

OSHIIP News

September 2015

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

Meet Your 2015-2016 OVAB Members

OSHIIP's Volunteer Advisory Board (OVAB) and members are excited for another productive year to educate Medicare eligible Ohioans about their medical coverage. The OVAB team brings a diverse pool of professional expertise, regional knowledge, and volunteer experience to help direct volunteer education, outreach, and recruitment and retention efforts.



Front left to right: Nan Miller, Adam Van Boxel, Estelle Scott, Becky Hayward
Back left to right: Mary Walker, Cheryl Witt, Diane Cawood, Leann Thornton

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Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Meet Your 2015-2016 OVAB Team...Cont.

An OSHIIP member since 2012, Fulton Coordinator and Assistant Director of the Fulton County Senior Center **Cheryl Witt**, is excited to begin her second term on OVAB. "I feel that working with seniors is what I am called to do," said Witt. Cheryl assists her clients in many ways, including helping them receive the most of Medicare and associated insurance. She thoroughly enjoys collaborating and sharing information with fellow board members. "It's nice to have a group of peers to brainstorm with; people who are out doing the same kind of work and dealing with the same issues."

Information & Referral Manager for the Ashland County Council on Aging and returning OVAB member, **Diane Cawood**, is excited to see what this year will bring. Cawood resolves client's daily life issues and offers activities such as crafts and exercise. "I love coming to work each day because it always teaches me something new and I truly enjoy helping people," said Cawood. Diane enjoys being a part of OVAB and the opportunity to make a difference "Each meeting and conference call with the OVAB group is a learning experience." Diane has been an OSHIIP volunteer since 2010.

Franklin County's **Estelle Scott** is a returning OVAB member. Estelle is a true volunteer; she retired from Life Care Alliance (aka Meals on Wheels). Prior positions included Franklin County Long-Term Care Ombudsman and Case Manager for the county JFS. Estelle assists with local Welcome to Medicare and Medicare 101 sessions, health fairs and retirement events. "OVAB provides me the opportunity to share ideas in a professional, results-oriented setting," said Scott. Estelle is a volunteer for several civic and professional organizations and has been with OSHIIP since 2012.

A first year OVAB member and In-Home Services Supervisor for the Geauga Department on Aging, **Adam Van Boxel** loves to talk about Medicare. As a licensed social worker, he helps seniors troubleshoot problems throughout the county. Adam recently launched regular Medicare 101 presentations at local libraries to supplement one-on-one sessions at Senior Centers. "I enjoy teaching seniors about Medicare so they can make well-informed decisions. It is my goal each year to save county residents an amount higher than my salary. I hope OVAB can help me reach that goal," said Boxel. Adam joined OSHIIP in 2011.

A new OVAB member, **Mary Walker** has spent the past 35 years, dedicating her life to high quality and reliable care to patients as a registered nurse. Currently, she serves as the Director of Public Relations and Marketing for Copeland Oaks Retirement Community in Sebring, Ohio. Walker believes in the mission of OSHIIP and the services it provides to seniors throughout Ohio. "All of the staff and volunteers at OSHIIP are dedicated to assisting Medicare beneficiaries and their families make educated, appropriate health insurance decisions. We are enabling our seniors to maintain the quality of life they so richly deserve." said Walker. Mary joined OSHIIP in 2014.

Jackson County's Volunteer Coordinator and Caseworker for Job and Family Services, **Nan Miller** is truly passionate about helping older adults make informed decisions about their Medicare choices. A returning OVAB Member, Miller is always seeking new opportunities to get the word out about OSHIIP. "I like being able to help people get the best health care possible. The support I receive from other OVAB members is incredibly helpful." Nan Joined OSHIIP in 2004.

As a new OVAB member and Outreach & Eligibility Director for Community Health and Wellness Partners of Logan County, **Leanne Thornton** is eager to assist older seniors navigate the Medicare selection process. "I am excited to be a part of OVAB this year. I look forward to gathering information from other members to share in Logan County so our seniors can receive the services they need", said Thornton.

OSHIIP Outreach Specialist **Becky Hayward** administers OVAB. You may contact Becky at Rebecca.hayward@insurance.ohio.gov or (614) 728-1043 to learn more.

News You Can Use



**Durable Medical
Equipment**



OSHIIP
Answers to your
Medicare questions

DME Requirements

Durable medical equipment (DME) is equipment that helps you complete your daily activities. DME includes items such as walkers, wheelchairs, certain diabetes supplies, and oxygen tanks. Medicare usually only covers DME that is prescribed by your doctor and is:

- Durable, meaning you can use it again;
- Designed to help a medical condition or injury;
- Appropriate for use in the home, although you can also use it outside the home;
- Likely to last for three years or more.

DME Costs

DME may be purchased or rented. In some cases, you have a choice.

- **If you have Original Medicare:** Medicare will usually cover 80 percent of the cost of your DME as long as you use approved suppliers. You or your supplemental insurance will be responsible for the remaining 20 percent.
- **If you have a Medicare Advantage Plan:** Your plan can set its own costs and restrictions. Contact Medicare or your plan to find out your DME costs and rules.

Where to Order Your DME

- **If you have Original Medicare:** The suppliers you must use depend on your area and what item you are ordering. In some areas, called competitive bidding regions, Medicare only pays for most DME from a select group of suppliers, known as contract suppliers. In other areas, you can use any supplier that has signed up to bill Medicare, but it costs the least to use suppliers that accept assignment. Call **1-800-Medicare (1-800-633-4227, TTY 1-877-486-2048)** or visit www.medicare.gov/supplier to find out which suppliers are best for your needs.
- **If you have a Medicare Advantage Plan:** Contact your plan to find out the rules you must follow and the suppliers you can use.

OSHIIP Can Help

The State Health Insurance Assistance Program (SHIP) provides individualized counseling and education about suppliers who do and do not participate in Medicare and who do or do not accept assignment, including how that will affect your out-of-pocket costs.

Call OSHIIP at 1-800-686-1578.

News You Can Use...Cont'd



**Durable Medical
Equipment**



Types of Suppliers

Contract Supplier: If you live in or visit certain areas, you may be affected by Medicare's Competitive Bidding Program. If you have Original Medicare and get equipment and supplies in competitive bidding areas, Medicare may only help pay for these equipment and supplies if they're provided by contract suppliers. Contract suppliers can't charge you more than the 20 percent coinsurance and any unmet yearly deductible for any equipment or supplies included in the Competitive Bidding Program.

Participating Supplier: This is a supplier who agrees to accept Medicare assignment (the Medicare-approved amount as full payment) on all claims for durable medical. If a DME supplier does not accept assignment, there is no limit to what they can charge you, and you may have to pay the entire bill (Medicare's share as well as your coinsurance and any deductible) at the time you get the durable medical equipment. As noted above, if you live in a competitive bidding area and have Original Medicare, you must use a contract supplier. For your DME—you cannot use a participating supplier. Call 1-800-Medicare or visit www.medicare.gov/supplier to find approved participating suppliers in your region.

Special Rules

Oxygen Equipment: Equipment is rented in five-year cycles. Medicare will pay the supplier a monthly rental fee for the first 36 months. The fee includes all equipment, oxygen, and supplies. You must pay 20 percent of each month's rental fee.

Power Operated Vehicles (POVs or scooters) and Power (Motorized) Wheelchairs: POVs and power wheelchairs may be deemed medically necessary if you cannot effectively perform Mobility-Related Activities of Daily Living (MRADLs) in the home using a cane, walker, or a manually operated wheelchair. In addition, you must demonstrate the ability to safely and effectively operate the POV or power wheelchair.

Your Senior Medicare Patrol (SMP) Can Help

DME Marketing: Medicare has rules preventing DME companies from making unsolicited contact with you to market their products. They cannot call or visit unless it is under one of these three circumstances: 1) The supplier has furnished you with one Medicare-covered item within the previous 15 months; 2) The supplier is contacting you about an item they have already provided; or 3) you have given written permission to be contacted.

If you think a DME supplier is making unsolicited contact with you, call Pro Seniors at 1-800-488-6070

Medicare Check-Up Dates

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

*For a detailed listing of all
Medicare check-up dates
[CLICK HERE](#)*

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 for PERI*

Fairfield Co.

September 18 • 1:30 p.m.

The Liberty Center
951 Liberty Drive
Lancaster, OH 43130

Vinton Co.

September 21 • 2:00 p.m.

McArthur Church of Christ
440 Engle Dr
McArthur, OH 45651

Medicare 101

Knox Co.

September 1 • 2:30 p.m.

Fredricktown Senior Activity Center
117 Columbus Rd
Fredricktown, OH 43019

Cuyahoga Co.

September 9 • 2:00 p.m.

Orange Senior Center
32000 Chagrin Blvd
Pepper Pike, OH 44124

September 11 • 1:30pm

Westerly Apartments
14306 Detroit Ave
Lakewood, OH 44107

Franklin Co.

September 15 • 12:00 p.m.

Prairie Township Community Center
5955 West Broad St
Columbus, OH 43119

Medicare 101 cont'd

Summit Co.

September 15 • 6:30p.m

Nordonia Hills Branch Library
Akron-Summit County Public Library
9458 Olde Eight Rd
Northfield, OH 44067

Allen Co.

September 17 • 3:30 p.m.

Allen County Council on Aging
215 N. Central Ave
Lima, OH
Presentation by Allen Co council on Aging

Geauga Co.

September 24 • 6:30p.m.

Bainbridge Library
17222 Snyder Road
Chagrin Falls, Ohio , OH 44023
Presentation by Geauga Co Dept on Aging

New to Medicare

Delaware Co.

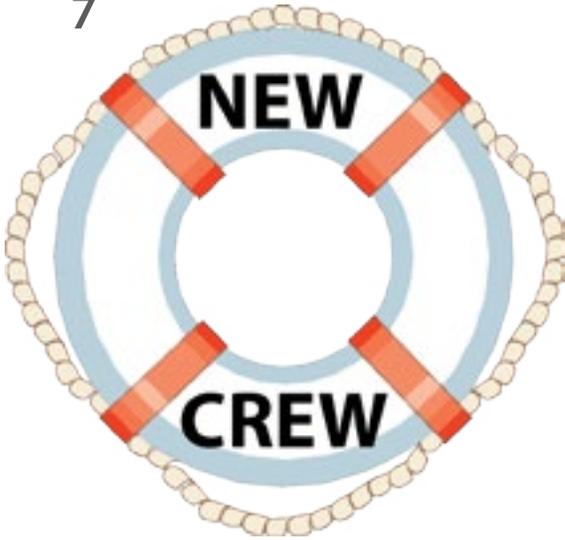
September 9 • 10:00 a.m. &

September 23 • 6:00 p.m.

SourcePoint
800 Cheshire Rd
Delaware 43015

To register call 740-203-2382

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



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

[Athens Co.](#)

Krista Alexander

[Clark Co.](#)

Mark Fisher

[Fairfield Co.](#)

Carolyn Andy
Pamela McCoy

[Lake Co.](#)

Gloria Majeski

[Mercer Co.](#)

Kimberly Prenger

[Miami Co.](#)

Lois Wiggin
Diana Bashore

[Montgomery Co.](#)

Sue Clagg
Natalie Storms

How to contact OSHIIP:

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



Volunteer Trainings for 2015

Refresher Training

Lorain Co. • September 2

10 a.m. - 1 p.m.
Amherst Township Senior Services
7530 Oberlin Rd
Elyria 44035

Shelby Co. • September 8

9 a.m. - 12 p.m.
Senior Center of Sidney
304 Southwest Ave
Sidney 45365

Allen Co. • September 10

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

Greene Co. • September 10

9 a.m. - 12 p.m.
Council on Aging
104-A Rogers St
Xenia 45385

Cuyahoga Co. • September 10

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

Trumbull Co. • September 14

10 a.m. - 1p.m.
Girard Multi-Generational Center
443 Trumbull Ave
Girard 44420

Refresher Training

Henry Co. • September 29

9 a.m. - 12 p.m.
Henry County Senior Center
103 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, OH,
43040

Lucas Co. • September 30

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

Fayette Co. • October 22

8 a.m. - 11 a.m.
Fayette County Commission on
Aging
1179 S. Elm St.
Washington Courthouse, OH 43160

Complete Training

Franklin Co. • Starts September 1

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

Register for all face-to-face trainings here : [Click Here](#)

For a complete listing of all new volunteer trainings: [Click Here](#)

Welcome to Medicare Webinars

Join us for one of two 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.

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

Webinar training

OSHIIP 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

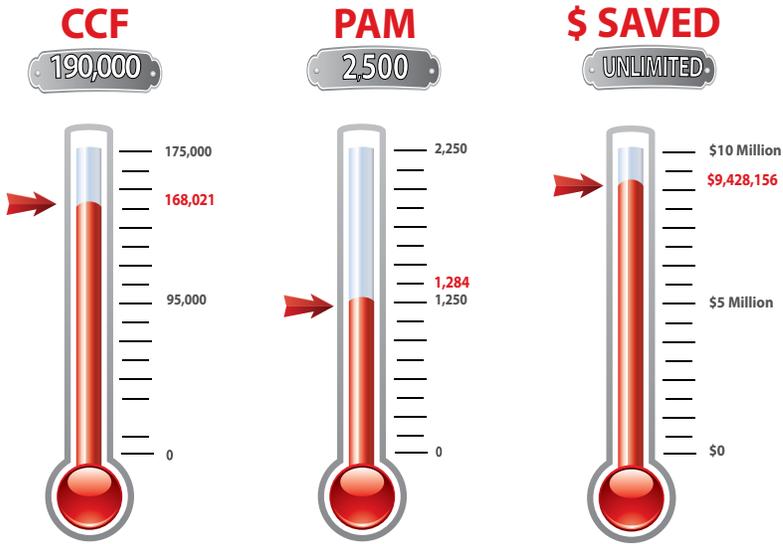
Medicare and Coordination of Benefits

David Santana, CMS Outreach and Education team Wednesday September 16 2:00 p.m.:
<https://attendee.gotowebinar.com/register/4013349749758291969>

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

Our progress as of September 2015!!

OSHIIP 2015 GOALS



OSHIIP
Answers to your Medicare questions

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



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OSHIIP: 1-800-686-1578 • FAX: (614) 752-0740

Email: oshiipmail@insurance.ohio.gov • Internet: www.insurance.ohio.gov

Mary Taylor
Lt. Governor / Director

John R. Kasich
Governor

50 West Town Street
Suite 300
Columbus, Ohio 43215

