

# OSHIIP News

FEBRUARY 2011

*Serving our dedicated volunteers throughout Ohio*

## THANK YOU

*Thanks for  
all you do!  
Chris*

*Gretchen*

*Kendra*

### We can't thank you enough

*Randy*

- For all the people you helped during annual open enrollment
- For all the drug plan comparisons you ran at medicare.gov
- For all the Rx enrollments you provided to those in need
- For all extra time you put in
- AND FOR EVERYTHING YOU DO ALL YEAR LONG!

*Hi*

*Christy*

*Pat*

*Becky*

*Bill*

*Bry H.*

*Ron*

*Lynn H.*

*Alma*

*Paulina*

*Virginia*

## THANK YOU

## THANK YOU

## THANK YOU

*Charlene*

*Peggy*

*Diana*

*...from all of us*

**Inside:** 2010 county-by-county counseling reports... page 2.

## *Fairfield Co. takes open enrollment season*

County	Oct.	Nov.	Dec.	4th Q	County	Oct.	Nov.	Dec.	4th Q
Adams	6	9	20	35	Logan	0	1	3	4
Allen	189	186	154	529	Lorain	2	1	0	3
Ashland	2	10	0	12	Lucas	114	109	45	268
Ashtabula	1	0	0	1	Madison	3	3	0	6
Auglaize	2	16	31	49	Mahoning	17	10	0	27
Belmont	13	9	3	25	Marion	3	10	5	18
Butler	7	15	22	44	Medina	20	81	61	162
Champaign	4	6	0	10	Meigs	1	6	5	12
Clark	50	98	199	347	Mercer	2	1	0	3
Clermont	11	15	20	46	Miami	6	9	2	17
Clinton	0	2	0	2	Monroe	5	0	0	5
Columbiana	1	0	0	1	Montgomery	34	45	32	111
Coshocton	2	0	0	2	Morgan	3	0	1	4
Crawford	1	0	0	1	Muskingum	74	80	13	167
Cuyahoga	27	38	27	92	Ottawa	5	8	2	15
Darke	0	0	1	1	Paulding	0	1	15	16
Defiance	1	0	0	1	Perry	11	10	13	34
Delaware	3	20	29	52	Portage	3	4	0	7
Erie	0	1	3	4	Putnam	41	58	31	130
Fairfield	346	449	347	1,142	Richland	1	0	2	3
Fayette	14	48	59	121	Ross	9	1	3	13
Franklin	233	265	172	670	Sandusky	5	9	3	17
Fulton	6	3	29	38	Seneca	3	0	0	3
Gallia	17	43	38	98	Shelby	3	5	0	8
Geauga	15	95	100	210	Stark	95	69	204	368
Greene	61	45	11	117	Summit	6	30	6	42
Guernsey	3	1	0	4	Trumbull	61	73	115	249
Hamilton	19	16	3	38	Tuscarawas	0	81	46	127
Hancock	0	5	5	10	Union	23	73	104	200
Hardin	21	14	10	45	Van Wert	6	22	6	34
Henry	2	17	25	44	Vinton	0	2	0	2
Highland	4	7	9	20	Warren	0	3	0	3
Huron	75	69	50	194	Washington	20	16	10	46
Jackson	7	34	53	94	Wayne	16	39	21	76
Knox	2	3	5	10	Williams	9	1	5	15
Lake	40	96	107	243	Wood	6	7	8	21
Lawrence	4	17	8	29	Wyandot	0	3	0	3
Licking	8	13	5	26					

### *Program totals reported for this period:*

October	November	December	4th Q	Total 2010
1,804	2,537	2,323	6,664	21,741

*Chart shows reported counseling activity only. Please report every session.  
Reporting is easy... go to [shipnpr.shiptalk.org](http://shipnpr.shiptalk.org) or send in a completed client contact form.*

## *Annual grant season*

### *What you do daily helps beneficiaries all year*

As February arrives, so does the deadline for our program's annual SHIP grant application to the Centers for Medicare and Medicaid (CMS).

During the period covering this grant (April 1, 2011 - March 31, 2012) OSHIIP is being asked to accomplish the following four broad objectives:

1. Provide personalized counseling to an increasing number and diversity of beneficiaries to include, but not limited to:
  - (a) those who may be eligible for the low-income subsidy program, but haven't yet enrolled,
  - (b) persons with disabilities, and
  - (c) beneficiaries with limited English proficiency.

In addition to the usual topics we encounter, we are asked to provide counseling on Medicare's wellness and preventive benefits and how to detect and report Medicare fraud and abuse. We are also asked to ensure that our clients understand their options and are using quality of care and cost information to their advantage.

2. Partner with local organizations to conduct targeted community outreach informing beneficiaries of their Medicare benefits and how our program can assist with benefit and plan selections.

CMS is expecting written agreements with organizations agreeing to become OSHIIP sites... you can help us identify locations that would be suitable counseling sites in your area.

3. Enhance beneficiary access to trained and technically proficient volunteer counselors. You can improve our national performance measure score by taking advantage of the numerous OSHIIP educational opportunities throughout the year, such as assisting us at the "Welcome to Medicare" events we're planning between April and August and the "Medicare Check Up" events beginning in late summer next year.
4. Support CMS by participating in its education and communication activities at the state and local levels. You can also benefit from joining in on national MMA Forum calls, various webinars and attending CMS sponsored community events which will be scheduled in 2011 and early 2012.

#### **SHARE YOUR THOUGHTS**

We'd love to hear your ideas on how to accomplish our grant objectives. We invite your feedback at any time. Our partnership with you is the cornerstone of OSHIIP!

2010 Medicare Check-Up Events*OSHIIP Volunteers who helped us  
make the 2010 events successful*

OSHIIP sponsors Medicare Check-Up events in every Ohio county to assist people on Medicare as they choose coverage for the following year. Volunteers are invited to attend these local events. In addition to helping beneficiaries with important choices, volunteers fulfill a requirement for annual recertification by attending a Check-Up event. Here and on the next 2 pages, we proudly present the names of OSHIIP volunteers who attended and helped at the 2010 events. Thank you!

Karen Abraham	Diane Cawood
Kimberly Ady	Trena Chiles
Juanita Arnett	Lydia Clark
Carol Aurnou	Michelle Clark
Debbie Ayers	Donna Coe
T.E. Baines	Kathy Cook
Colleen Baker	Alicia Costello
Alyea Barajas	Amy Crawford
Helen Beatty	Mary Cunningham
Diana Benson	Lorna Curtiss
Mary Berger	Carla Daasch
Martha Bethel	Deborah Danner-Gulley
Linda Bishop	Pat Dauer
Ruth Blue	Tara Day
Connie Blum	Sheena Dean
Barbara Bond	Jeff Dixon
Susan Boomstra	Dick Douglas
Kristy Bowman	Deborah Dunseath
Sarah Box	George Dupper
Faith Brew	Kincaid Early
Mary (Audrey) Brown	Michelle Evans
Karen Burkhardt	James Falter
William Butts	Gloria Fannin
Maria Butz	Michelle Fehring
Mary Carek	Cathy Ferguson
Peg Carson	Ann Fowble

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*OSHIIP Volunteers who helped us  
make the 2010 Check-Up events successful*

Jacki Gallagher	Margaret Kessler
Alice Gardocki	Nina Killingsworth
Joan Garner	Jack Kiuchi
Christy Garrison	Donna Koehn
Monica Gasperak	Pat Kohut
Deborah Gearhart	Ron Koncal
Deb Gibson	Amy Krantz
Angela Glenn	Kathleen Lenarcic
Carmen Gordley	Joyce Lewis
Bob Greiner	Christine Leyshon
Charlotte Grejtak	Martha Lichtensteiger
Vicky Grella	Joan Long
Terri Gursky	Agnes Luciano
Jane Gwinn	Jerry Matheny
Julie Hablitzel	Evelyn Mathers
Frances Hageman	Tammie Mattis
Andy Haggard	Denise McBride
Shelley Harmon	Deborah Mead
Janice Harper	Beverly Mellum
Marilyn Harshman	Carol Miller
Gerald Hartman	Gloria Miller
Jacquelin Hayes	Nan Miller
Ron Hill	Terri Miller
Thomas Hoch	Judy Mills
Brenda Hoffman	Susan Millward
Bev Holden	Emmerson Moore
Betty Hook	Kathy Moore
Don Hook	Marie Moore
Dianne Howard	Lisa Mortensen
Veronica Hutsler	Caroline Mullin
Hal Hyde	Denise Mumford
Judy Jacomet	Lisa Myers
Judy Kahle	Rhona Neely-Meyers
Al Kaled	Elaine Nolan
Kathleen Kapusta	Doris Northington
Elaine Kaylor	Shannon Nussbaum

*Continued* →

*OSHIIP Volunteers who helped us  
make the 2010 Check-Up events successful*

Leslie Opper  
Robert Painter  
Kim Paquette  
Rita Pauley  
Dave Peoples  
John Perrotta  
Kathy Petrella  
Charlotte Pieples  
Becky Plank  
Kathryn Plant  
Diane Pleiman  
Brenda Pollock  
Donna Powali  
Paige Redd  
Jackie Reed  
Debbie Rhude  
Pat Robertson  
Shirley Robson  
Maria Rodriguez  
Jan Roloff  
Elaine Rospert  
Ginger Roth  
Suzanne Rusnak  
Denise Schaad  
Jill Schafer  
Jaci Schillace  
Carol Schmitkons  
Amy Schossler  
Jane Schumann  
Kathleen Seifert  
Tim Sepesy  
Robin Shafer  
Dyana Shaffer  
Beverly Shindeldecker  
Lori Sidders

Elizabeth Slattery  
Neva Smalley  
Barb Smith  
Diana Soeder  
Richard Sommer  
Bill Spears  
Melissa Stallkamp  
Cheryl Stockwell  
Carol Stone  
Marcia Strall  
Ron Tate  
Kristen Taylor  
Marlene Telegdy  
Carol Tener  
Katie Tipton  
Marilyn Travis  
Donna Verzella  
Bob Vogel  
Dottie Vollmar  
James Wagner  
Harriet Walker  
Harry Wall  
Dwight Wasson  
Thelma Weakley  
Tina Weber  
Mary Wertman  
Carol Wheeler  
Ann White  
Robin Wills  
Brenda Winegardner  
Dave Winslow  
Liz Witter  
Debbie Zador  
Mandy Zantow

*If we missed you, we humbly apologize!  
Please let us know if you attended but don't see your name.*

## *Scheduled training sessions for 2011*

### *Refresher training*

#### **Franklin Co. — Columbus**

**March 31; 9 a.m. - noon**  
State Library of Ohio,  
274 E. First Ave.

#### **Sandusky Co. — Fremont**

**June 14; 12:30 p.m. - 2:30 p.m.**  
Fremont Memorial Hospital  
715 S. Taft Ave.

#### **Franklin Co. — Columbus**

**June 30; 9 a.m. - noon**  
State Library of Ohio  
274 E. First Ave.

#### **Huron Co. — Norwalk**

**July 19; 9 a.m. - noon**  
Fisher Titus Learning Center  
272 Benedict Ave.

### *OVAB face-to-face meeting*

#### **Franklin County — Columbus**

**March 25; 9 a.m. - 2 p.m.**  
State Library of Ohio  
274 East 1st St.

### *Complete training*

#### **Franklin Co. — Columbus**

**Feb. 1, 8, 15 & 22; 9 a.m. - 3 p.m.**  
State Library of Ohio  
274 E. First Ave.

#### **Trumbull Co. — Niles**

**April 6, 13, 20 & 27; 9 a.m. - 3 p.m.**  
Shepherd of the Valley Niles  
1500 McKinley Ave.

#### **Fulton Co. — Wauseon**

**April 19, 26, May 3 & 10; 9 a.m. - 3 p.m.**  
Fulton Co. Senior Center  
240 Clinton St.

#### **Cuyahoga Co. — North Royalton**

**May 3, 10, 17 & 24; 9 a.m. - 3 p.m.**  
N. Royalton Office on Aging / Human Svcs.  
13500 Ridge Rd.

#### **Lake Co. — Mentor**

**May 5, 12, 19 & 26; 9 a.m. - 3 p.m.**  
Lake Co. Council on Aging  
8520 East Ave.

#### **Franklin Co. — Columbus**

**May 5, 12, 16 & 26; 9 a.m. - 3 p.m.**  
State Library of Ohio  
274 E. First Ave.

→ Get updates at <https://gateway.insurance.ohio.gov> or 1-888-686-VOLS.

### *Medicare's Timely Claims Filing Requirement*

All claims for services furnished on or after Jan. 1, 2010, must be filed with the Medicare contractor no later than one calendar year (12 months) from the date of service, or Medicare will deny them.

In general, the start date for determining the 1-year timely filing period is the date of service (or "From" date) on the claim.

For institutional claims that include span dates of service (the claim has both a "From" date and a "Through" date), the "Through" date on the claim is used for determining the date of service for claims filing timeliness.

*Did You Know...?*

### *Q-I extension*

- Benefits under the Qualified Individual (Q-I) program have been extended through Dec. 31, 2011, for people on Medicare who are eligible.

### *VA creditable coverage*

- Veterans' Administration (VA) prescription drug coverage *is creditable* for Medicare Part D. But the VA's hospital and medical coverage is **not considered creditable** for Medicare Parts A and B.

### *How to contact OSHIIP:*

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



LOCAL HELP FOR PEOPLE WITH MEDICARE



Department of  
Insurance