

# OSHIIP News

JANUARY  
2014

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

## *Thank You & Happy New Year!*

We cannot go without acknowledging the monumental accomplishments our program made in 2013 thanks to our volunteers, partners, and staff! Together through OSHIIP, we saved consumers more than \$8 million\* during open enrollment — contributing to a total of \$16,415,183 in consumer savings during calendar year 2013.

These dollars represent a profound impact on the people we serve. No matter if you enrolled a client for Social Security's Extra Help program or simply identified a less expensive drug plan for 2014, any amount of money you helped save is important.

OSHIIP set a new program record by counseling 156,644 consumers in 2013. We conducted 2,200 public events that reached a potential 4.5 million Ohioans. Our hotline staff handled 46,982 calls, a large volume by anyone's measure! You have always done quality work and we are excited to see OSHIIP get the state and federal recognition you deserve.

Prior to open enrollment, we issued a challenge to report at least 150,000 Client Contact Forms during our Federal Grant Year (4/1/2013 - 3/31/2014). So far we have reported 121,115. We know we'll meet our goal and exceed it.

Thank you for your constant support of OSHIIP as we strive to continue and improve upon a very successful year. OSHIIP could not exist without you!

*\* Statistics shown in this article were compiled through January 8, 2014.  
As we continue to diligently enter reports, many of these numbers will increase!*



**Mary Taylor**  
Lt. Governor /  
Director



**ODI**  
Ohio Department  
of Insurance

## Glaucoma risks

### **News You Can Use**

#### ***At risk for glaucoma?***

#### ***Find out before it's too late!***

Do you have diabetes or a family history of glaucoma? Are you African American and age 50 or older, or Hispanic American and age 65 or older?

If so, your risk of getting glaucoma may be higher than someone who is not a member in any of these groups.

With the start of a new year, it's the perfect time to schedule a regular eye exam to check for glaucoma. You can prevent vision loss by finding and treating problems early.

#### ***Glaucoma tests***

##### ***How often is the test covered?***

Medicare Part B (Medicare's medical insurance) covers a glaucoma test once every 12 months for people at high risk for glaucoma.

The screening must be done or supervised by an eye doctor who is legally allowed by our state to apply the glaucoma test.

##### ***Who's eligible?***

All people with Medicare who are considered at high risk for glaucoma are covered.

You're at high risk if:

- You have diabetes

- You have a family history of glaucoma
- You are African American and age 50 or older, or
- You are Hispanic American and age 65 or older.

##### ***Your costs in Original Medicare***

You pay 20% of the Medicare-approved amount. The Part B deductible applies.

In a hospital outpatient setting, you also are responsible for making a copayment.

##### ***Please Note:***

It's possible that your doctor or other health care provider could recommend you get services more often than Medicare covers. Or, they may recommend services that Medicare doesn't cover.

If this happens, you may have to pay some or all of the costs.

##### ***Click below for related resources***

- [\*\*\*National Eye Institute \(NEI\), National Institute of Health\*\*\*](#)
- [\*\*\*Prevent Blindness Ohio\*\*\*](#)
- [\*\*\*The Glaucoma Foundation\*\*\*](#)
- [\*\*\*Cataract awareness \(video\)\*\*\*](#)

## Volunteer Feature

# *Retired from Amherst agency, Carol Schmitkons remains Lorain Coordinator*

Lorain County Volunteer Coordinator Carol Schmitkons has done a lot to help local residents and she's made a large impact on OSHIIP too!

She retired as Director of Amherst Township Senior Services late last year — good news for her to be sure, and even better news for OSHIIP because she's staying on as county coordinator for our program.

"Township trustees have always been very supportive," Carol said. One example: although retired, she has permission to continue using township offices to perform OSHIIP work.

Carol had family experience with older adult issues; it helped when she applied for the Amherst agency position. Being a resident was another positive factor.

"I started the office from scratch and became the township ambassador," Carol said.

She found a way early on to expand the agency's service area outside of Amherst Township. Carol worked to earn a grant that allowed the agency to work with all people living in Lorain County.

Overall, the agency provides meals through home delivery, plus various other senior services, including Medicare counseling.

The time Carol spends on OSHIIP now is just a portion of retirement life. She and husband Jim, also retired, live on his family's fruit farm. It's about 30 acres, and the couple faithfully farms the land. Son Aaron and his family live in a separate home on the property.

"Summer mowing takes about 10 hours each week," Carol said. "Having our grandchildren living right next door is a blessing. And they can eat all the fruit they want!"

Carol is also certified for older adult ministry by the Methodist church, a goal she accomplished since joining our program. She sees it as a hedge against those who may have trust issues in receiving Medicare counseling.

From the time she became a volunteer in April 2003, Carol has been a leader. She took on the coordinator role and served a two-year term on OVAB — the OSHIIP Volunteer Advisory Board. "I loved it," she said of her time on the board.

Of the many clients she helped, one stands out for its unique nature. This beneficiary's Medicare number ended with a "T" for "temporary." With some assistance from a US Senator's office, Carol straightened things out, getting the client \$17,000 in reimbursed funds.

Carol knows OSHIIP's value and keeps contributing. She's laid the groundwork for her successor at Amherst Township Senior Services to become a volunteer.



*Carol Schmitkons  
is staying busy  
in retirement*

She offers advice to all of us as well: "OSHIIP is more than counseling. Think of it as community service. As a team we can make life much better for a lot of people."

For Carol, life comes in three stages: learning, providing for loved ones, and building a legacy by helping others.

"OSHIIP is a great program," Carol said. "I feel I'm building my legacy. I found my niche helping people with Medicare."

"I thank OSHIIP for all the work you do and for allowing me to find that niche."

Thank you, Carol. OSHIIP is better because of you and those like you: volunteers who truly care about the program's mission of assisting people covered by Medicare.

# MyCare Ohio

## *The Integrated Care Delivery System (ICDS)*

### ***What is the ICDS?***

The Integrated Care Delivery System (ICDS) is a system of managed care plans selected to coordinate the physical, behavioral, and long-term care services for individuals over the age of 18 who are eligible for both Medicaid and Medicare (dual eligibles). This includes people with disabilities, older adults and individuals who receive behavioral health services. Ohio's ICDS is called "MyCare Ohio."

The Medicaid and Medicare programs have almost no connection to each other, as no entity is accountable for the care of the whole person. The current system can also be confusing and difficult for individuals to navigate.

Benefits for individuals eligible for both programs, such as long-term care services and supports, behavioral health services, and physical health services, have been fragmented and poorly coordinated.

By better coordinating the benefits offered through the Medicaid and Medicare programs, the MyCare Ohio program aims to improve the overall health and well-being of the individual while also improving health care quality and outcomes, as well as containing costs.

### ***A team approach to care coordination***

The MyCare Ohio approach is centered on the individual to effectively coordinate care based on the person's specific needs. This care team includes: the

individual, the individual's family / caregiver, the MyCare Ohio plan care manager, the waiver service coordinator (if appropriate), the primary care provider, specialists and other providers as applicable.

**MyCare Ohio Plans:** Ohio selected five managed care plans, through a competitive process, to comprehensively manage the full spectrum of Medicaid and Medicare benefits.

**Combined Benefit Package:** The benefit package includes all benefits available through the traditional Medicare and Medicaid programs, including long-term care services and supports and behavioral health services. In addition, MyCare Ohio managed care plans may elect to include additional services in their benefit packages.

**Single Point of Contact:** The MyCare Ohio managed care plans will be a single point of contact for all individuals enrolled in both Medicare and Medicaid. This will allow individuals to easily navigate their health care goals and needs across various services and health care settings.

**Person-Centered Care:** The plans will: encourage choice and self-direction, provide support for individuals to remain independent and in the community, and provide care management that includes face-to-face visits in the home and community.

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**Who will participate?**

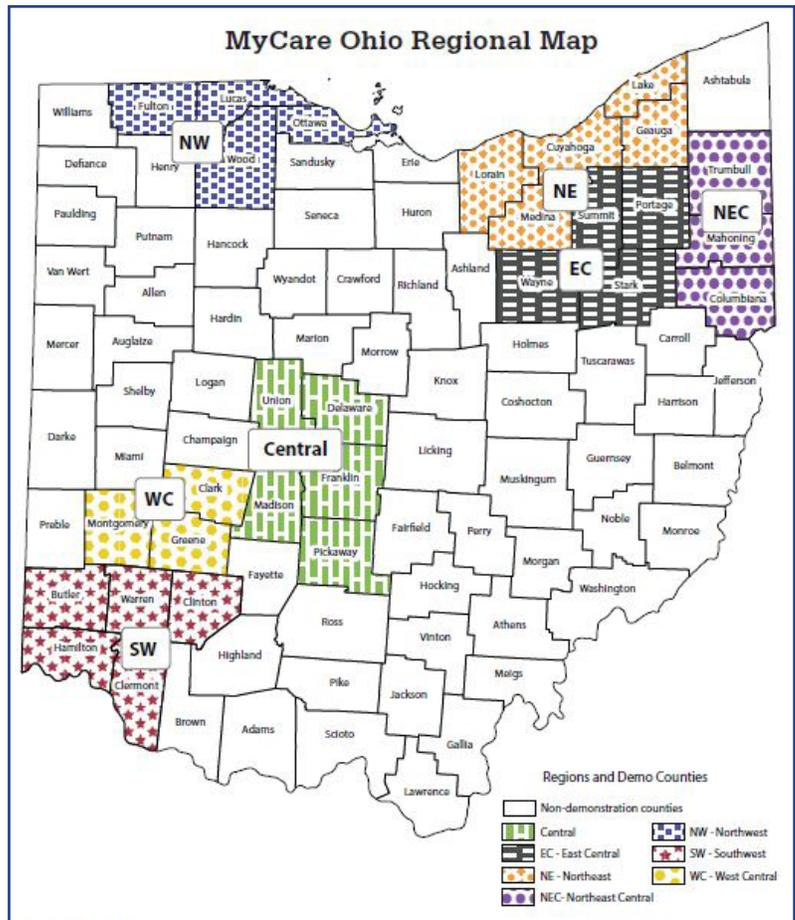
- Individuals who receive full Medicaid benefits, plus Medicare Parts A, B & D, **and**
- Who live in one of the 7 multi-county demonstration regions

**Choice of MyCare Ohio Plan:**

Eligible individuals will be able to choose from at least two managed care plans in each region to provide their Medicaid and Medicare benefits.

**Medicare Opt-out:**

Individuals will have the option to have the managed care plan provide their Medicare benefits or to opt out of the Medicare portion of the program, and stay with their current Medicare Advantage plan or traditional Medicare. However, the individual’s selected MyCare Ohio managed care plan will provide and pay for all their Medicaid services.



Demonstration Region, Population & Counties	Managed Care Plans Available
<i>Northwest: 9,884</i> Fulton, Lucas, Ottawa, Wood	Aetna Buckeye
<i>Southwest: 19,456</i> Butler, Clermont, Clinton, Hamilton, Warren	Aetna Molina
<i>West Central: 12,381</i> Clark, Greene, Montgomery	Buckeye Molina
<i>Central: 16,029</i> Delaware, Franklin, Madison, Pickaway, Union	Aetna Molina
<i>East Central: 16,225</i> Portage, Stark, Summit, Wayne	CareSource United
<i>Northeast Central: 9,284</i> Columbiana, Mahoning, Trumbull	CareSource United
<i>Northeast: 31,712</i> Cuyahoga, Geauga, Lake, Lorain, Medina	Buckeye Caresource United

**How does MyCare Ohio enrollment work?**

Enrollment into MyCare Ohio is in phases, by region, over several months. Enrollment started in September of 2013.

- Individuals can explore the managed care plans available in their region during a voluntary enrollment period.
- Eligible individuals will receive educational and enrollment letters informing them of their voluntary enrollment period, and when enrollment into a MyCare Ohio managed care plan becomes mandatory.
- If an individual does not choose a managed care plan by the mandatory enrollment date, Ohio will choose one for them based on which plan best fits their needs. Individuals will have the ability to enroll by phone, online, or by mail.
- After enrollment, the plan will work with the individual and their health care team to develop the individual’s care management plan.

## staff spotlight



*David Painter*

### *David Painter, Community Liaison \**

I have worked with OSHIIP since 2011. Just prior to joining OSHIIP, I was the Director of Outreach with the Arthritis Foundation, Central Ohio Chapter. I've also worked with the Ohio Department of Disability and Anthem.

My favorite thing about working with OSHIIP is the people I've encountered. I enjoy meeting all the clients who attend our events. Plus, I am consistently blown away by our wonderful volunteers.

When not working, I am an avid guitar player. I started playing guitar at age 12 and have performed professionally since I was a teenager.

My wife is Christina, and we've been married for 9 years. We have two children: Allison age 5, and Ryan age 10 months.

\* Please note: OSHIIP staff formerly known as Trainers are now **Community Liaisons**

## **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 if needed. See you on the road!

### **New to Medicare**

**Delaware Co. • 2 sessions**

**Jan. 8 • 10 a.m.**

*and*

**Jan. 22 • 6 p.m.**

Council for Older Adults  
800 Cheshire Rd.  
Delaware 43015

### **OPERS Retiree Seminar**

**Montgomery Co.**

**2 sessions**

**Jan. 29 • 10 a.m. & 3 p.m.**

Wyndham Garden  
Dayton South  
31 Prestige Plaza  
Miamisburg 45342

### **Medicare 101**

**Columbiana Co.**

**Jan. 8 • 11 a.m.**

Ponderosa Restaurant  
16300 Dresden Ave.  
Calcutta 43920

**Knox Co. • Jan. 23 • 6 p.m.**

Country Club  
Retirement Campus  
1350 Yauger Rd.  
Mt. Vernon 43050

**Lorain Co.**

**Jan. 29 • 6:30 p.m.**  
Courtyard Marriott  
4375 Metro Circle NW  
Canton 44720

### **STRS LTC Talk**

**Stark Co.**

**Jan. 9 • 2:30 p.m.**

Courtyard Marriott  
4375 Metro Circle NW  
Canton 44720

**Guernsey Co**

**Jan. 16 • 2:30 p.m.**

Prichard Laughlin  
Civic Center  
7033 Glenn Highway  
Cambridge 43725

**Cuyahoga Co.**

**Jan. 23 • 2:30 p.m.**

Holiday Inn  
1100 Crocker Rd.  
Westlake 44145

## Volunteer trainings 2014

### Full training

#### **Franklin Co. • Starts Feb. 5**

Feb. 5, 12, 19, 26  
9 a.m. - 3 p.m.  
State Library of Ohio  
274 E. 1st Ave.  
Columbus 43201

#### **Washington Co. • Starts March 4**

March 4, 11, 18, 25  
9 a.m. - 3 p.m.  
Area Agency on Aging 8  
1400 Pike St.  
Marietta 45750

### Refresher training

#### **Lucas Co. • April 8**

9 a.m. - 12 noon  
Area Office on Aging NW Ohio  
2155 Arlington Ave.  
Toledo 43609

#### **Fairfield Co. • May 13 (2 sessions)**

9 a.m. - 12 noon or 1 pm - 3 pm  
Fairfield Medical Center  
1111 E. Main St.  
Lancaster 43130

*See all scheduled training sessions  
and register for OSHIIP training at:*

[https://secured.insurance.ohio.gov/ConsumerApps/OSHIIP\\_Train\\_Reg/training\\_reg.aspx](https://secured.insurance.ohio.gov/ConsumerApps/OSHIIP_Train_Reg/training_reg.aspx)

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### **Webinar training**

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

#### **Programs for Beneficiaries with Limited Incomes**

#### **Part D LIS & MSP Assistance in 2014**

***Reserve your seat now!***

Tuesday, January 14: 10 a.m.

<https://www1.gotomeeting.com/register/596488417>

Tuesday, January 14: 2 p.m.

<https://www1.gotomeeting.com/register/139292408>

*Call 1-877-820-7831*

*Passcode: 896960*

#### **MyCare Ohio with Deanna Clifford, Ohio Department of Aging**

***Reserve your seat now!***

Wednesday, February 5: 2 p.m.

<https://www1.gotomeeting.com/register/176977576>

Thursday, February 6: 10 a.m.

<https://www1.gotomeeting.com/register/208951224>

## Our progress as of 1-8-14



CCFs & PAMs based on Grant Year: 4/1/13 - 3/31/14



LOCAL HELP FOR PEOPLE WITH MEDICARE

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**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](mailto:oshiipmail@insurance.ohio.gov)



**ODI**  
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