

OSHIIP News

DECEMBER
2013

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

These new graphics give you a quick check of our progress

We're debuting our brand new graphics here — on this month's front cover — because we're really excited about all the great strides OSHIIP is making! Thanks to you, we're helping more people with Medicare than ever before and setting records all along the way.

Use our "thermometer" visuals to check OSHIIP's progress on client contacts (CCFs), public & media events (PAMs) and dollars saved. Shown here are results through the week ending Nov. 15.

Starting next issue, these graphics will take up their permanent home on the back page of this, your volunteer newsletter.



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Fighting Fraud & Abuse

News You Can Use

Medicare fraud

It's fraud when Medicare is billed for services or supplies you never receive. Medicare loses billions of dollars to fraudulent claims every year.

Examples of Medicare fraud

- A healthcare provider bills Medicare for services you never received
- A supplier bills Medicare for equipment you never got
- Someone uses your Medicare card to get medical care, supplies, or equipment
- A company offers a Medicare drug plan that has not been approved by Medicare
- A company uses false information to mislead you into joining a Medicare plan

It's also fraud if someone who knows you have Medicare tries to sell you an Exchange plan. People with Medicare don't need to do anything with the Exchange during Open Enrollment.

Stopping Medicare fraud is important

Medicare fraud results in higher health care costs for everyone. Eliminating fraud cuts costs for families, businesses, and the federal government. It also increases the quality of services for those who need care.

Medicare has increased funding for Senior Medicare Patrols (SMP) — state-based groups of senior citizen volunteers who educate other people covered by

*Click to read
Medicare's publication
on fraud and abuse.*

Medicare to identify, prevent, and report health care fraud.

Stopping fraud requires cooperation from all concerned entities — the federal government, state governments, health care providers, insurers, law enforcement, and citizens like you.

Senior Medicare Patrol & Pro Seniors

In Ohio, SMP is part of Pro Seniors, Inc. Contact Pro Seniors to report any instance of Medicare fraud:

1-800-488-6070

The Ohio Senior Medicare Patrol always needs volunteers. To learn more about Ohio SMP, click [here](#).

For quality of care issues, it's Ohio KePRO

If the Medicare issue regards quality of care rather than fraud and abuse, please contact Ohio KePRO, our state's Quality Improvement Organization (QIO).

Ohio KePRO investigates beneficiary complaints about quality of care received from a Medicare provider.

Contact Ohio KePRO:

1-800-589-7337

Or visit:

<http://www.ohiokepro.com/>

Copy & paste News You Can Use items into your newsletter, then complete a PAM form.

Volunteer Feature

Becki Cyrus is Ross County's new generation Medicare expert

For many years, and well before OSHIIP was established, the Ross County Senior Center in Chillicothe offered its clients Medicare help and information. The center accomplished this through a team of retired people who found the work to be a calling of sorts.

If you've volunteered for our program for some time, you likely know the names of those team members: Bob Vogel, Evelyn Mathers and Martha Bethel.

Now meet Becki Cyrus; Martha is her mom. When the Ross County team was ready to step down from work at the senior center, Martha recruited Becki to become an OSHIIP volunteer.

As a good daughter should, Becki listened to her mother. She's been a certified OSHIIP volunteer since May 2011 and is now the senior center's go-to person for help and information about Medicare.

Speaking of Evelyn, Bob and her mom, Becki said, "They are each in their 80s. My involvement let them retire from their retirement jobs."

Becki taught elementary school in the Union-Scioto local school district before retiring in 2010. Joe is her husband of 41 years and a retired RCA employee. Since she began her volunteer work, the pair has turned every Monday into a day of helping others.

"Monday is the day I work at the senior center," Becki said. She and Joe arrive there by 9 a.m., but Becki attends church first, so her day starts hours earlier.

After her shift, Becki and Joe meet Martha for lunch. Then they head to Good Samaritan Food

Bank where they spend the afternoon helping get people fed.

And after that? "We come home and collapse!" she said with a laugh.

Becki's responsibilities at the Ross County senior center are similar to those of most OSHIIP volunteers.

"The center is on a walk-in basis," she said. On a given day she may be required to compare plans, enroll a client in a plan, or introduce a new beneficiary to Medicare.

"Someone may need help with a bill, or just a referral to the proper agency," Becki said.

She's affected when looking to help those with limited finances. "I don't know how anyone can live on so little

money. We do the best we can do for a client, and it's heartbreaking when the person still cannot afford the coverage."

Mostly, the good news outweighs the bad. Becki met a client whose husband takes a very expensive prescription. They understood a certain drug plan would save them money in 2014. Becki took the extra step and called the plan to verify copay information. Turns out they would have paid more for the drug than what they paid this year. Needless to say, the clients were thrilled with this service.

"I enjoy being associated with OSHIIP," she said. "It's a good program and people we can help are always so grateful."

Becki and Joe live in Union Township, just north of Chillicothe. Thank you, Becki, for all you do for OSHIIP! And thanks, too, to the Ross County Senior Center for many years of serving people covered by Medicare.



*Becki Cyrus (left) with clients at
the Ross County Check-Up Event*

Medicare Advantage plans in 2014

Medicare Advantage plans serve geographic areas and offer comprehensive health benefits that often include prescription drug coverage. Plans are listed here by type. Companies may have multiple plans although every plan may not be available where you live. Go to www.medicare.gov for the plans serving your county, or call OSHIP at 1-800-686-1578. Call the company for plan information.

Health Maintenance Organization (HMO)

Aetna Medicare: **1-800-832-2640**
 Anthem Senior Advantage: **1-800-797-5957**
 Gateway Health Medicare Assured:
1-877-935-2168
 Humana Gold Plus: **1-800-833-2364**
 Kaiser Permanente Medicare:
1-877-408-3495
 MediGold: **1-800-964-4525**
 Paramount Elite : **1-800-462-3589**
 PrimeTime Health Plan: **1-800-577-5084**
 SummaCare MA Plans: **1-888-464-8440**
 The Health Plan SecureCare:
1-877-236-2290
 UnitedHealthcare AARP MedicareComplete:
1-800-547-5514
 Wellcare Value: **1-877-817-5794**

Preferred Provider Organization (PPO)

Aetna Medicare: **1-800-832-2640**
 Anthem Medicare:
1-800-797-1765 or 1-800-797-0560
 Coventry Advantra: **1-855-893-4695**
 HumanaChoice: **1-800-833-2364**
 MediGold Network Choice: **1-800-964-4525**
 PrimeTime Health Plan: **1-855-877-1049**
 The Health Plan SecureChoice:
1-877-236-2290

Private Fee-for-Service (PFFS)

Humana Gold Choice: **1-800-833-2364**

Universal American Today's Options
 Premier Plus: **1-866-418-1923**

Special Needs Plan (SNP)

Special Needs Plans are generally available only to people who are covered by both Medicare and Medicaid (dual eligibles).

Advantage by Buckeye Community
 Health Plan (HMO): **1-866-389-7690**

CareSource Advantage (HMO):
1-800-708-87294

Gateway Health Medicare Assured (HMO):
1-877-935-2168

Humana Gold Plus (HMO): **1-800-833-2364**

Molina Medicare Options Plus (HMO):
1-866-403-8293

The Health Plan SecureCare (HMO):
1-877-236-2290

UnitedHealthcare Dual Complete (HMO):
1-888-834-3721

United HealthCare Nursing Home Plan
 (HMO or PPO): **1-888-834-3721**

Wellcare Access (HMO): **1-877-817-5794**

Programs for All-Inclusive Care for the Elderly (PACE) Plan

PACE plans help eligible people age 55 or older who need chronic care stay independent as long as possible.

McGregor PACE:
(216) 791-3580 or (216) 957-2300

TriHealth Senior Link: **(513) 531-5110**

Please note: www.medicare.gov is the source for this information.

Medicare amounts

	2013	2014
PART B PREMIUM	\$104.90 *	\$104.90 *
PART B DEDUCTIBLE	\$147	\$147
PART A HOSPITAL DED.	\$1,184	\$1,216
HOSPITAL CO-PAYMENTS IN-PATIENT DAYS 61-90	\$296/DAY	\$304/DAY
HOSPITAL CO-PAYMENTS BEYOND DAY 90	\$592/DAY	\$608/DAY
SKILLED NURSING FACILITY DAYS 21-100	\$148/DAY	\$152/DAY
PART A PREMIUM		
PREMIUM 40 OR MORE QTRS.	\$0	\$0
PREMIUM 30-39 QUARTERS	\$243	\$234
PREMIUM 30 QTRS. OR LESS	\$441	\$426
<i>* Part B premium may be higher based on income:</i>		
Single with income of \$85,001 - \$107,000 or Married with income of \$170,001 - \$214,000		\$146.90
Single with income of \$107,001 - \$160,000 or Married with income of \$214,001 - \$320,000		\$209.80
Single with income of \$160,001 - \$214,000 or Married with income of \$320,001 - \$428,000		\$272.70
Single with income above \$214,000 or Married with income above \$428,000		\$335.70

Call OSHIP with questions: 1-800-686-1578.

The OSHIIP Road Show: Volunteers Welcome!

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 if needed. See you on the road!

Final Medicare Check-Ups

Trumbull Co. • Niles

Counseling & enrollments:

Dec. 2; 10 a.m.

Girard Multi-Generational Center
443 Trumbull Avenue

*Counseling by appointment only;
to schedule call 330-545-6596.*

Marion Co. • Marion

Counseling & enrollments:

Dec. 3; 10 a.m. - 2 p.m.

Marion Co. Council on Aging
125 Executive Drive

*Counseling by appointment only;
to schedule call 740-387-0401.*

Vinton Co. • McArthur

Counseling & enrollments:

Dec. 3, 10 a.m.

Vinton Co. Senior Center
31935 Ohio Rte. 93

*Counseling by appointment only;
to schedule call 1-800-582-7277.*

Gallia Co. • Gallipolis

Counseling & enrollments:

Dec. 5, 10 a.m.

Gallia County Council on Aging
1165 St. Rte. 160

*Counseling by appointment only;
to schedule call 1-800-582-7277.*

Hocking Co. • Logan

Counseling & enrollments:

Dec. 6; 10 a.m. - 3 p.m.

Scenic Hills Senior Center
187 S. Spring Street

*Counseling by appointment only;
to schedule call 740-385-6581.*

Welcome to Medicare

Delaware Co. • Delaware

Dec. 11; 10 a.m.

Council for Older Adults
800 Cheshire Rd.

Medicare 101

Franklin Co. • Bexley

Dec. 2; 2 p.m.

Bexley Heritage Apartments
2115 Astor Ave.

Miami Co. • Troy

Dec. 3; 10 a.m.

Troy Senior Citizens Center
134 N. Market St.

Summit Co. • Akron

Dec. 3; 3:30 p.m.

House of the Lord
1650 Diagonal Rd.

Stark Co. • Minerva

Dec. 6; 10 a.m.

Great Trail Care Center
400 Carolyn Ct.

Summit Co. • Akron

Dec. 11; 11 a.m.

Callis Tower
730 Callis Dr.

*Tell us about your
scheduled public
events and we'll list
them here, in our
monthly Road Show.*



staff spotlight



Becky Sells

Becky Sells, Program Administrator

I am retiring at the end of this year after more than 20 years at the Ohio Department of Insurance. My job has evolved over time, but when OSHIIP started in 1992 I helped with the launch. I also surveyed insurance companies for the Department's original shopper's guides. Noel Morgan, my supervisor at that time, wrote and designed these early guides. We won a national award for our MedSup guide, which became the model for many other states.

I have been Chris Reeg's assistant since early 2012, and stay busy with OSHIIP sites, unique ID's, coordinator lists, and paying OSHIIP bills. Through the years I've been blessed to have worked with OSHIIP's awesome staff and dedicated volunteers! And one of my greatest pleasures has been working with more than 30 college interns.

Now it's truly time for me to retire. You may know I feel called to do mission trips and plan to increase the frequency of them with my new availability. I'll remain an OSHIIP volunteer in Fairfield County and look forward to many opportunities to help!

This is not good-bye; I hope to see you at OSHIIP's 25th Anniversary in 2017!

Webinar training

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

Official 2013 Refresher Training

Includes all Updates for 2013 & 2014

Choose from four session times

Reserve your seat now!

Tuesday, Dec. 10: 10 a.m.

<https://www1.gotomeeting.com/register/454677992>

Tuesday, Dec. 10: 2 p.m.

<https://www1.gotomeeting.com/register/620701449>

Thursday, Dec. 19: 10 a.m.

<https://www1.gotomeeting.com/register/577319169>

Thursday, Dec. 19: 2 p.m.

<https://www1.gotomeeting.com/register/771102360>

Call 1-877-820-7831

Passcode: 896960

Welcome to Medicare

Monday, Dec. 16: 6 p.m. - 7 p.m.

Open to the public — invite your clients!

Reserve your seat now!

To join the session:

<https://www1.gotomeeting.com/register/288811729>

You are setting Ohio records!

Chris Reeg received the following note from CMS:

"Hi Chris

Thought you might be interested. Set new all-time 12-month state record for CC and PAM.

Congratulations!"

From Oct. 2012 - Sept. 2013 you reported 138,585 client contacts — an increase of 67% over the prior year. Public & Media events increased to 2,078 (up 12% over a year ago). **THANK YOU!**



OSHIIP
Answers to your
Medicare questions

How to contact OSHIIP:

- Call 1-888-686-VOLS (686-8657)
- Fax to: (614) 752-0740
- email to oshiipmail@insurance.ohio.gov



LOCAL HELP FOR PEOPLE WITH MEDICARE

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of Insurance

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