

OSHIIP News

FEBRUARY
2013

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

Time to make your selections for the 2012 Volunteer, Coordinator, & Rookie of the Year

Each year we take time to recognize outstanding OSHIIP volunteers. We are now accepting nominations for Volunteer, Coordinator, and Rookie of the Year for 2012, and invite you to nominate an associate for each of these three awards. We're looking for those who go above and beyond helping people in Ohio covered by Medicare. For your convenience, a form is provided on page 2.

Nominees must be in good standing with OSHIIP: they must be up to date on training and actively report. Volunteer and Coordinator of the Year nominees must have at least two years of OSHIIP service. Rookie of the Year nominees must have been with OSHIIP for less than two years.

Include the reasons your nominees deserve the award plus any additional information relevant to their OSHIIP service. The home office will gather any necessary reporting and training information.

This year's selection committee includes OSHIIP Director Chris Reeg, one OSHIIP Trainer, one OSHIIP Hotline Analyst and one member of the OSHIIP Volunteer Advisory Board (OVAB).

Send your nominations to rebecca.hayward@insurance.ohio.gov or complete the form below and mail or fax it to OSHIIP Outreach Specialist Becky Hayward. Nominations are due by Sunday, March 17, 2013.

~ Use the handy form on page 2 to nominate your choices ~

We couldn't do what we do without the help of so many dedicated OSHIIP volunteers!



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

2012 OSHIIP Volunteer/Coordinator/Rookie of the Year Nomination Form

Nominee name: _____

Nominee county: _____

Nominee category: _____

Why do you feel the above person should be the volunteer/
coordinator/rookie of the year for 2012 for OSHIIP?

How has this person helped Medicare beneficiaries in their
community?

What attributes make this person an exceptional candidate?

Please feel free to use more paper to add stories, examples & quotes!

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Ohio Dept. of Insurance

50 W. Town St. - 3rd floor

Columbus OH 43215

Email: rebecca.hayward@insurance.ohio.gov

Fax: Becky Hayward at (614) 752-0740

Volunteer Feature

Athens County Coordinator

Joyce Lewis likes to take the lead

Joyce Lewis, Community Services Director of United Seniors of Athens County, was there at OSHIIP's start. Approached in the early 1990s about becoming a volunteer and establishing her office as an OSHIIP site, Joyce didn't hesitate.

Joyce had already been helping people with Medicare information through United Seniors of Athens County, so a tie-in with the new OSHIIP program worked well.

"It's been a great experience," she said. "We have a better product because we decided to participate."

Encouraging her office to become an active OSHIIP site was a sign of things to come. In a similar show of support, Joyce in 2005 complied with a request from Gretchen Lopez, OSHIIP's chief at that time.

Medicare was introducing its prescription drug coverage known as Part D, which was due to begin in January 2006. Gretchen pitched United Seniors of Athens County as a pilot program for Part D and again Joyce took the lead — going so far as to attend educational sessions in Washington D.C.

Joyce said, "Helping people identify their best drug coverage is so important to those we serve."

Solely responsible for her site's counseling activities, Joyce reported 278 Client Contacts in 2012. In reporting, Joyce advises, "find

a system and stick with it." She's kept track of the dollars saved for clients for some years now, and "it's not uncommon" for the savings to exceed \$1 million annually.

Joyce lives in the house where she grew up on the family farm in Bern Township. Her

mother and older sister live with her. She has a degree in Public Relations from Ohio University. "I use my PR skills everyday," Joyce said.

One of the hardest cases Joyce worked came through the office of U.S. Senator Sherrod Brown. A PERS beneficiary's medical bills exceeded \$10,000 because the client failed to realize she had a Medicare Advantage plan. Joyce succeeded in getting the client reinstated in the plan and retroactive payment of all bills. Joyce said, "The client had peace

of mind and a huge burden came off her family."

She uses everyday English to talk with clients about insurance because "insurance is like a foreign language to most people," Joyce said.

Continuing, she complimented OSHIIP volunteer services. "I couldn't counsel clients without the training. When I don't have the answer, I let the client know I can call Columbus and get it!"

Thank you, Joyce! You and United Seniors of Athens County have been there from the beginning — and OSHIIP is better for it!



*Joyce Lewis helped
make her facility
an early OSHIIP site*

News You Can Use

The Social Security Administration (SSA) has expanded its available services with personalized online accounts. A **my Social Security** account is a valuable resource you can use to instantly access information starting in your working years and continuing throughout the time you receive Social Security benefits.

If you receive Social Security benefits, you can:

- Use a **my Social Security** online account to:
 1. Get your benefit verification letter
 2. Check your benefit and payment information and your earnings record
 3. Change your address and phone number
 4. Start or change direct deposit of your benefit payment

If you do not yet receive benefits, you can:

- Use a **my Social Security** online account to get your Social Security Statement and review:
 1. Estimates of your retirement benefits, disability benefits, and survivors benefits
 2. Your earnings record
 3. The estimated Social Security and Medicare taxes you've paid

How do I create a my Social Security Online account?

To create an account, you must provide some personal information

about yourself and give answers to some questions that only you are likely to know.

Next, you create a username and password that you will use to access your online account. This process protects you and keeps your personal Social Security information private.

To set up your account and learn more, go to:

www.socialsecurity.gov/myaccount

Important notes!

Access to your information only

You may sign in or create an account to access your own personal information only. Unauthorized use of this service is a misrepresentation of your identity to the federal government and could subject you to criminal penalties, civil penalties, or both.

Password reset

SSA upgraded its password services early this year. If you receive benefits and had set up a password under the old system, that password no longer works.

You must create a **my Social Security** account to access online services.

FAQ: Round Two of Medicare's DMEPOS Competitive Bidding Program

What is the Medicare DMEPOS Competitive Bidding Program?

Medicare's Competitive Bidding Program for durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) helps Medicare set appropriate payment amounts.

The program also helps reduce fraud and abuse. Medicare expects to save \$25.7 billion between 2013 and 2022 as a result of the program. Medicare beneficiaries are expected to save \$17.1 billion over the same period.

Who benefits?

People with Original Medicare (not people with Medicare Advantage plans) who buy or rent certain medical items such as oxygen equipment and supplies, standard wheelchairs, walkers and hospital beds, and who live in (or travel to) a competitive bidding area benefit directly.

Why is the program needed?

Except in the nine areas of the country where the competitive bidding program is in effect, Medicare pays for DMEPOS using a fee schedule based on historic supplier charges from the 1980s, not current market prices. The prices paid by Medicare are excessive: sometimes three or four times the amounts paid by commercial insurers. Taxpayers and Medicare beneficiaries bear the burden of these excessive payments.

How does the program work?

Suppliers compete to become Medicare contract suppliers by submitting bids to furnish certain items in competitive bidding areas. The lower payment amounts resulting from the competition replace the fee schedule amounts for the bid items in these areas. Once the program begins in an area, people with Medicare generally must purchase or rent competitively bid items

from suppliers that have been awarded contracts through competitive bidding.

When does Round Two go into effect?

Round One contracts and prices were implemented Jan. 1, 2011, in nine areas of the country, including Cleveland and Cincinnati. Round Two expands the program to include an additional 91 large metropolitan areas.

A national mail order program for diabetic testing supplies starts the same time as Round Two. The target date for implementation of the Round Two and National Mail Order Program contracts and prices is July 2013.

Areas of Ohio in Round Two include the cities below and surrounding zip codes:

- Akron
- Columbus
- Dayton
- Huntington-Ashland (Lawrence Co.)
- Youngstown-Warren-Boardman

What are the Round Two Product Categories?

- Oxygen, oxygen equipment, & supplies
- Standard (power or manual) wheelchairs, scooters, and related accessories
- Enteral nutrients, equipment, & supplies
- Continuous Positive Airway Pressure (CPAP) devices, Respiratory Assist Devices (RADs), related supplies & accessories
- Hospital beds & related accessories
- Walkers & related accessories
- Negative Pressure Wound Therapy pumps, related supplies & accessories
- Support surfaces (Group 2 mattresses and overlays)

Learn more about the DMEPOS competitive bidding program in our April 25 webinar.

Webinar training

OSHIIP hosts webinars monthly. Choose a convenient session for great information and get your annual training recertification. You need a computer and phone to participate.

Long-Term Care Insurance Review

Tuesday, February 26: 10 a.m. and 2 p.m.

Reserve your seat now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/250449177>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/183224832>

*To attend, please
call 1-877-820-7831
passcode: 896960*

Welcome to Medicare

Monday, March 18: 6 p.m. - 7 p.m. (*Open to the public — invite your clients!*)

Reserve your seat now!

To join the 6 p.m. session:

<https://www1.gotomeeting.com/register/644325456>

The OSHIIP Road Show:

Volunteers Welcome!

Here's our monthly list of OSHIIP speaking events you can attend. Attendance is voluntary. There's no need to register in advance. Simply inform the trainer you're there before the presentation so you can be introduced. See you there!

Medicare 101

Auglaize Co. - Wapakoneta

February 12
1 p.m. - 2 p.m.
Wapakoneta Village
218 Eastown Dr.

Muskingum Co. - Zanesville

February 19
4:30 p.m. - 5:30 p.m.
Century National Bank
14 S. Fifth St.

Stark Co. - Canton

February 19
9 a.m. - 11 a.m.
Mercy Medical Center
Mercy Hall Amphitheatre
1320 Mercy Dr. NW

New to Medicare

Delaware Co. - Delaware

February 13
10 a.m. - 12 noon
Council for Older Adults
of Delaware County
800 Cheshire Dr.

Franklin Co. - Columbus

February 13
5:30 p.m. - 7:30 p.m.
Central Ohio Area
Agency on Aging
174 E. Long St.

Logan Co. - Russells Point

February 13, 1 p.m. - 2 p.m.
Indian Lake Villa
601 Lincoln Blvd.

Understanding Original Medicare vs Medicare Advantage Plans

Erie Co. - Huron

February 20
2 p.m. - 4 p.m.
Huron Library
333 Williams St.

Erie Co. - Vermillion

March 19
3 p.m. - 8 p.m.
Vermillion Ritter Library
5860 Liberty Ave.

Scheduled training sessions for 2013

Regional training events

Regionals are back! OSHIIP encourages all volunteers and coordinators to attend one of the five Regional training events. These events will not only provide updates on Medicare and OSHIIP, but also invite subject matter experts to explain hot topics such as DMEPOS (round 2), Integrated Care Delivery System (ICDS) and more. OSHIIP offers mileage reimbursement for your travel and attendance satisfies your training recertification criteria. In addition, lunch is being sponsored at each Regional training event by Pro Seniors, Inc. **Reserve your spot today.**

March 5 in Solon (Cuyahoga Co.)
Solon Sr. Center
9 am - 3 pm

March 7 in Middletown (Butler Co.)
Mid-Point Middletown Library
10 am - 4 pm

March 11 in Columbus (Franklin Co.)
State Library of Ohio
9 am - 3 pm

March 20 in Toledo (Lucas Co.)
Area Agency on Aging NW Ohio, Inc.
9 am - 3 pm

March 26 in Portsmouth (Scioto Co.)
Friends Community Center
9 am - 3 pm

To register for a Regional training event, go to:

https://secured.insurance.ohio.gov/ConsumerApps/OSHIIP_Train_Reg/training_reg.aspx

Check Refresher training, then choose a county and scroll to select the Regional training event.

Refresher training

Franklin Co. — Columbus

March 28; 1 p.m. - 4 p.m.
 State Library of Ohio
 274 E. 1st Ave.

Warren Co. — Lebanon

April 9; 9 a.m. - 12 noon
 Warren Co. Community Services
 570 N. St. Rte. 741, Room 218

Lucas Co. — Toledo

April 16; 9 a.m. - 12 noon
 Area Agency on Aging of NW Ohio
 2155 Arlington Ave.

Cuyahoga Co. — Cleveland Heights

June 13; 9 a.m. - 12 noon
 Cleveland Heights Sr. Center
 One Monticello Blvd.

Complete training

Cuyahoga Co. — North Royalton

April 9, 16, 23, 30; 9 a.m. - 3 p.m.
 North Royalton Office on Aging
 13500 Ridge Rd.

Lake Co. — Mentor

June 4, 11, 18 & 25; 9 a.m. - 3 p.m.
 Lake Co. Council on Aging
 8520 East Ave.

Lucas Co. — Toledo

June 6, 12, 19 & 26; 9 a.m. - 3 p.m.
 Area Agency on Aging of NW Ohio
 2155 Arlington Ave.

Franklin Co. — Columbus

Aug. 8, 22, 29 & Sept. 5; 9 a.m. - 3 p.m.
 State Library of Ohio
 274 E. 1st Ave.

Register online for all OSHIIP training sessions:

https://secured.insurance.ohio.gov/ConsumerApps/OSHIIP_Train_Reg/training_reg.aspx

Using the OSHIIP Volunteer Hotline is easy as 1 • 2 • 3

Looking for a great way to register for OSHIIP training, order Ohio Department of Insurance publications, or update your contact information? Just call toll-free at **1-888-686-VOLS (1-888-686-8657)** then:

- 1** To order publications
- 2** To register for training and update your contact information
- 3** To speak with a live person (weekdays only, 8 a.m. - 4:30 p.m.)



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

This publication has been created or produced by Ohio with financial assistance, in whole or in part, through a grant from the Centers for Medicare & Medicaid Services, the Federal Medicare agency.



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of Insurance

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