Month in Review
Mike DeWine, Governor  |  Jon Husted, Lt. Governor  |  Jillian Froment, Director

Here to Help During These Challenging Times

May is Mental Health Awareness Month, and this year it arrives when so many people are overwhelmed with challenges and emotions in a world suddenly altered by the COVID-19 pandemic.

As Ohioans, we value our capacity to endure. In these times of change and uncertainty, we are all uplifted by the boundless acts of heroism and kindness during this fight, but we are still going to have some mentally taxing days and that is all right.

I want Ohioans to know that the Ohio Department of Insurance is here to help. The department has resources that can help people understand their mental health and substance use benefits and how to access them. We have created a toolkit that includes wide-ranging information and makes the complexities of insurance digestible.

We have information on our website to walk people through the health insurance decision appeals process. We also have experts available at consumer.complaint@insurance.ohio.gov and 800-686-1526 to answer your mental and substance use disorder benefits questions.

In addition, the Coping with COVID-19 Anxiety Toolkit at www.coronavirus.ohio.gov is full of valuable information and resources and the Ohio Department of Mental Health and Addiction Services recently launched a confidential, mental health COVID CareLine, 800-720-9616, where trained staff are available to provide emotional assistance to anyone struggling with mental health concerns due to the ongoing stress of the pandemic.

Along the way let us remember to be good to ourselves. And know that resources and people are available that we can lean on. There is no doubt that times are tough, but will get through this – we’re #InThisTogetherOhio!

Temporary Agent Licenses and Financial Filing Bulletins Issued

Bulletins providing guidelines for securing a temporary resident insurance agent license, and extending the financial filing deadlines were issued to the insurance industry to help provide flexibility during this time. A complete listing of bulletins issued by the Ohio Department of Insurance during the COVID-19 pandemic is available here.

OSHIIP Hosts Welcome to Medicare Webinars

The department’s Ohio Senior Health Insurance Information Program (OSHIIP) continues to share Medicare information to the state’s beneficiaries as it relates to COVID-19 health coverage. Additionally, OSHIIP is conducting Welcome to Medicare webinars that help educate soon-to-be Medicare-eligible Ohioans about their health insurance and prescription drug coverage options. Topics include Medicare Part A and B benefits, Part D prescription drug coverage, Medicare Supplement plans, Medicare Advantage plans, financial assistance, and key deadlines. For more information, please contact OSHIIP.