



# ODI

Ohio Department  
of Insurance

John R. Kasich, Governor

Mary Taylor, Lt. Governor/Director

# State of the SHIP Address

**Christina Reeg, OSHIIP Director**



# OSHIIP-Spirit of Tradition

As I review our National Performance Report, I am reminded and awed by the compassion and support you have given to Ohio's aging and disabled population.

I take this opportunity to thank the Volunteers, Coordinators, Partners, Sites and Staff for what has been an outstanding year. In conversations with both volunteers and staff, I have heard a similar sense of excitement and enthusiasm for a year containing many occasions of both challenge and accomplishment. I have been honored to witness first-hand the work ethic and sense of community that has always been associated with OSHIIP.

These attributes have been especially evident with our Welcome To Medicare series, our multitude of trainings and our Medicare Check-Ups campaign for open enrollment. I am truly privileged to belong to a program that has made such a profound difference in the lives of so many senior and disabled Ohioans. It is my hope that your experience has been equally gratifying.

As we look at the tremendous growth and successes that OSHIIP has worked to achieve, it is important for us to realize that we have considerable work yet to do. I humbly request your continued support as we work collaboratively to provide a growing number of Medicare beneficiaries with counseling on the expanding Medicare options.

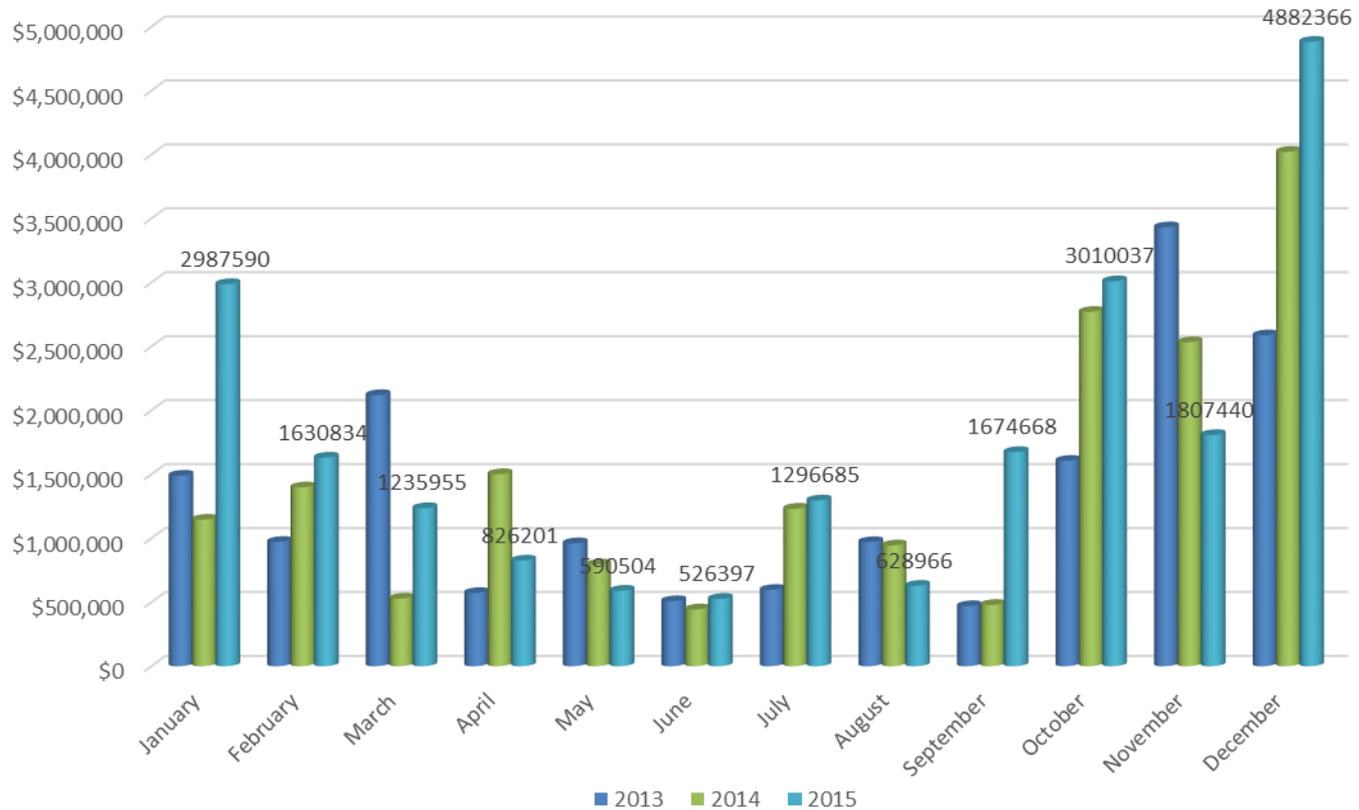
Thank you for being such outstanding ambassadors of our program.



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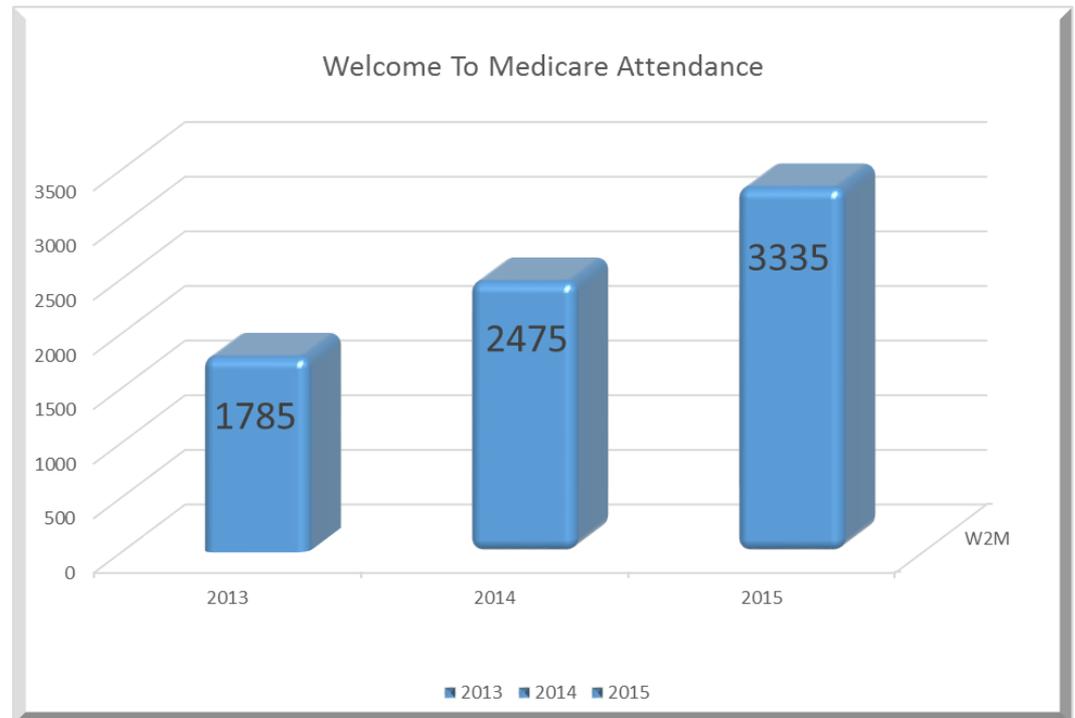
# 2015 in Review

- **\$20,802,667 Dollars Saved**



# 2015 In Review

- “Welcome To Medicare” Series
  - 27 Seminars
  - 3 Webinars
  - Mini W2M
- 35% increase in attendance



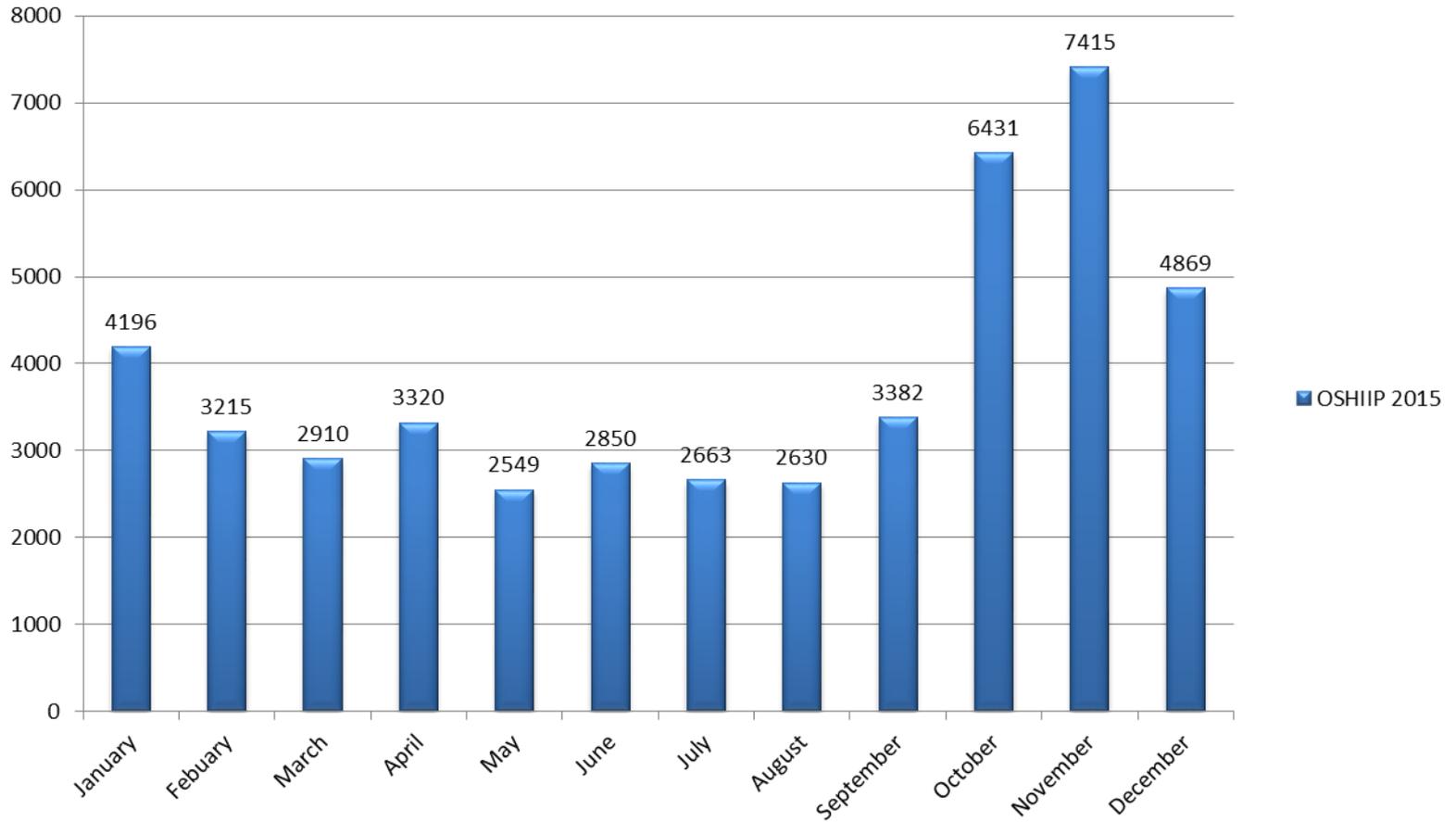
# 2015 in Review

- Trainings
  - 11 New Volunteer Trainings (face to face)
  - 21 Refreshers Trainings
  - 7 Regional Trainings
  - 12 Webinar Trainings (2 time options/webinar)
  - 44 Completed Online Training



# 2015 in Review

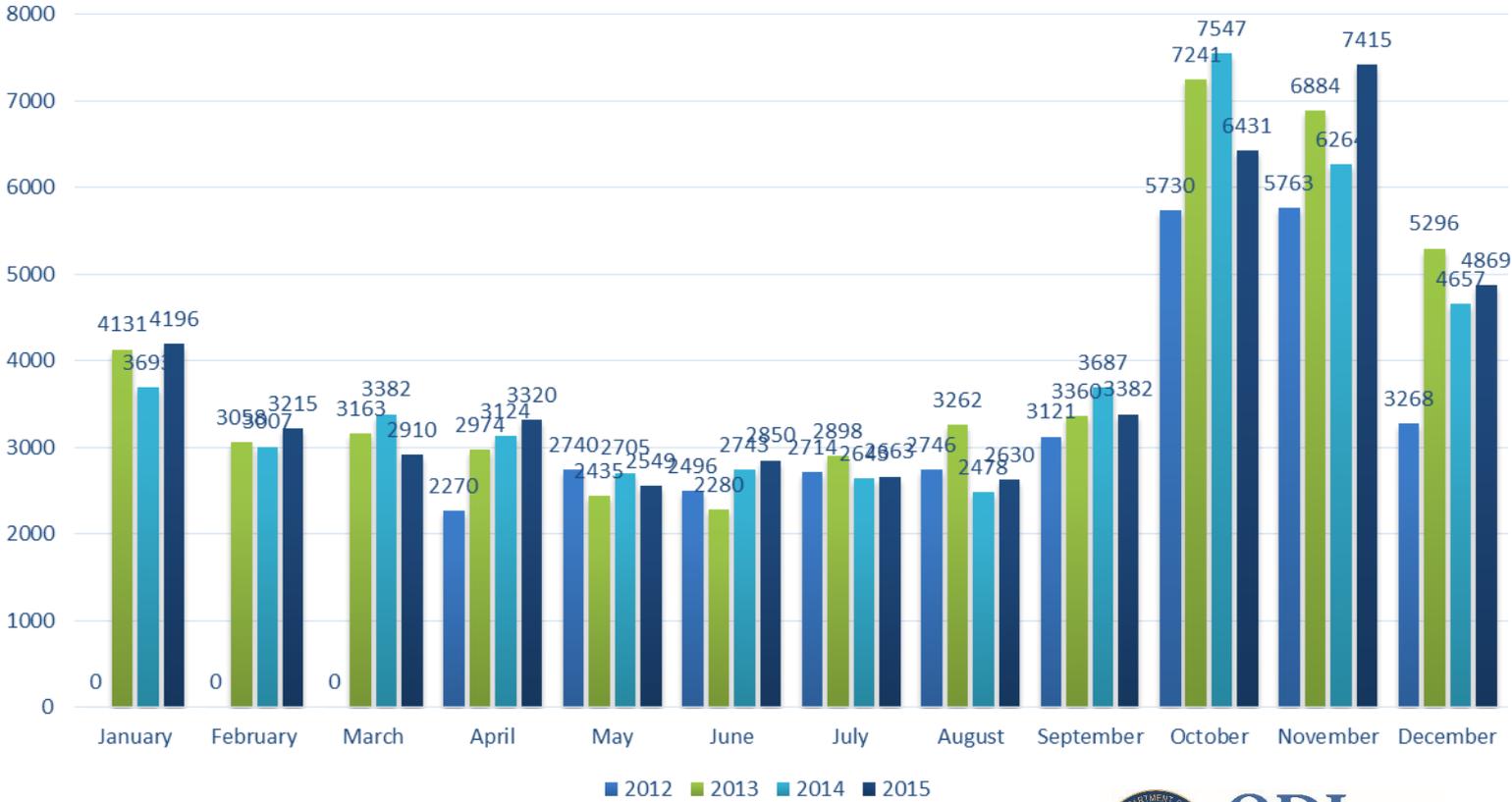
- OSHIIP Hotline handled 46,430



# 2015 in Review

## Calls Handled

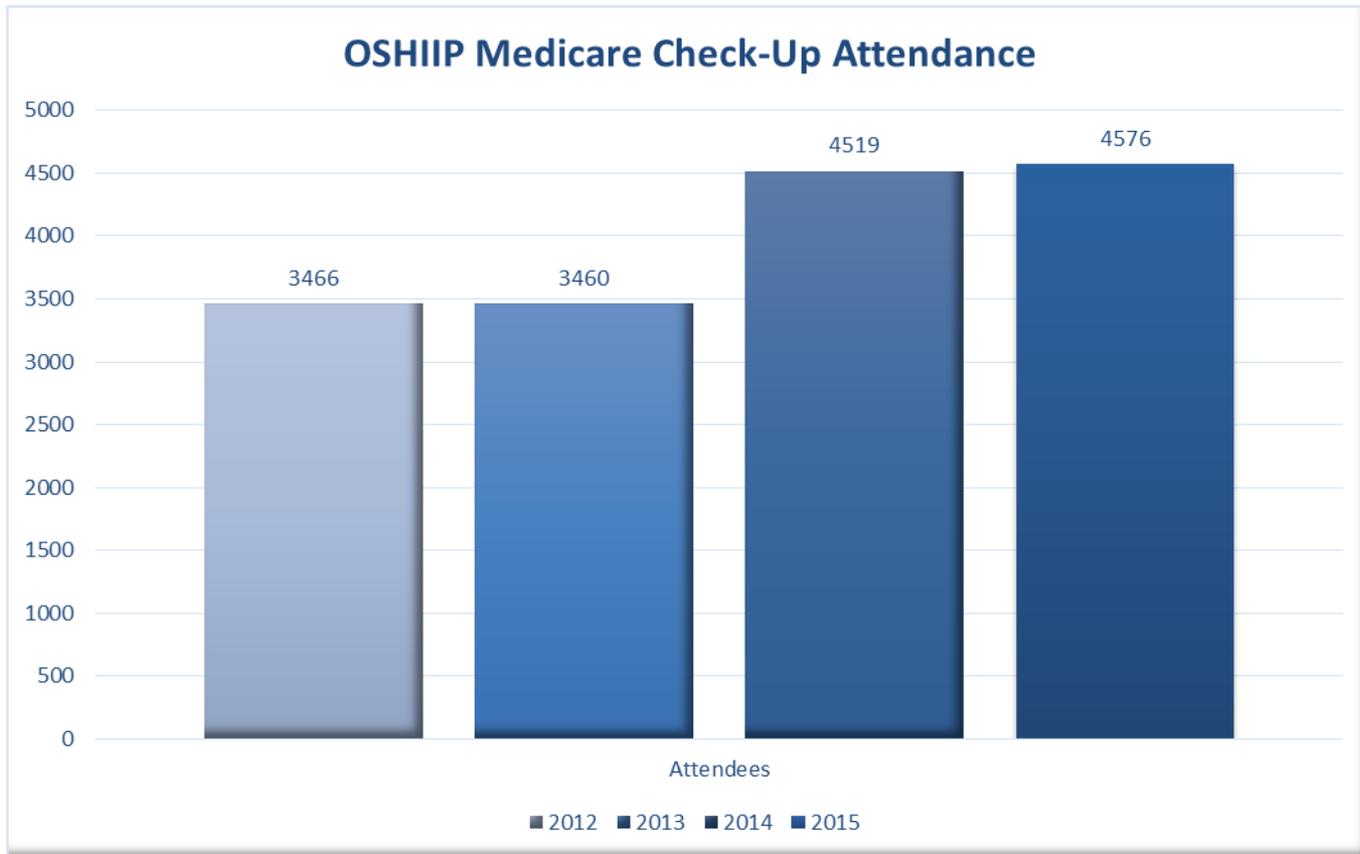
- 2013= 46,982
- 2014= 45,930
- 2015= 46,430



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# 2015 in Review

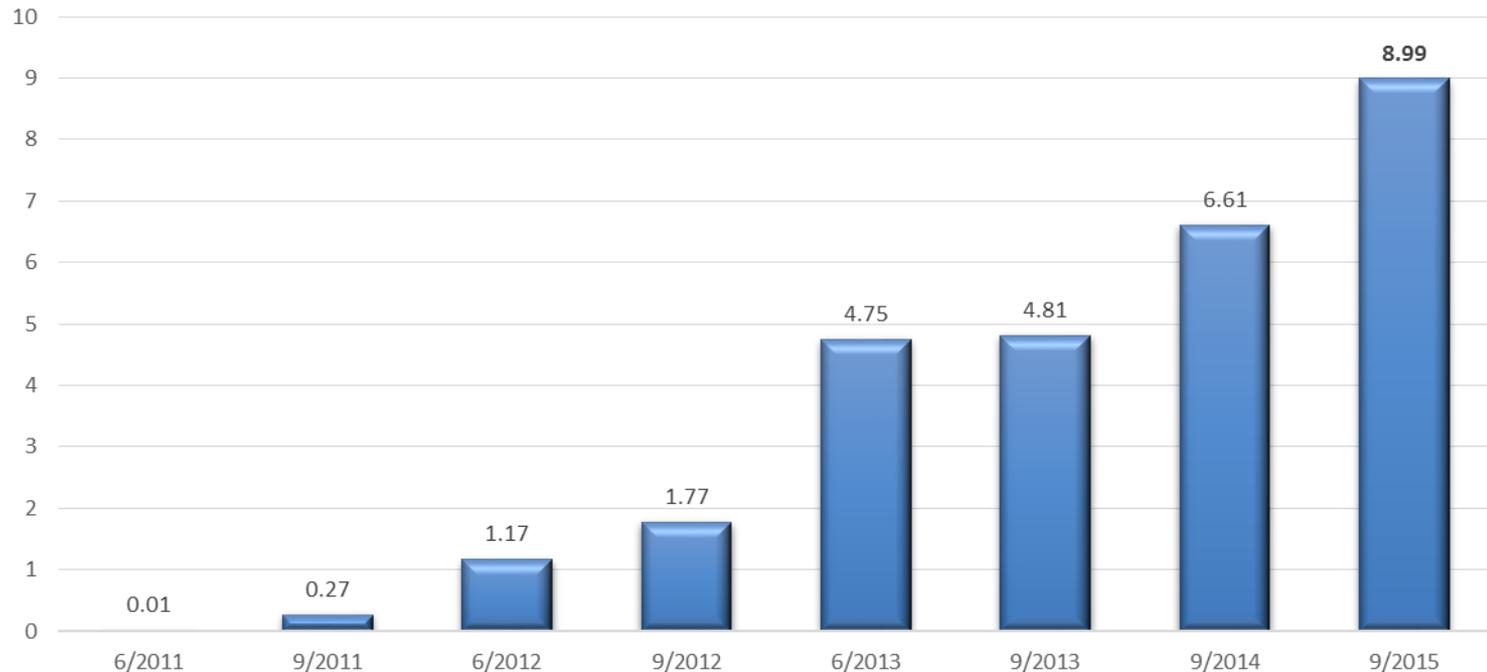
- Medicare Check-Up events



# National Performance Report

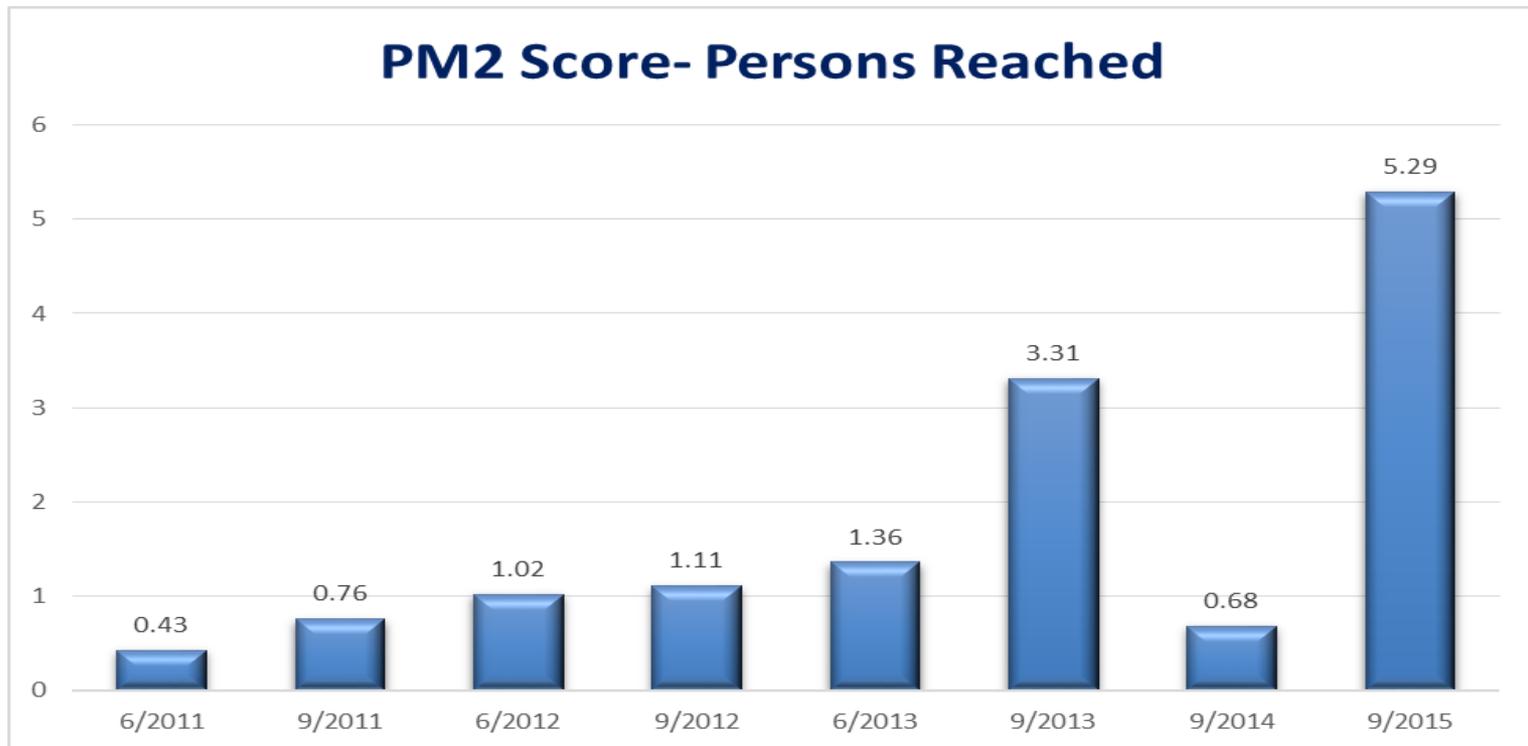
- PM1
  - Improved in all 6 Geo-Slices
  - Above Exemplary levels in 3 Geo-Slices

## PM1 Score- Total Contacts



# National Performance Report

- PM2
  - Improved in all 6 Geo-Slices
  - Above Exemplary levels in 1 Geo-Slices

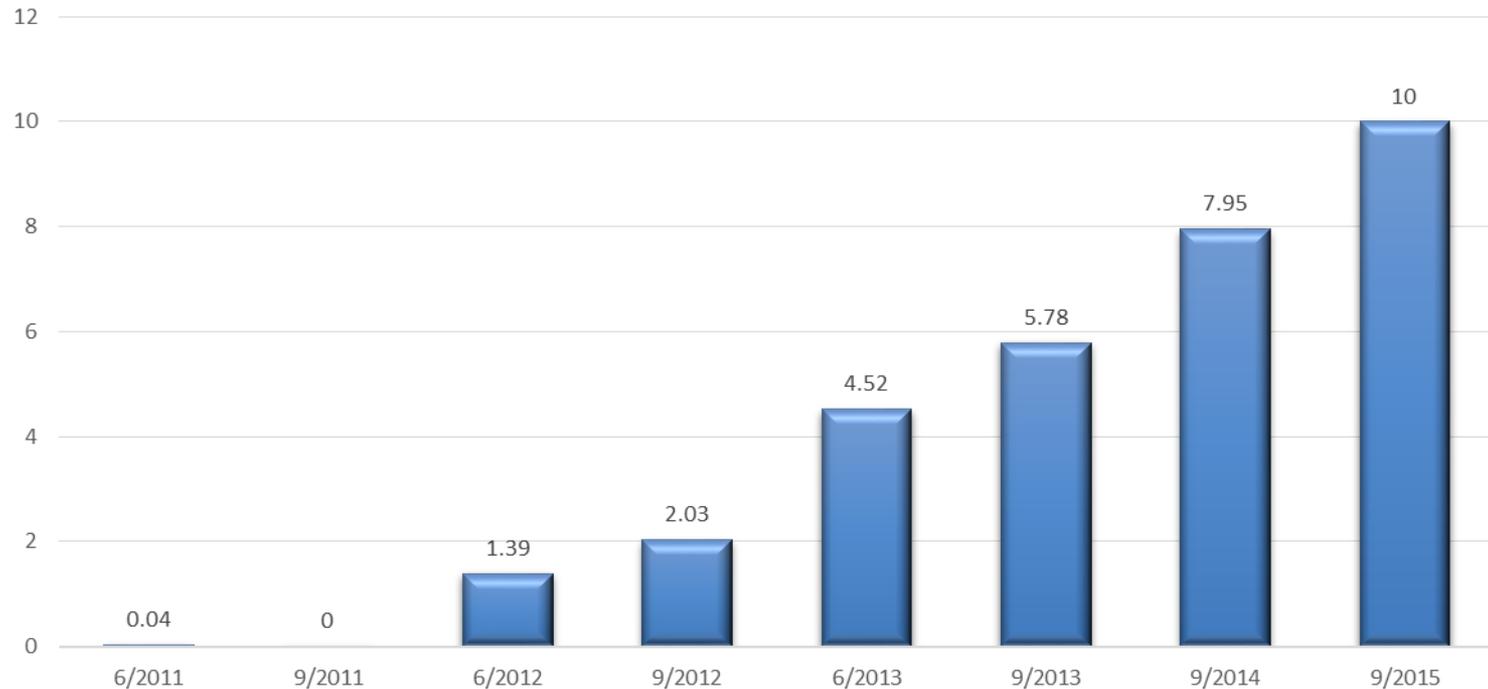


# National Performance Report

- **PM3**

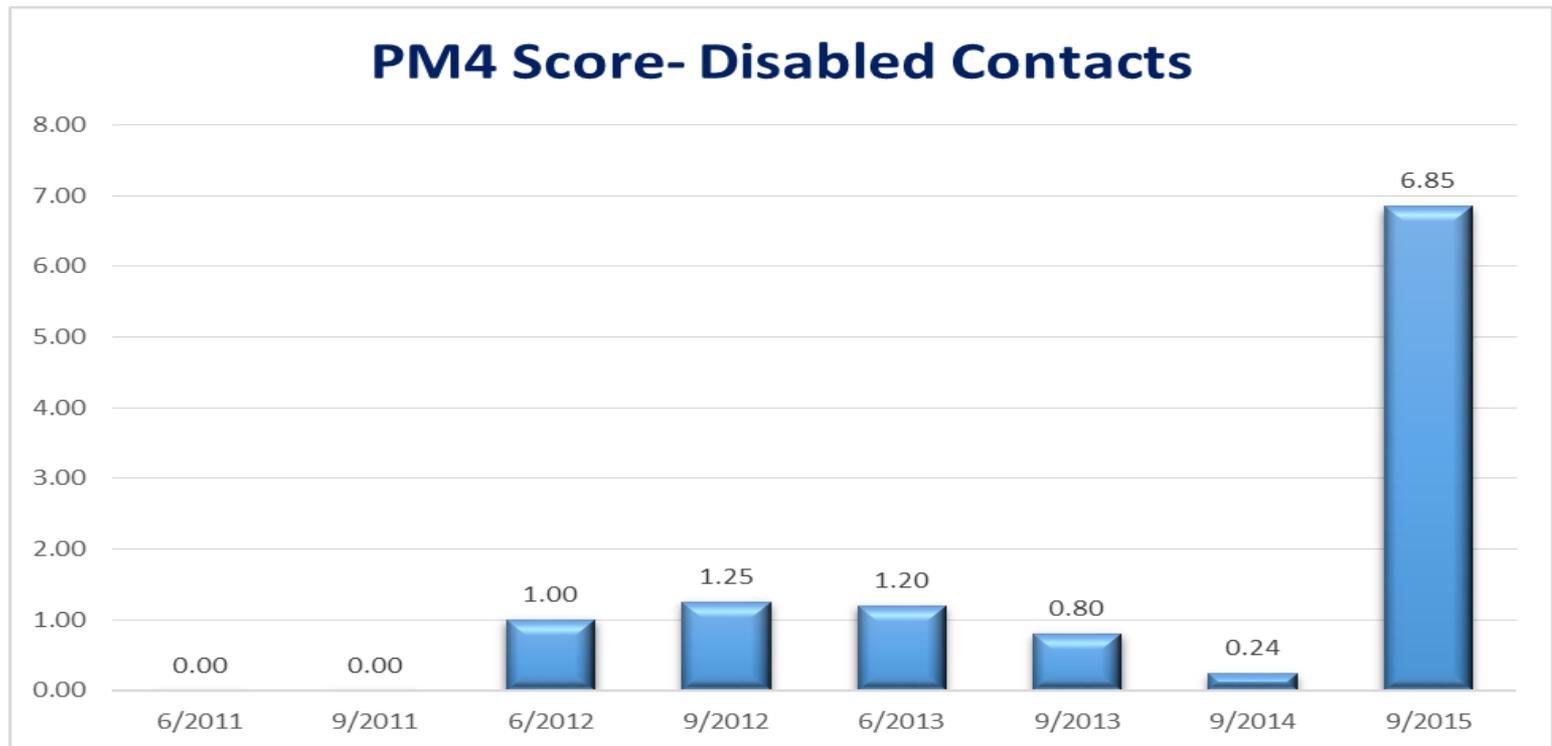
- Improved in all 6 Geo-Slices
- Above Exemplary levels in all 6 Geo-Slices

## PM3 Score- Substantial Contacts



# National Performance Report

- PM4
  - Improved in all 6 Geo-Slices
  - Above Exemplary levels in 2 Geo-Slices

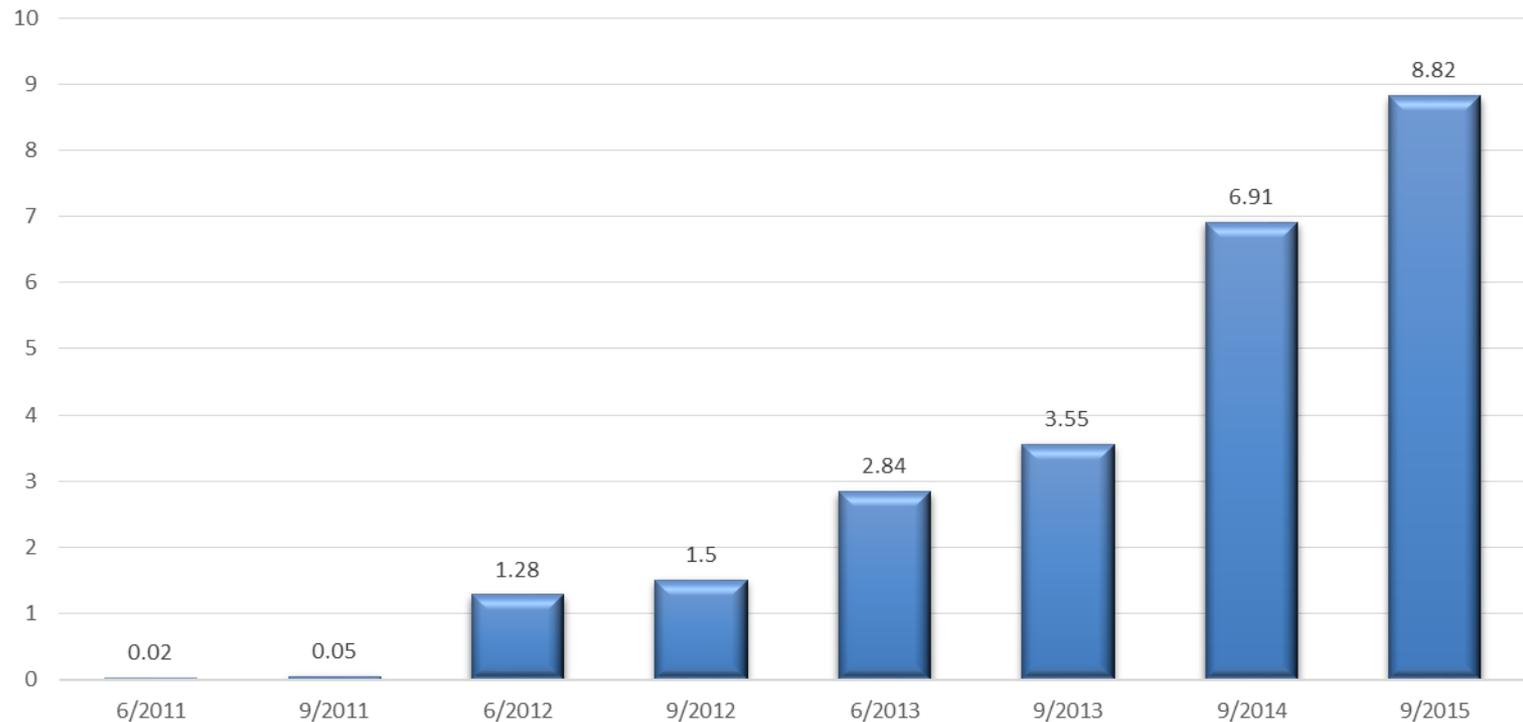


# National Performance Report

- PM5

- Improved in all 6 Geo-Slices
- Above Exemplary levels in 3 Geo-Slices

## PM5- Low Income Contacts

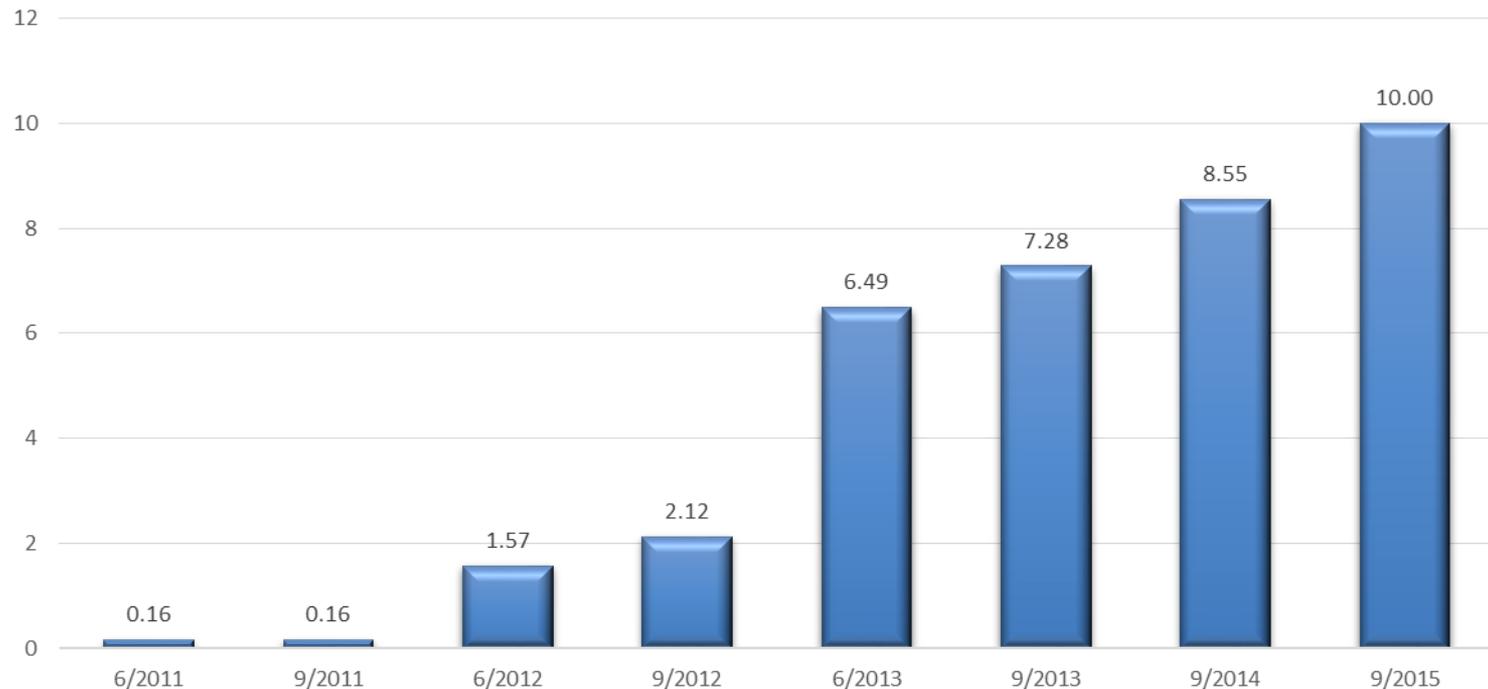


# National Performance Report

- **PM6**

- Improved in all 6 Geo-Slices
- Above Exemplary levels in all 6 Geo-Slices

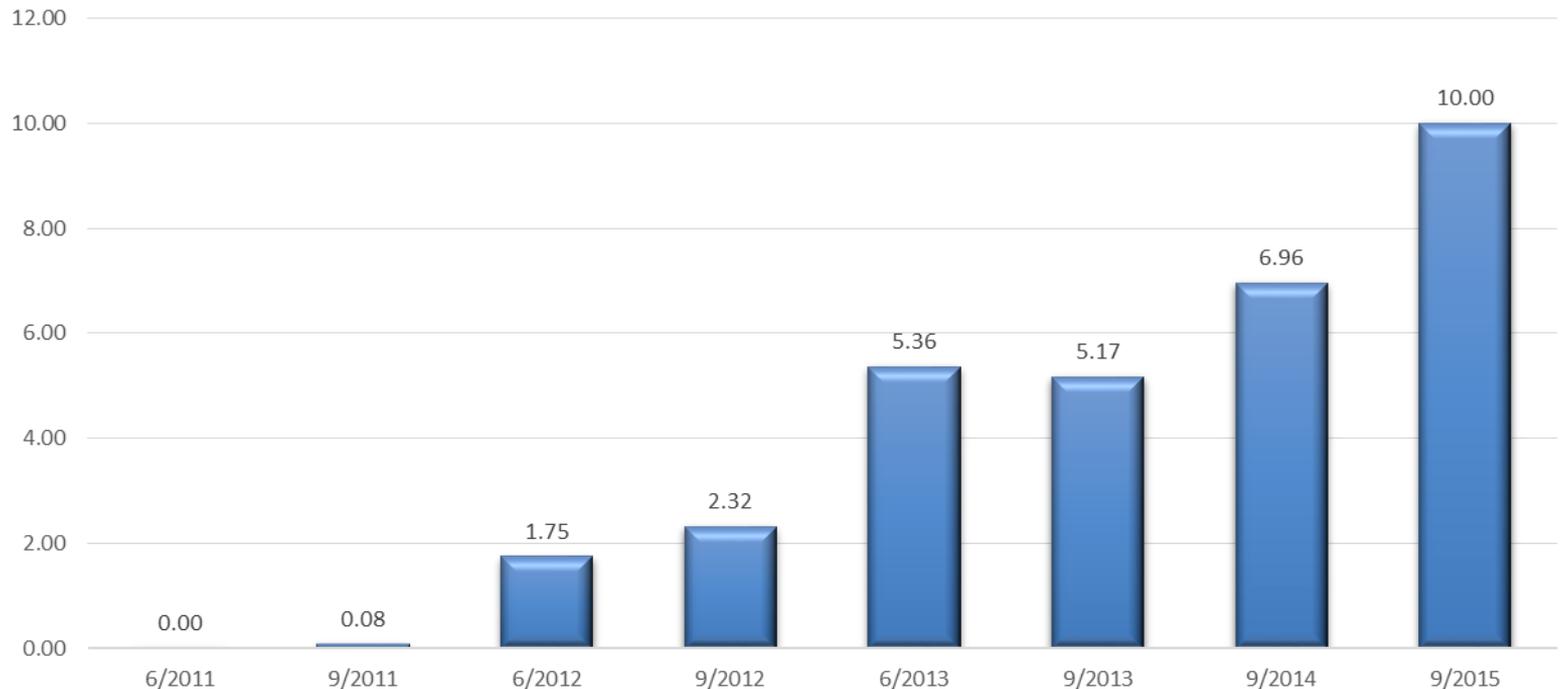
## PM6 Score- Enrollment Contacts



# National Performance Report

- PM7
  - Improved in all 6 Geo-Slices
  - Above Exemplary levels in all 6 Geo-Slices

### PM7 Score- Part D Contacts

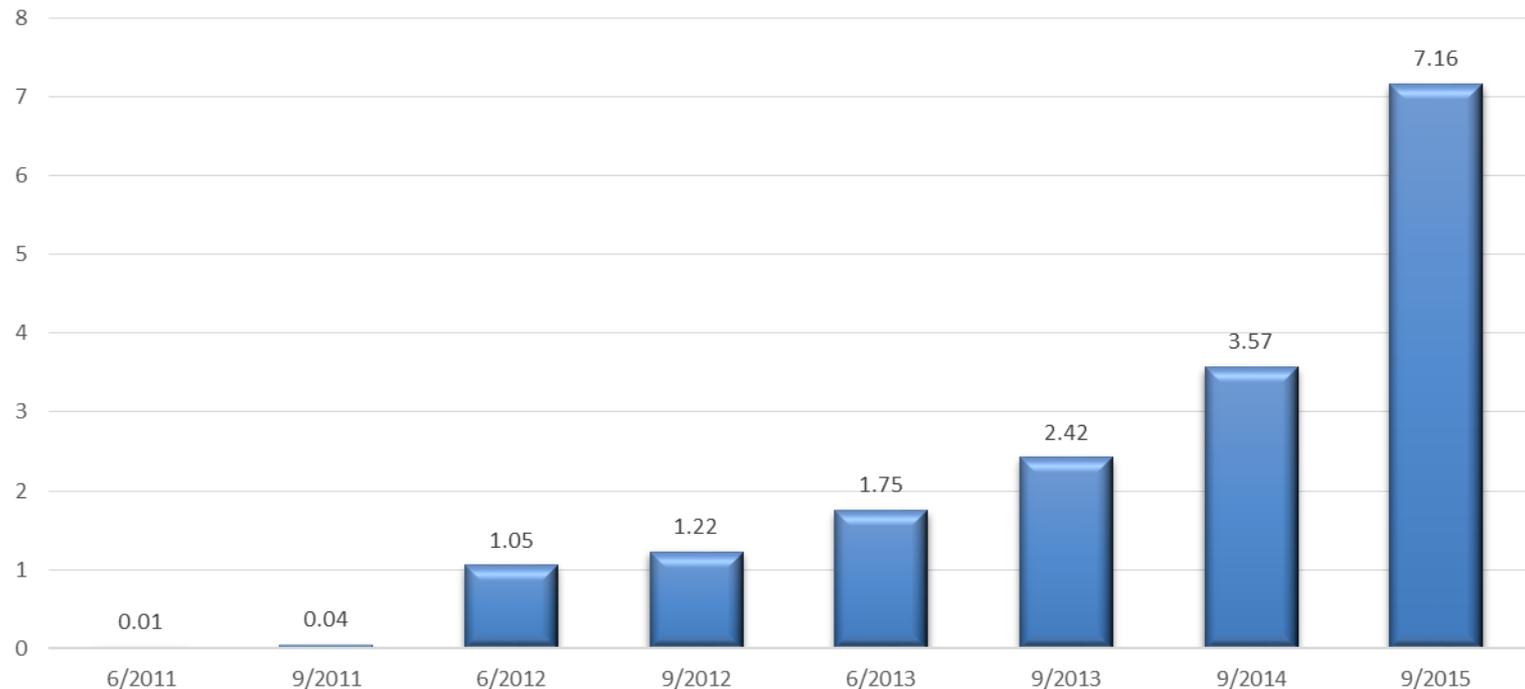


# National Performance Report

- **PM8**

- Improved in all 6 Geo-Slices
- Above Exemplary levels in 3 Geo-Slices

**PM8 Score- Time Spent**



# Quality Quality Quality

- Increased PM Scores in ALL Geo-Slices in each and every PM!!!
- Counseled 383,413
- Educated 291,353
- Saved over \$20 million
- Good News Stories- Round Robin

