a wealth of knowledge from her profession as a registered nurse and her work in the Medicaid office in New Jersey. "Her conviction and knowledge give confidence to the clients and her keen sense of humor make them laugh. I've even seen them ask for a hug when they leave the office," said her nominator.

### Coordinator of the Year



**Connie Blum** – Montgomery County – Connie has been an OSHIIP volunteer since 2001 and the coordinator that whole time. She has a true passion for helping Medicare beneficiaries in Montgomery County. As an OPERS retiree herself, she was a tremendous resource for other OPERS retirees during this past open enrollment. From her nominator: "Connie has encouraged me to learn as much as I can about beneficiaries Medicare issues. Observing Connie with clients has driven me to be a better, more knowledgeable volunteer." "I am thrilled beyond words to be named OSHIIP's 2015 County Coordinator... I am so pleased to have my 18 years of service to OSHIIP recognized. As you know, I am committed to educating and helping Medicare beneficiaries and will continue to volunteer - as long as I have a brain!"; said Connie.



Left to Right - Viktoria Jurkovic (OSHIIP) and Connie Blum

# Presenting Our 2015 Volunteer Award Winners! ...Con't

Congratulations!



## Frank Huckes



Left to Right: Frank Huckes, and Kendra Burford  
(OSHIIP)

### Rookie of the Year

**Frank Huckes** – Franklin County – Frank joined OSHIIP in the fall of 2014. He called the office after moving here from Kentucky looking to help in the SHIP program. OSHIIP would have hired him on the hotline for open enrollment, but unfortunately, he didn't want full-time paid work. Luckily, he did want to be a volunteer. "Frank was a lifesaver for our agency during the late summer and fall in 2015, especially during open enrollment! We were without a part-time Medicare outreach person, and Frank volunteered to help any way possible," says his nominator. Frank routinely volunteers for presentations and health fairs around the county and regularly meets one-on-one with clients all over the county. "In working with Frank, it is clear to see he has the best interest of the beneficiaries at heart. Helping them understand their options and going the extra mile to help solve issues is his forte!"



## Andrea Zimmer



Left to Right: Andrea Zimmer and Alicia  
Nighland (OSHIIP)

### Rookie of the Year

**Andrea Zimmer** – Lorain County – Andrea joined OSHIIP in February of 2015. She saw an OSHIIP article in the newspaper and attended several presentations, finally reaching out to be a volunteer. In her retirement, Andrea was already helping individuals with insurance choices for several years, so OSHIIP volunteering was a natural fit. Andrea is always eager to learn more to help her beneficiaries the best way possible.

# Presenting Our 2015 Volunteer Award Winners! ...Con't

CONGRATULATIONS

## Team of the Year



*Left to Right - Jeff Britton, Brandy Stephens, Mary Leep-Pichert (OSHIIP), Barb Smith*

### **Ohio Hills Health Services – OSHIIP volunteers: Jeff Britton, Brandy Stephens, and Barb Smith.**

Ohio Hills Health Services is a non-profit health care operation, organized by communities in Eastern Ohio that promote healthy lifestyles and provide comprehensive treatment and preventative services for area residents. OHHS provides Certified Application Counselors (CACs) that assist consumers in both expanded Health insurance applications and Medicaid applications through the Health Insurance Marketplace. All services provided are free, unbiased and confidential.

In 2015, OHHS partnered with OSHIIP to offer free Certified Medicare Counselors. Brandy and Barb each counseled almost 1,000 beneficiaries in a four-county area – Belmont, Guernsey, Harrison and Monroe – and each attended and contributed to 28 Public and Media events.



# News You Can Use



## Notice of Observation Treatment and Implication for Care Eligibility (NOTICE) Act

Beneficiaries who spend three or four days in a hospital under outpatient observation status are often surprised to learn that they don't qualify for Medicare coverage for a subsequent skilled nursing facility (SNF) stay. Surprise turns to shock when the billing statements arrive. Because the hospital stay doesn't meet Medicare's three-day prior inpatient stay rule – a prerequisite for a Part A coverage of SNF care – they're liable for SNF bills.

Effective in August, the Notice of Observation Treatment and Implication for Care Eligibility (NOTICE) Act will require hospitals to inform Medicare patients about their observation stay status, hopefully alleviating surprise SNF costs.

The NOTICE Act requires hospitals to inform patients, who are hospitalized for more than 24 hours, both orally and in writing that they are in observation status. They must notify the patient no later than 36 hours after the patient starts receiving observation services.

The written notice must explain that the patient is not an in-patient and the implications for cost-sharing in the hospital and coverage in a Skilled Nursing Facility.

The legislation stipulates that the new notice requirement takes effect a year after the president signed the bill into law on August 6, 2015.

However, the required oral and written notice will not include information about a beneficiary's right to appeal the observation status designation. SHIP counselors can help beneficiaries learn about their appeal rights. The Center for Medicare Advocacy offers a **Self-Help Packet** for Medicare Observation Status appeals on its website. This helpful resource contains background information on observation status, tips, and pertinent Medicare rules and regulations.



# SHIP Unique Identification

The implementation of the Health Insurance Portability and Accountability Act (HIPAA) increased the difficulty in counseling Medicare beneficiaries. To assist State Health Information Programs (SHIPs), CMS established a secure method for selected SHIP volunteers to access beneficiary information through a Unique ID Number system.

OSHIP approves these numbers for volunteers that are in good standing with the program (actively reporting and attending training) so they may better assist the more than 2.1 million Medicare consumers in Ohio. The Unique ID will permit Medicare representatives to provide you with the appropriate beneficiary information and claims data you need to help your clients.

To request your Unique ID, you will need to log into your SHIPNPR account at [shipnpr.acl.gov](http://shipnpr.acl.gov). Once you are in, click on the Edit My Profile tab at the top of the page. Near the bottom of this page, click the button "Request Unique ID." If you don't know your SHIPNPR account username, please contact Becky Hayward at [Rebecca.hayward@insurance.ohio.gov](mailto:Rebecca.hayward@insurance.ohio.gov) or 614-728-1043.

The Unique ID privilege comes with a responsibility to maintain strict confidentiality standards. After you are approved for the Unique ID, you will need to sign and return the "Confidentiality Agreement for Receipt of Unique ID." Failure to return the document, comply with confidentiality standards, and/or loss of good volunteer standing will result in revocation of your Unique ID.

To remain in good standing with your Unique ID use, you will have to report CCFs and/or PAMs at least every 60 days either through the SHIPNPR website on your own or to OSHIP.



# The OSHIP Road Show

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

## Senior Health Fair

### Cuyahoga County

May 5, 10 a.m. - 2 p.m.

Donna Smallwood Activities Center  
7001 W. Ridgewood Dr.  
Parma, OH 44129

May 13, 9 a.m.-12 p.m.

Independence Civic Center  
6363 Selig Dr.  
Independence, OH 44131

May 27, 10 a.m. - 2 p.m.

Cleveland Senior Day  
Cleveland Public Hall  
500 Lakeside Ave.  
Cleveland, OH 44114

### Madison County

May 19, 10 a.m. -12 p.m.

Madison Co. Sr. Center  
280 W. High St.  
London, OH 43140

### Ashland County

May 19, 9 a.m. -12 p.m.

Myers Convocation Center  
Ashland University  
Ashland, OH 44805

### Sandusky County

May 25, 8:30 a.m. - 1 p.m.

Ole Zim's Wagon Shed  
1375 N. St Rt. 590  
Lindsey, OH

### Warren County

May 25, 11:30 a.m. - 3 p.m.

Otterbein Life Enrichment Center  
585 North State Rt. 741  
Lebanon, OH 45036

## Medicare 101

### Richland County

May 5, 12:30 p.m.

Lexington Senior Center  
67 East Main St.  
Lexington, OH 44904

### Coshocton County

May 10, 11 a.m.

Coshocton Senior Center  
201 Browns Ln.  
Coshocton, OH 43812

### Cuyahoga County

May 18, 11 a.m.

Euclid YMCA  
631 Babbitt Rd.  
Euclid, OH 44123

May 25, 10 a.m.

Berea Recreation Center  
451 Front Street  
Berea, OH 44017

### Warren County

May 26, 1pm

Mason Senior Center  
6050 Mason-Montgomery Rd  
Mason, OH 45040

## New To Medicare

### Lake County

May 9, 11 a.m.

Madison Senior Center  
2938 Hubbard Rd  
Madison, OH 44057

May 18, 3 p.m.

Willoughby Public Library  
30 Public Square  
Willoughby, OH 44094

(Above events presented by Lake County)  
Council on Aging)

### Delaware County

May 7 & May 11, 10 a.m.

May 25, 6 p.m.

SourcePoint  
800 Cheshire Rd.  
Delaware, OH 43015  
RSVP: 740-363-6677

### Lorain County

May 4, 2 p.m.

French Creek YMCA  
2010 Recreation Ln.  
Avon, OH 44011



# New Crew

## Clark County



James Kitchen  
Neil Meermans  
Janie Skogstrom

## Cuyahoga County



Mary L. Stoudenmire

## Delaware County



Kerri Robe  
LaTiesha Wheeler  
Aimee Zuppardo

## Franklin County



Kristen Asept  
Susan Durham  
Angela Hittle  
Geneva Starr  
Gracie White  
Julie Tyre

## Guernsey County



Tracy Foraker

## Greene County



Muriel Keyes

## Lake County



Robyn Jenkins

## Licking County



Judson Delancey

## Muskingum County



Stacy Snyder

OSHIIP's Overall National Performance Score Highest to Date!!

## OSHIIP #1 SHIP in the Country!



### We're Number #1!!

THANK YOU FOR ALL YOUR HARD WORK!  
Because of you we are the **NUMBER #1 SHIP** in the country!!



Ohio Department of Insurance  
Ohio Senior Health Insurance Information Program (OSHIIP)

# Refresher Trainings

## Fairfield County

June 8, 9 a.m.-12 p.m. & 1- 4 p.m.  
Fairfield Medical Ctr. Accounting Rm.  
1111 E Main St  
Lancaster, OH 43130

## Lake County

July 7, 10 a.m.-1p.m.  
Lake County Council on Aging  
8520 East Ave.  
Mentor, OH 44060

## Huron County

July 19, 9 a.m. -12 p.m.  
Fisher Titus Hospital  
272 Benedict Ave.  
Norwalk, OH 44857

## Franklin County

August 2, 9 a.m. - 12 p.m. & 1- 4 p.m.  
Wexner Heritage Village  
1151 College Ave.  
Columbus, OH 43209

## Medina County

August 10, 9 a.m. - 12 p.m.  
Medina County Office for  
Older Adults  
246 Northland Drive  
Suite G-20  
Medina, OH 44256

To register for a refresher training click [here](#). Or contact Becky Hayward at [Rebecca.hayward@insurance.ohio.gov](mailto:Rebecca.hayward@insurance.ohio.gov).

# Face-to-Face New Volunteer Trainings

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

**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.  
Columbus, OH 43209

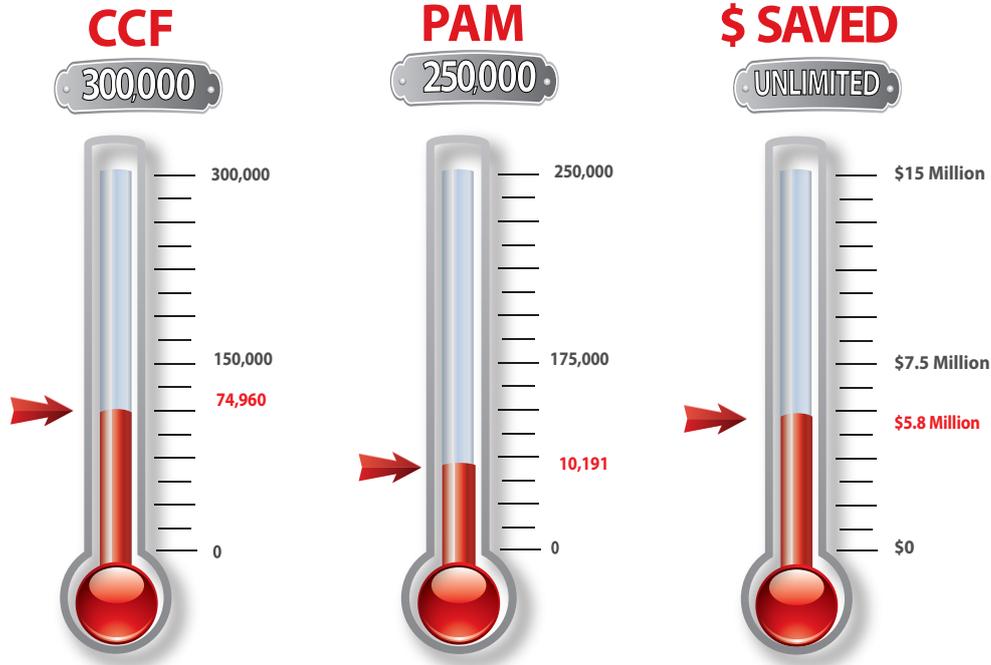
**Cuyahoga County** – July 12, 19, 26, August 2 (9 a.m.-3 p.m.) and August 30 (10 a.m.-12 p.m.)

Jewish Federation of Cleveland – Mandel Building  
25701 Science Park Dr.  
Beachwood, OH 44122

To register for an online training click [here](#). Or contact Becky Hayward at [Rebecca.hayward@insurance.ohio.gov](mailto:Rebecca.hayward@insurance.ohio.gov).

# Our Progress as of May 2016!

## OSHIIP 2016 Goals



LOCAL HELP FOR PEOPLE WITH MEDICARE

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

**Email: [oshiipmail@insurance.ohio.gov](mailto:oshiipmail@insurance.ohio.gov) • Internet: [www.insurance.ohio.gov](http://www.insurance.ohio.gov)**



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Governor

Mary Taylor  
Lt. Governor / Director