

OSHIIP News

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

Welcome to Medicare Events



Are you going to be eligible for Medicare in the near future? Have you been on Medicare for a while but need to better understand what it offers? Do you have a family member you help with Medicare issues? *Then these FREE Welcome to Medicare events are for you!*

These events, offered by the Ohio Department of Insurance's OSHIIP division, will cover Medicare Part A and Part B benefits, the prescription drug benefit (Part D), Medicare Advantage plans, and Medicare supplement insurance.

OSHIIP, the Ohio Senior Health Insurance Information Program, is a service of the Ohio Department of Insurance. OSHIIP staff are trained

by the state and do not sell or promote any insurance companies, policies or agents.

For those who cannot attend the events in person, webinars are available at not cost. There is no phone number to call, simply click the link to attend.

- June 15, 2015
- September 14, 2015
- December 14, 2015

All webinars are open to the public and begin at 6:00 PM EDT.

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Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Welcome to Medicare Events ... Cont'd.

Muskingum Co. • Zanesville • April 6

Genesis HealthPlex
2800 Maple Ave, Zanesville, 43701

Franklin Co. • April 9, 15, 21 & 23

Upper Arlington • April 9
Upper Arlington Lutheran Church
2300 Lytham Rd, Columbus, 43220

RSVP to 614-583-5326

*Sponsored by the Upper Arlington
Commission on Aging.*

Dublin • April 15
Dublin Rec Center, Talla 2
5600 Post Rd, Dublin, 43017

RSVP to 614-410-4550

Grove City • April 21
E.L. Evans Senior Center
4330 Dudley Ave, Grove City, 43123

Columbus • April 23
Wexner Heritage Village
1151 College Ave, Columbus, 43209

Cuyahoga Co. • April 7, 8, 14, 16

Cleveland • April 7
Cleveland Food Bank
15500 S Waterloo Rd, Cleveland, 44110

Independence • April 8
Independence Civic Center
6363 Selig Dr, Independence, 44131

Cleveland Heights • April 14
Cleveland Heights Office on Aging
1 Monticello Blvd, Cleveland Hts, 44118

Strongsville • April 16
Ehrnfelt Senior Center
18100 Royalton Rd, Strongsville, 44136

Butler Co. • West Chester • April 16

Chesterwood Village
8073 Tylersville Rd, West Chester, 45069
RSVP to 513-777-1400

Licking Co. • Newark • April 16

Licking County Aging Program, Inc.
1058 E Main St, Newark 43055

Lucas Co. • Sylvania • April 21

Sylvania Senior Center
7140 Sylvania Ave, Sylvania, 43560

Mahoning Co. • Youngstown • April 21

Senior Independence Senior Center
1110 5th Ave, Youngstown, 44504

Montgomery Co. • April 22 & May 26

Vandalia • April 22
Vandalia Senior Center
21 Tionda Drive, Vandalia, 45377

Centerville • May 26
Dayton Jewish Community Center
525 Versailles Dr, Centerville, 45459

Medina Co. • Medina • April 23

Medina Hospital - Conference Center
1000 East Washington St, Medina, 44256
*Please park in Lot B at the back of
hospital and go to Entrance A.*

Hamilton Co. • Cincinnati • April 28 & 29

Cincinnati • April 28
Green Township Senior Center
3620 Epley Lane, Cincinnati, 45247

Blue Ash • April 29
Sycamore Senior Center
4455 Carver Woods Dr, Cincinnati, 45242

Welcome to Medicare Events ... Cont'd.

Huron Co. • Norwalk • April 29

Norwalk High School
Fisher Titus Learning Center
350 Shady Lane Dr, Norwalk, 44857

Stark Co. • Canton • April 30

Mercy Medical Center - Mercy Hall Auditorium
1320 Mercy Dr. NW, Canton, 44708

RSVP to 1-800-223-8662

Please park in hospital garage.

Ashland Co. • Ashland • May 4

Samaritan on Main
663 E Main St, Ashland, 44805

RSVP to 419-207-6874

Clermont Co. • Cincinnati • May 5

Union Township Civic Center
4350 Aicholtz Rd, Cincinnati, 45245

Union Co. • Marysville • May 5

Union County Senior Services
18000 Ohio 4, Marysville, 43040

Washington Co. • Marietta • May 11

O'Neill Center
333 Fourth St, Marietta, 45750

Clark Co. • Springfield • May 14

United Senior Services - Auditorium
101 S Fountain Ave, Springfield, 45502

Van Wert Co. • Van Wert • May 27

Van Wert County Council on Aging
220 Fox Rd, VanWert, 45891



Welcome to Medicare Webinars

Join us for one of four Welcome to Medicare Webinars! All webinars are open to the public and begin at 6:00pm. There is no phone number to call, you will use your computer speakers for audio.

Choose the date(s) you wish to attend by clicking on the link(s) below to register.

- [June 15, 2015](#)
- [September 14, 2015](#)
- [December 14, 2015](#)



ODI
Ohio Department
of Insurance



OSHIP
Answers to your
Medicare questions

News You Can Use

Speaking With Your Provider

Speaking with your provider is one of the best ways to understand your Medicare benefits and ensure you are receiving needed care. Today we will talk about three important items to discuss with your provider so that you have access to the best care at the lowest cost.

Point 1: Speak to your provider about which preventive care services you should receive this year. Speaking with your provider about preventive care services can assist in the detection of dangerous illnesses.

These services include routine shots, screenings, and diagnostic tests like colonoscopies and mammograms. They also include programs for health monitoring, counseling, and education, such as obesity counseling and smoking cessation interventions. Some preventive care services are covered once every few years, while others may be covered more frequently if they are needed to diagnose or treat an illness or condition. Speak to your provider about your eligibility for each service and about scheduling times for services you are eligible for.

- If you are in Original Medicare, you can receive most preventive care services with no coinsurance or deductible if you see a provider who accepts assignment. Providers who accept assignment cannot charge you more than the Medicare-approved amount.
- If you are in a Medicare Advantage Plan, you will not be charged for preventive care services that are free for people with Original Medicare, as long as you see in-network providers. If you see providers that are not in your plan's network, charges will typically apply.

Note: Although the preventive service itself may be free, you may be charged additional fees for certain services related to preventive care. You may have costs for some of these preventive services if your provider makes a diagnosis during the service or conducts additional tests or procedures. For example, if your provider finds and removes a polyp during a colonoscopy, the colonoscopy is diagnostic and costs will apply.

Point 2: Learn when Medicare will pay for a second opinion.

A second opinion is when a provider other than your regular provider gives his or her view about your health problem and how it should be treated. Medicare will pay for a second opinion if your regular provider recommends that you have surgery or a major diagnostic procedure. A diagnostic procedure—like a mammogram or colonoscopy—is used to help diagnose a disease or condition. If your provider says you need surgery to diagnose or treat a problem that isn't an emergency, you might consider getting a second opinion. Emergencies related to appendicitis, blood clots, aneurysms, or accidents may require immediate surgery. In these cases, waiting for a second opinion would be dangerous. Medicare doesn't pay for surgeries or procedures that aren't medically necessary, like cosmetic surgery.

Note: If you are in a Medicare Advantage Plan, different rules about second and third opinions may apply. Call your plan to find out the rules for getting second opinions.

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Speaking With Your Provider...Cont'd.

Point 3: Know what to say to a provider who is unable or unwilling to bill Medicare.

If your Medicare provider does not think a service that is normally covered by Medicare will be covered for you, the provider should have you sign an Advance Beneficiary Notice (ABN) before providing you with the service. Before you sign the ABN, check the appropriate box stating whether or not you want your provider to submit a claim to Medicare for the service. You should always select that you want your provider to submit the claim to Medicare. If you do not, your provider is not required to submit the claim. If you sign an ABN, the provider is obligated to bill Medicare, and Medicare will make an official decision about coverage.

Note: If you see an opt-out provider, the above does not apply. Opt-out providers do not have to provide you with an ABN, nor will you receive any reimbursement from Medicare for services they provide. An opt-out provider must have you sign a form acknowledging that you will pay for their services out of pocket.

Remember, if your provider bills Medicare for services you never received, you may be a victim of Medicare billing fraud. You play a vital role in protecting the integrity of Medicare and can help detect fraud by carefully reviewing your summary of claims from Medicare or your plan. Claims summaries and medical bills can be confusing, so speaking with your provider is a crucial part of avoiding Medicare fraud. Call your provider's office to learn more about suspicious claims. If you are still suspicious, contact your state Senior Medicare Patrol (SMP). To find an SMP, call 877-808-2468 or visit www.smpresource.org. In Ohio call Pro Seniors at 800-686-1578.

Take Action: Keep track of the preventive care services for which you are eligible and understand the rules for obtaining these services. Speak to your provider about what services you may be able to receive at no cost this year. If you want to learn more about Medicare-covered preventive services, contact 1-800-Medicare, your Medicare Advantage Plan, or your SHIP program, or call OSHIIP at 800-686-1578.

New Crew



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

Licking Co.

Ben Stein
Michelle Fischer
Jennifer DeBevoise
Tania Gresham

Madison Co.

Brad Reardon

Pickaway Co.

Becky Roe

Franklin Co.

Ed Chin
Justin Dumond
Tara Cox
Renee Keels
Darlene Orsley

Stark Co.

Robin Snyder

Delaware Co.

Jami Schmidt
Kelly Stimmel
Brandy Brown

Union Co.

Lori Euans
Tonya Brooks
Abby Roberts

Volunteer Feature

Volunteer Comes Home to Help in Community

Latosha Sykes is the Community Resource Specialist at the Area Agency on Aging 11, which manages care for residents 60 and older in Ashtabula, Trumbull, Mahoning and Columbiana counties. Her job includes providing information and resources to families and consumers and connecting them with care. Latosha grew up in Youngstown, and is happy to be near her home again and helping those in her community.

Latosha joined OSHIIP in 2012. "Every day we get calls about Medicare so the information I learn from OSHIIP is used every day," says Sykes. Latosha also deals a lot with Medicaid issues, Medicare Savings Programs, and My Care Ohio questions. Since she is the OSHIIP go-to person, her co-workers send her Medicare referrals. "I am on www.medicare.gov almost every day!"

Latosha didn't have a typical journey into social services. She graduated from the Ohio State University with a degree in Ag Business. She was drawn to that degree because of her love to learn new things and she enjoyed the close knit family environment of the department.

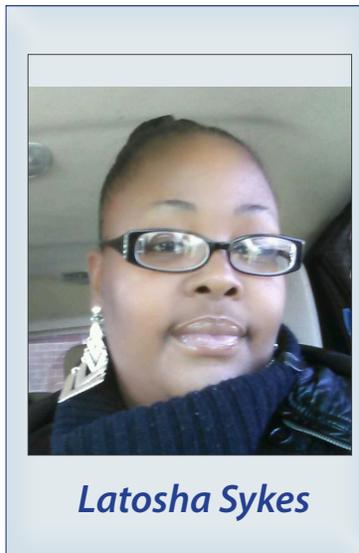
After school, she came home to the Youngstown area and did temporary work at AAA11. She enjoyed what the agency represented and soon got full-time employment. "So many people in this area are not aware of all of our services," says Sykes. "I got a call just the other day from someone who had copays for drugs, but is on a waiver program. I was able to help

them get it all worked out. They just didn't know or understand! So by just contacting us, I was able to help!"

In addition to Medicare questions, she says they get a lot of requests for home repair assistance. "People want to stay in their homes," says Sykes. "I love my job. I love to help individuals learn new things. I love to interact with people, and pass on my knowledge to help others."

OSHIIP community Liaison Mary Leep-Pichert says Latosha is so sincere and gracious. "It is always a pleasure to work with her and see her enthusiasm for helping others," says Mary.

In addition to her work at AAA11, Latosha is the superintendent of Sunday school at her church. It is another opportunity for her to help the people in her community.



Latosha Sykes

Thank you Latosha, and thank you AAA11 for all you do for OSHIIP!

If you have someone you would like to be featured in the OSHIIP news, please contact Becky Hayward at Rebecca.hayward@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.

Medicare 101

Montgomery Co.

Apr 10 • 1:00 p.m.

10 Wilmington Place (*Senior Living Community*)
10 Wilmington Ave
Dayton 45420

Montgomery Co.

Apr 16 • 6:00 p.m.

St Leonard
8100 Clio Rd
Centerville 45458

Summit Co.

Apr 20 • 1:00 p.m.

Stow Senior Center
3968 Darrow Rd
Stow 44224

RossCo.

Apr 23 • 6:30 p.m.

Traditions of Chillicothe (*Day Care Ctr Bldg*)
142 University Dr
Chillicothe 45601

Cuyahoga Co.

Apr 29 • 12:30 p.m.

Dwyer Memorial Senior Center
300 Bryson Lane
Bay Village 44140

New to Medicare

Columbiana Co.

Apr 29 • 1:00 p.m. & 6:00 p.m.

Copeland Oaks Retirement Community
Murphy Auditorium
800 S. 15th St
Sebring 44672

Medicare 101 for PERI*

Delaware Co.

Apr 6 • 1:30 p.m.

Delaware Council on Aging
Cheshire Ave
Delaware 43015

Logan Co.

Apr 14 • 12:00 p.m.

The American Legion
120 Colton Ave
Bellfontaine 43311

Fulton Co.

Apr 21 • 1:30 p.m.

Wauseon Senior Center
240 Clinton St
Wauseon 43567

**P.E.R.I. is Public Employee Retirees, Inc., the political action association for OPERS retirees.*

OPERS Connector Readiness — Each date has multiple sessions

Ross Co. • Apr 8

3 sessions: 10 a.m., 2 p.m. & 6 p.m.
Christopher Conference Center
20 North Plaza Blvd
Chillicothe 45601

Richland Co. • Apr 15

3 sessions: 10 a.m., 2 p.m. & 6 p.m.
Deer Ridge Golf Club
900 Comfort Plaza Dr
Bellville 44813

Wood Co. • Apr 9

3 sessions: 10 a.m., 2 p.m. & 6 p.m.
Holiday Inn French Quarter
10630 Freemont Pike
Perrysburg 43551

Cuyahoga Co. • Apr 20

3 sessions: 10 a.m., 2 p.m. & 6 p.m.
Holiday Inn
6001 Rockside Rd
Independence 44131

Volunteer Trainings for 2015

Refresher training

Lucas Co. • April 14

9 a.m. - 12 p.m.
Area Office on Aging of Northwest Ohio Inc.
2155 Arlington Ave
Toledo 43609

Fairfield Co. • May 6

9 a.m. - 12 noon & 1 p.m. - 4 p.m.
Fairfield Medical Center - Accounting Room
1111 E Main St
Lancaster 43130

Huron Co. • July 14

9 a.m. - 12 noon
Fisher Titus Medical Center
272 Benedict Ave
Norwalk 44857

Lake Co. • July 21

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

Medina Co. • July 23

9 a.m. - 12 p.m.
Soprema Senior Center
617 School Dr
Wadsworth 44281

Franklin Co. • August 6

1 p.m. - 4 p.m.
Wexner Heritage Village
1111 E Main S1151 College Ave
Columbus 43209

Stark Co. • August 19

10 a.m. - 1 p.m.
Mercy Medical Center
1320 Mercy Dr NW
Canton 44708

Cuyahoga Co. • August 20

9 a.m. - 12 p.m.
Cleveland Heights Senior Center
1 Monticello Blvd
Cleveland Heights 44118

Refresher training, Cont'd.

Delaware Co. • August 20

9 a.m. - 12 p.m.
Delaware Council for Older Adults
800 Cheshire
Delaware 43015

Clark Co. • August 25

9 a.m. - 12 noon
Courtyard Springfield Downtown
100 S Fountain Ave
Springfield 45502

Scioto Co. • August 26

9 a.m. - 12 noon
Potter's House Ministry
5409 Winchester Ave
Portsmouth 45662

Allen Co. • September 10

9 a.m. - 12 p.m.
Allen County County Council on Aging
215 North Central Ave
Lima 45801

Cuyahoga Co. • September 10

9 a.m. - 12 p.m.
Independence Civic Center
6363 Selig Dr
Independence 44131

Henry Co. • September 29

9 a.m. - 12 p.m.
Henry County Senior Center
130 E Clinton St
Napoleon 43545

Union Co. • September 30

1 p.m. - 4 p.m.
Union County Senior Services
18000 SR 4, Unit D
Marysville 43040

Lucas Co. • October 6

9 a.m. - 12 p.m.
Area Office on Aging of Northwest Ohio Inc
2155 Arlington Ave
Toledo 43609

These trainings are scheduled as of 3/31/2015. There could be additional trainings added.

Volunteer Trainings for 2015

Complete training

Stark Co. • Starts April 7

April 7, 14, 21, 28 (9 a.m. - 3 p.m.)
& May 28 (10 a.m. - 12 noon)
Mercy Hospital, Mercy Hall
1320 Mercy Dr NW Canton 44708

Lucas Co. • Starts June 2

June 2, 9, 16, 23 (9 a.m. - 3 p.m.)
& July 28 (10 a.m. - 12 noon)
AAA of NW Ohio
2155 Arlington Ave., Toledo 43609

Franklin Co. • Starts June 4

June 4, 11, 18, 25 (9 a.m. - 3 p.m.)
& Aug. 6 (10 a.m. - 12 noon)
Wexner Heritage Village
1151 College Ave., Columbus 43209

Lake Co. • Starts June 9

June 9, 16, 23, 30 (9 a.m. - 3 p.m.)
& August 4 (10 a.m. - 12 noon)
Lake County Council on Aging
8520 East Ave., Mentor 44060

Complete training, Cont'd.

Montgomery Co. • Starts July 7

July 7, 14, 21, 28 (9 a.m. - 3 p.m.)
& August 25 (10 a.m. - 12 noon)
Grace Bretheren Village
1010 Taywood Rd Englewood 45322

Cuyahoga Co. • Starts August 11

August 11, 18, 25, Sept 1 (9 a.m. - 3 p.m.)
& September 29 (10 a.m. - 12 noon)
9 a.m. - 3 p.m.
Rocky River Senior Center
21014 Hilliard Blvd Rocky River 44116

Franklin Co. • Starts September 1

September 1, 8, 15, 22 (9 a.m. - 3 p.m.)
& October 27 (10 a.m. - 12 noon)
State Library of Ohio
274 E. 1st Ave Columbus 43201

Register for all face-to-face training at:
<http://www.insurance.ohio.gov/Consumer/OSHIP/SitePages/training.aspx>

For a complete listing of all new volunteer trainings:
http://insurance.ohio.gov/Consumer/OSHIP/Documents/complete_training_flyer.pdf

Webinar training

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

Call 1-877-820-7831 • Enter passcode 896960

OPERS: Connector Readiness

Thursday, April 16

10 a.m. session: <https://attendee.gotowebinar.com/register/7232820947487026945>

2 p.m. session: <https://attendee.gotowebinar.com/register/7719099756080269057>

Medicare and Federal Employee Health Benefits

Thursday, May 14

10 a.m. session: <https://attendee.gotowebinar.com/register/7232820947487026945>

2 p.m. session: <https://attendee.gotowebinar.com/register/1771795182900361218>

Social Security Updates

Tuesday June 23 and Thursday June 25

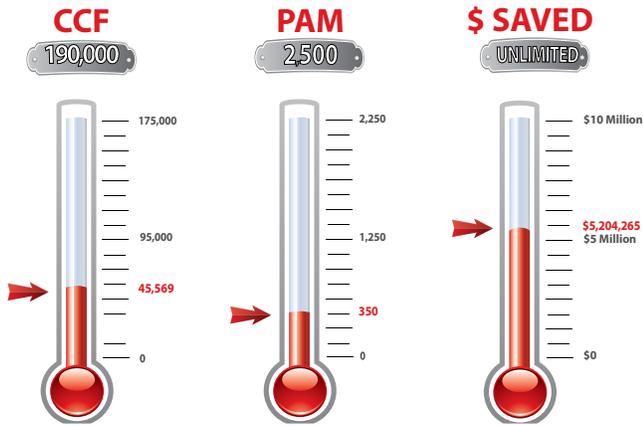
June 23rd 2 p.m.: <https://attendee.gotowebinar.com/register/4263392985486821122>

June 25th 10 a.m.: <https://attendee.gotowebinar.com/register/6857678576596427010>

➡ More webinar links may appear in OSHIP's Weekly Email. Check it out. [Read our recent posts.](#)

Our progress as of Apr 2015!!

OSHIIP 2015 GOALS



1-888-686-VOLS (686-8657)



LOCAL HELP FOR PEOPLE WITH MEDICARE

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