

OSHIIP News

SEPTEMBER
2013

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

IT ALL COUNTS!

**You count! And we want to count on you
to report each and every contact you make!**

You can assist us by coming to an OSHIIP event. You can attend any one of several Refresher trainings scheduled this month. Plus, soon it will be Medicare Check-Up season; these special OSHIIP events can provide you with additional opportunities to meet clients and report your work on a Client Contact Form (CCF). Our list of Check-Up dates is on page 5. Here are examples of other ways to increase your client contacts and Public & Media (PAM) Forms:

- Deliver OSHIIP brochures to a local senior center, your doctor, the hospital or an assisted living facility. That's an activity you can count.
- Place an OSHIIP article in your local newspaper, newsletter or church bulletin. It counts.
- Work with a local radio program to arrange a guest to talk about volunteer opportunities. It counts!
- Talk about OSHIIP at your local service club, church or civic center, and count it!
- Counsel a client — that counts.
- Tell a friend about OSHIIP and the volunteer services you provide. That counts.

There are all kinds of ways to capture and report the good work you do for OSHIIP. We're counting on you.

You may have other ways you count your work. If so, share it with us!
Email ron.pokorny@insurance.ohio.gov with your ideas.

And thanks for all you do for OSHIIP!



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Medicare preventive shots

News You Can Use

Getting shots doesn't have to be a pain.
Medicare makes getting these preventive shots easy!

Flu Shot

Covered How Often?

Medicare Part B (Medical Insurance) normally covers one flu shot per flu season in the fall or winter.

Who's Eligible?

All people with Medicare are covered.

Your Cost in Original Medicare?

You pay nothing for a flu shot if the doctor or other qualified health care provider accepts Medicare assignment for giving the shot, and the Part B deductible doesn't apply. If you get your flu shot from a doctor who doesn't accept assignment, you may have to pay an additional fee for the doctor's services, but not for the shot itself.

Hepatitis B Shot

Covered How Often?

Medicare Part B covers Hepatitis B shots.

Who's Eligible?

People with Medicare at high or medium risk for Hepatitis B are covered. Your risk for Hepatitis B increases if you have hemophilia, End-Stage Renal Disease (ESRD), diabetes, or certain conditions that lower your resistance to infection. Other factors may also increase

your risk for Hepatitis B. Check with your doctor to see if you're at high or medium risk for Hepatitis B.

Your Cost in Original Medicare?

You pay nothing for the shot if the doctor or other qualified health care provider accepts assignment, and the Part B deductible doesn't apply. If you get your Hepatitis B shot from a doctor who doesn't accept assignment, you may have to pay coinsurance for the doctor's services, but not for the shot itself.

Pneumococcal Shot

Covered How Often?

Medicare Part B covers a pneumococcal shot to prevent pneumococcal infections (like certain types of pneumonia). Most people need this preventive shot only once in their lifetime. Talk with your doctor or other health care provider to see if you need the shot.

Who's Eligible?

All people with Medicare are covered.

Your Cost in Original Medicare?

You pay nothing for a pneumococcal shot. If the doctor or other qualified health care provider doesn't accept assignment, you may have to pay an additional fee for the doctor's services, but not for the shot itself.

Volunteer Feature

Gerri VanNoy provides Ohio AAA #8 with information & assistance

When local residents need assistance, one very good option is contacting Buckeye Hills Regional Development — and the associated Area Agency on Aging 8 — in Marietta of Washington County.

Such calls go to the agency's Information & Assistance line, where they're answered by Gerri VanNoy (OSHIIP volunteer since August 2009) and Brandi Hesson (OSHIIP volunteer since May 2011).

Most callers are searching for local resources, with the requests ranging from home repair to health insurance.

And the calls are numerous... in fact, more than 100 calls about Medicare specifically have come in to Information & Assistance since the end of April. The number is borne out by client contacts reported by Gerri and Brandi.

Hearing of the 100 mark, Gerri said, "Wow — we're busy here!"

The AAA serves eight counties in the southeastern corner of Ohio and provides free services to residents age 60 and older. Information is available to residents of any age.

Gerri said the agency's primary goal is assisting clients qualify for PASSPORT, a Medicaid waiver program that helps people age 60+ remain independent. Their daily activities also include Medicare enrollments, claims and appeals.

"We live in an area that's generally poor," she said. It's largely an industrial area populated by plants that once offered retirement health benefits. Now that baby boomers are reaching retirement age, the agency's workload is increasing fast.

"The most difficult part is getting new clients past their confusion about Medicare," Gerri said.

"We see baby boomers who want to freak out over leaving their employer coverage.

We explain how it differs from Medicare." The fact that there's an available Advantage plan — similar to employer plans that have network providers — makes the task a bit easier.

"We're very successful, but for us, open enrollment never ends," she said.

Reward comes in the form of those who qualify for the low-income subsidy, a Medicare Savings Program, or both. Many clients aren't aware the help exists until they contact Buckeye Hills.

"You can feel their relief when they find out they qualify," Gerri

said. Word-of-mouth from happy clients spreads to area residents who may also qualify for help.

"We encourage people to fill out the applications, even if they don't think they qualify," Gerri said. "Allowing the process to work is always best."

Gerri lives with her husband Stephen in Newport, a few miles east of Marietta on the Ohio River. Their children are all the 4-legged variety: "two dogs, around eight cats, and three goats," she reported.

She's also an adjunct professor on a part-time basis at Washington State Community College, using her Master's degree in Communications to teach public speaking.

OSHIIP greatly appreciates our partnerships throughout the state. Thank you Buckeye Hills and AAA 8 for all you do. Thanks too, Gerri, for giving us a look into your world!



*Gerri VanNoy assists
people across an
eight-county area*

New Crew



*Our list of new volunteers
who were recently
trained and certified.
Welcome aboard!*

Franklin Co.

Katie Roscoe

Miami Co.

Joyce Curtner

Shelby Co.

Anita Miller
Ashley Powell
Betsy Vondenhuevel

Montgomery Co.

Sabrina Berry
Debra Ebbers
Neldra Glasper
Kelly R. Lundqvist
Marci Vandersluis

staff spotlight



Randy Roehll

Randy Roehll, Hotline Analyst 2

Before coming to OSHIIP, I worked for more than 20 years as a Personal Lines and Commercial Underwriter for Farmers Insurance at their Columbus Regional Office. I joined OSHIIP as a Hotline Analyst 1 in June 2004 and was promoted to a Hotline Analyst 2 in September 2007. Along with Pat Angelino and Peggy McDaniel, I help OSHIIP volunteers who call our volunteer hotline with some of the more complex cases.

We work in an area that gives us a “front row seat” with our callers at an often important time. Each client’s needs, the situation, and the client’s reaction to that situation is different, so we learn something new every day. I am not the first person associated with OSHIIP to acknowledge that the greatest reward I receive comes from helping those who were not able to get the help before, or anywhere else.

I am interested in finance, chess, history, music and art and I’m curious about other people’s interests. Knowing a consumer’s interests and life experiences gives a window to how they think and what is important to them. It is the personal connection that we make that aids and bestows rewards with the consumers who come to us.

Medicare Check-Up Days 2013

Here's our complete list of Medicare Check-Up Days for 2013. OSHIIP sponsors these events in every Ohio county to help people evaluate their Part D plan and Medicare health plan options for next year. **Attend a local session to fulfill part of your annual recertification requirements.** Be sure to invite any of your clients who may benefit from this program. Please note: event details subject to change.

Adams Co. • Nov. 6	Guernsey Co. • Oct. 24	Morrow Co. • Sept. 10
Allen Co. • Oct. 10	Hamilton Co. • Oct. 18	Muskingum Co. • Oct. 7
Ashland Co. • Oct. 23	Hancock Co. • Sept. 27	Noble Co. • Aug. 30
Ashtabula Co. • Oct. 2	Hardin Co. • Oct. 3, Nov. 6	Ottawa Co. • Oct. 21
Athens Co. • Oct. 10	Harrison Co. • Nov. 6	Paulding Co. • Sept. 6
Auglaize Co. • Oct. 1 & 9	Henry Co. • Oct. 9	Perry Co. • Oct. 16
Belmont Co. • Oct. 1	Highland Co. • Nov. 22	Pickaway Co. • Nov. 12
Brown Co. • Nov. 7	Hocking Co. • Dec. 6	Pike Co. • Oct. 28
Butler Co. • Nov. 8	Holmes Co. • Nov. 1	Portage Co. • Oct. 2
Carroll Co. • Nov. 21	Huron Co. • Oct. 24	Preble Co. • Nov. 12
Champaign Co. • Oct. 28	Jackson Co. • Nov. 18	Putnam Co. • Oct. 17
Clark Co. • Nov. 14	Jefferson Co. • Nov. 13	Richland Co. • Nov. 13
Clermont Co. • Nov. 7	Knox Co. Co. • Sept. 27	Ross Co. • Nov. 15
Clinton Co. • Oct. 4	Lake Co. • Oct. 7, 18, 21, 22, 24, 25 & 29; Nov. 6, 7, 12 & 14	Sandusky Co. • Sept. 17, Oct. 17
Columbiana Co. • Oct. 29	Lawrence Co. • Nov. 26	Scioto Co. • Oct. 30
Coshocton Co. • Oct. 11, Nov. 22	Licking Co. • Sept. 13, Oct. 25	Seneca Co. • Sept. 16
Crawford Co. • Sept. 17	Logan Co. • Nov. 4	Shelby Co. • Nov. 21
Cuyahoga Co. • Sept. 17 & 26; Oct. 8, 15, 22 & 30; Nov. 19	Lorain Co. • Nov. 14	Stark Co. • Oct. 29
Darke Co. • Nov. 18	Lucas Co. • Oct. 16	Summit Co. • Oct. 18, Nov. 20
Defiance Co. • Sept. 26	Madison Co. • Sept. 27	Trumbull Co. • Oct. 16, Dec. 2
Delaware Co. • Oct. 3, Nov. 4 & 25	Mahoning Co. • Nov. 15	Tuscarawas Co. • Oct. 28
Erie Co. • Sept. 13	Marion Co. • Dec. 3	Union Co. • Oct. 8
Fairfield Co. • Oct. 24	Medina Co. • Nov. 1	Van Wert Co. • Oct. 21
Fayette Co. • Oct. 17	Meigs Co. • Nov. 12	Vinton Co. • Sept. 30, Dec. 3
Franklin Co. • Oct. 31	Mercer Co. • Oct. 15	Warren Co. • Oct. 29
Fulton Co. • Oct. 22	Miami Co. • Nov. 8	Washington Co. • Oct. 21
Gallia Co. • Sept. 18, Dec. 5	Monroe Co. • Oct. 4	Wayne Co. • Sept. 26, Oct. 16
Geauga Co. • Oct. 23	Montgomery Co. • Sept. 25, Oct. 25, Nov. 19	Williams Co. • Nov. 5
Greene Co. • Oct. 23	Morgan Co. • Nov. 20	Wood Co. • Sept. 25
		Wyandot Co. • Nov. 21

Go to <http://www.insurance.ohio.gov/Consumer/OSHIIP/Documents/MedicareCheckUp.pdf> for event times and locations. Get the detailed list in printed form, or a supply of flyers for the event in your county. Call 1-888-686-8657 (option 1) or email ron.pokorny@insurance.ohio.gov

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!

Health Fair

Cuyahoga Co. • Mayfield Hts. — Senior Healthcare Information Expo
Sept. 12; 10 a.m. - 2 p.m.
Hillcrest Hospital
6780 Mayfield Rd.

Montgomery Co. — Dayton Senior Resource Fair
Sept. 12; 2 p.m. - 4 p.m.
Hithergreen Sr. Center
5900 Hithegreen Dr.

Welcome to Medicare

Erie Co. • Vermillion
Sept. 4; 11 a.m.
Ritter Public Library
5680 Liberty Ave.

Erie Co. • Perkins Twp.
Sept. 11; 10 a.m.
Serving Our Seniors
2900 Columbus Ave.

Delaware Co. • Delaware
Sept. 11; 10 a.m.
Council for Older Adults
800 Cheshire Dr.

Portage Co. • Aurora
Sept. 17; 6 p.m.
Anna Maria of Aurora
889 N. Aurora Rd.

Delaware Co. • Delaware
Sept. 25; 6 p.m.
Council for Older Adults
800 Cheshire Dr.

1-on-1 Counseling

Stark Co. • North Canton
Sept. 19
9 a.m. - 3 p.m.
STAT Care of North Canton
6200 Whipple Ave. NW

Medicare 101

Ashland Co. • Ashland
Sept. 5; 11 a.m.
County Sherriff Anex
1205 E. Main St.

Franklin Co. • Columbus
Sept. 16; 6 p.m.
Wexner Heritage Village
1151 College Ave.

Huron Co. • Norwalk
Sept. 16; 6 p.m.
Fisher-Ttitus Medical
Center Auditorium
272 Benedict Ave.

Stark Co. • Canton
Sept. 17; 9 a.m.
Mercy Medical Center Mercy
Hall Ampitheatre
1320 Mercy Dr. NW

Hancock Co. • Findlay
Sept. 19; 11 a.m.
Legacy Village of
St. Catherines
8345 County Road 140.

Medicare 101

Cuyahoga Co. • Lakewood
Sept. 20; 10 a.m.
Westerly Apartments
Carr Lounge
14300 Deroit Ave.

Pike Co. • Waverly
Sept. 24; 11 a.m.
Beverly Sr. Apartments
401 Beverly Ave.

Fairfield Co. • Lancaster
Sept. 25; 1:30 p.m.
Windsor Place
141 Graceland Dr.

Franklin Co. • Worthington
Sept. 25; 1:30 p.m.
Griswold Center
1 High St.

Portage Co. • Ravenna
Sept. 26; 9:30 a.m.
Prospect House
245 S. Prospect St.

Trumbull Co. • Newton Falls
Sept. 26; 11:30 a.m.
Willow Glen Apartments
500 Freedom Ave.

Trumbull Co. • Warren
Sept. 26; 1:30 p.m.
Newton Falls Sr. Apartments
100 Justice Dr.

Final Refresher training sessions for 2013

Refresher training

Shelby Co. - Sidney

Sept. 4; 9 a.m. - 12 noon
Sidney-Shelby Co. Sr. Cntr.
304 South West Ave.

Athens Co. - Athens

Sept. 9; 10 a.m. - 1 p.m.
United Seniors of Athens
701 E. State St.

Lake Co. - Mentor

Sept. 10; 9:30 a.m. - 12:30 p.m.
Lake Co. Council on Aging
8520 East Ave.

Montgomery Co. - Vandalia

Sept. 10; 9 a.m. - 12 noon
Vandalia Senior Center
21 Tionda Dr. South

Refresher training

Hamilton Co. - Cincinnati

Sept. 11; 9 a.m. - 12 noon
SW Council on Aging
175 Tri-County Pkwy.

Allen Co. - Lima

Sept. 12; 9 a.m. - 12 noon
Allen Co. Council on Aging
215 N. Central Ave.

Franklin Co. - Columbus

Sept. 12; 9 a.m. - 12 noon
Wexner Heritage Village
1151 College Ave.

Fayette Co. - Washington CH

Sept. 17; 9 a.m. - 12 noon
Fayette Co. Commission on Aging
1179 S. Elm St.

Refresher training

Trumbull Co. - Niles

Sept. 18; 9 a.m. - 12 noon
Shepherd of the Valley
1500 McKinley Ave.

Union Co. - Marysville

Sept. 25; 9 a.m. - 12 noon
Union Co. Sr. Services
18000 St. Rte. 4

Clark Co. - Springfield

Sept. 26; 9 a.m. - 12 noon
Courtyard by Marriott
100 S. Fountain Ave.

Also:

Franklin Co. — Oct. 1

Lucas Co. — Oct. 3

See all scheduled OSHIIP training sessions & register for training at:
https://secured.insurance.ohio.gov/ConsumerApps/OSHIIP_Train_Reg/training_reg.aspx

Webinar training

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

Plan Finder at medicare.gov with Jay Dobbs, CMS Plan Finder Team

Thursday, Sept. 12: 2 p.m. - 3 p.m.

Reserve your seat now!

To join this session:

<https://www1.gotomeeting.com/register/507530400>

Call 1-877-820-7831
Passcode: 896960

Welcome to Medicare — Open to the public; Invite your clients

Monday, Sept. 16: 6 p.m.

Reserve your seat now!

To join this session:

<https://www1.gotomeeting.com/register/897182033>

Medicare 2014 Update with Michaela Monaghan, CMS

Wednesday, Sept. 18: 10 a.m. & 2 p.m.

Reserve your seat now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/195357864>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/801556233>

Check-Up flyers available upon request

Want to promote OSHIIP's Medicare Check-Up events locally? Our flyers may be just what you need! Flyers (pdf format) for each scheduled event are ready to go, and they're yours for the asking. We can email your flyers and/or print small quantities and mail hard copies to you.

**Email to ron.pokorny@insurance.ohio.gov
or call toll-free 1-888-686-8657, option 1.**



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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ODI
**Ohio Department
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