

# OSHIIP News

JULY  
2013

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

## Welcome to OSHIIP!

As June started, our program found itself with four staff positions to fill.

Chrissy Moeller's promotion to Assistant Program Director earlier this year meant we needed a new trainer.

We also lost Dawn Mastin-Lamkin and Jennifer Ayers, two quality hotline analysts who received promotions as Insurance Complaint Analysts in the Consumer Services Division of the Ohio Department of Insurance. To make things a bit more difficult for those conducting the OSHIIP interviews, we added a much-needed, third hotline position during the process.

So, here's the great news: last month we hired some terrific people! Viktoria Jurkovic is our newest trainer. Kim Booth, Dawn Freeman, and Justin Poole took the hotline positions. And, if you have the impression that you've heard these names before, you're not mistaken!



*New OSHIIP staff members (L-R): Kim Booth, Justin Poole, Viktoria Jurkovic, Dawn Freeman*

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**Mary Taylor**  
Lt. Governor /  
Director



**ODI**  
Ohio Department  
of Insurance

## Our 2013 reporting is off to a fast start!

County	Jan	Feb	March	1st Q
Adams	267	797	214	1,278
Allen	169	124	77	370
Ashland	120	95	120	335
Ashtabula	31	29	34	94
Athens	25	24	13	62
Auglaize	42	23	28	93
Belmont	35	24	18	77
Brown	238	775	97	1,110
Butler	145	86	104	335
Carroll	14	6	5	25
Champaign	32	23	7	62
Clark	163	88	91	342
Clermont	57	60	64	181
Clinton	61	43	40	144
Columbiana	57	32	57	146
Coshocton	16	16	30	62
Crawford	26	11	17	54
Cuyahoga	693	600	521	1,814
Darke	46	20	20	86
Defiance	21	20	9	50
Delaware	50	83	175	308
Erie	67	65	57	189
Fairfield	295	213	230	738
Fayette	26	15	18	59
Franklin	841	772	1,178	2,791
Fulton	69	110	47	226
Gallia	540	1,202	799	2,541
Geauga	41	9	28	78
Greene	524	178	72	774
Guernsey	65	27	19	111
Hamilton	342	258	317	917
Hancock	65	37	18	120
Hardin	35	22	23	80
Harrison	19	5	3	27
Henry	17	8	9	34
Highland	245	789	102	1,136
Hocking	42	44	31	117
Holmes	3	3	4	10
Huron	60	37	38	135
Jackson	237	778	113	1,128
Jefferson	36	35	21	92
Knox	21	31	12	64
Lake	106	133	163	402
Lawrence	273	799	126	1,198

County	Jan	Feb	March	1st Q
Licking	100	56	60	216
Logan	32	62	40	134
Lorain	156	98	99	353
Lucas	473	421	398	1,292
Madison	20	32	14	66
Mahoning	196	114	225	535
Marion	63	57	49	169
Medina	69	86	64	219
Meigs	3	6	5	14
Mercer	33	18	20	71
Miami	57	40	41	138
Monroe	5	5	8	18
Montgomery	413	333	319	1,065
Morgan	14	7	8	29
Morrow	10	10	15	35
Muskingum	164	109	69	342
Noble	3	1	2	6
Ottawa	43	27	44	114
Paulding	6	1	3	10
Perry	52	41	56	149
Pickaway	40	28	15	83
Pike	299	778	120	1,197
Portage	59	43	58	160
Preble	17	13	36	66
Putnam	49	28	24	101
Richland	43	53	119	215
Ross	306	817	172	1,295
Sandusky	61	50	36	147
Scioto	277	837	150	1,124
Seneca	22	13	21	34
Shelby	33	29	25	87
Stark	324	465	382	1,171
Summit	217	151	202	570
Trumbull	137	100	127	364
Tuscarawas	36	51	37	124
Union	21	29	22	72
Van Wert	40	23	10	73
Vinton	234	768	116	1,118
Warren	69	66	33	168
Washington	22	21	16	59
Wayne	29	46	49	124
Williams	52	18	20	90
Wood	60	42	38	140
Wyandot	7	3	11	21

### Program totals reported:

January	February	March	Total 1st Quarter
10,643	14,545	8,547	33,735

Chart shows counties by client residence. Please report every session.  
Reporting is easy... go to [shipnpr.shiptalk.org](http://shipnpr.shiptalk.org) or send your forms to OSHIIP.

## Volunteer Feature

# *Kathy Markus knew a lot about Medicare before volunteering for OSHIIP*

Kathy Markus of Franklin County has been helping people all of her working life.

Kathy is a retired teacher who taught for 26 years in a school for troubled girls. She followed that with six more years educating correctional facility youth.

For some time before she knew of OSHIIP, Kathy helped her mother with Medicare decisions. As a start, she read that year's edition of *Medicare & You* cover to cover.

"The book is much better now than it was back then," Kathy said. Her mom passed away earlier this year at age 98.

Upon retiring from teaching, Kathy worked four years for the Pauline Home Association.

The organization helps seniors manage their money and gave Kathy opportunities to assist people on Medicare from different backgrounds.

Add to that: Kathy's daughter is a person with a disability who qualified for Medicare last year. Acting as her daughter's caregiver provides Kathy with yet another view of Medicare benefits.

Our program benefited from Kathy's employment at Pauline Home. While working there she learned of OSHIIP, enrolled for our training, and became a certified volunteer in 2009.

Today she's a Medicare Outreach Specialist for the Central Ohio Area Agency on Aging (COAAA) in Columbus. Kathy's duties include answering consumer questions on the telephone and running plan comparisons.

She takes an active role in the agency's "Medicare for Beginners" sessions. COAAA holds these evening sessions the second

Wednesday every other month for people who are new to Medicare. Attendees have a chance to ask questions after the presentation.



***Kathy Markus of the Central Ohio Area Agency on Aging***

"I like answering questions and helping people understand their coverage," Kathy said. "Everyone is always so grateful for the assistance."

She recently met a 51-year-old client with a costly prescription which the manufacturer covers in full. He'll lose that benefit when he enrolls in Part D.

The man has limited Medicare knowledge and Kathy is helping him understand. She told him about Social Security's Extra Help and aided his application.

Primarily self-taught in all things Medicare prior to OSHIIP training, the sessions provided

plenty of new information for Kathy. She appreciates having a training manual because, "Now I can look things up."

But if a Medicare issue continues to stump her, Kathy consults with Andy Haggard, another Medicare Outreach Specialist at COAAA and fellow OSHIIP volunteer.

"Andy is a great resource," she said. "He knows the intricacies involved with Medicare."

When Andy isn't available, Kathy relies on the expertise of the OSHIIP hotline. "The staff usually knows the answer, and if not, they research it and get back to me," she said.

"Each time I get an answer, I learn something I can teach others. As a retired teacher, educating people about Medicare is what I really enjoy."

Thank you, Kathy, and all of COAAA. Your partnership is invaluable to our program.

## New Crew



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

### Butler Co.

Terri Brockman  
Sonja Cheatham  
Patrina Hughes  
Kathi Singleton

### Franklin Co.

Tricia Kincaid  
Adam Zimmerman

### Montgomery Co.

Juliette R. Samuels

### Hamilton Co.

Maggie Hoffman  
Tina Knaley  
Susan Pittman  
June Ridgway  
Sharon Schaefer  
Chrissy Skinner

## Welcome to OSHIIP!

*Continued from front page*

**Dawn Freeman** started as an OSHIIP College Intern in 2012 and was promoted to the hotline in late April. Born in New Jersey, she's lived a good portion of her life in Columbus. She has an Associate's degree in Business Fundamentals and is working on a Bachelor's of Arts (BA) degree in Health Care Management.

Dawn is mom to a 9-year-old son and a 4-year-old daughter. She enjoys being around family and friends, no matter which activities are in store.

**Kim Booth** is another new hotline analyst you may know. As a member of our temporary staff, Kim took consumer calls during Medicare's fall open enrollment. Now she's permanent!

Kim is a Columbus native with an Associate's degree in Business Management and a BA in Business Administration. She's married with five children and four grandkids, and loves spending time with her family. Kim is also a known "shop-aholic."

Our third new hotline analyst is **Justin Poole**. Justin joined OSHIIP as a College Intern early this year. He grew up in Toronto (Jefferson Co.) and now lives in Columbus.

Justin has a BA in Political Science, Public Administration and Sociology, and begins work on a Master's degree in Public Administration this fall. He is a self-proclaimed coffee addict.

**Viktoria Jurkovic** joins the OSHIIP training staff from Girl Scouts of Ohio's Heartland. A Cleveland native, she's responsible for the counties in Areas Agency on Aging 2, 3, and 11.

Viktoria has worked in Chicago, Cleveland and Pittsburgh. Her BA is in Marketing and Advertising / Public Relations. She also has a Master's degree in International Corporate Media.

Her mom immigrated from Croatia, and her dad, from Slovenia. Viktoria loves going to concerts, football and basketball games, and she plays flag football for the Columbus Young Professionals Club.

## Travelling abroad with Medicare

### *News You Can Use*

Foreign hospitals aren't required to file Medicare claims. If you're admitted to a foreign hospital under one of the situations below, and if that hospital doesn't submit Medicare claims for you, you need to submit an itemized bill to Medicare for your doctor, inpatient, and ambulance services.

If you're planning a vacation this summer, you know there's a lot to do before your leave... you have to buy sunscreen, book your flight and renew your passport. Don't forget to include 2 very important items on your travel to-do list if you plan to leave the country on your trip:

1. Look into Medicare coverage outside the United States.
2. Think about getting additional health care coverage.

For people with Medicare, health care services and supplies are covered when you're in the United States, which includes Puerto Rico, the U.S. Virgin Islands, Guam, American Samoa and the Northern Mariana Islands. But, if you plan to travel overseas or outside the U.S. (including to Canada or Mexico), it's important to know if your Medicare coverage will be different.

In most cases, Medicare won't pay for health care services or supplies you get outside the U.S. Medicare may pay for health care and services you get outside the U.S. in certain rare cases, some of which are described below.

Part A may pay for inpatient hospital, doctor, or ambulance services you get in a foreign country when:

- You're in the U.S. when a medical emergency occurs, and the foreign hospital is closer than the nearest U.S. hospital that can treat your medical condition.
- You're traveling through Canada without unreasonable delay by the most direct route between Alaska and another state when a medical emergency occurs, and the Canadian hospital is closer than the nearest U.S. hospital that can treat the emergency.
- You live in the U.S. and the foreign hospital is closer to your home than the nearest U.S.

hospital that can treat your medical condition, regardless of whether an emergency exists.

Part B covers emergency and non-emergency ambulance and doctor services you get immediately before and during your covered foreign inpatient hospital stay. Medicare generally won't pay for services if Medicare didn't cover your hospital stay, or you received ambulance and doctor services outside the hospital after your covered hospital stay ended.

You pay the part of the charge you would normally pay for covered services, including any medically necessary doctor and ambulance services you get in a foreign country as part of a covered inpatient hospital stay. You also pay the coinsurance, copayments and deductibles you'd normally pay if you got these same services or supplies inside the U.S.

Part B may cover medically necessary health care services you get on board a ship within the territorial waters adjoining the land areas of the U.S. Medicare won't pay for health care services you get when a ship is more than 6 hours away from a U.S. port.

Also, some Medicare supplement policies cover foreign travel emergencies.

Because Medicare coverage outside the U.S. is limited, you may want to consider travel insurance. Not all travel policies include health insurance, so ask questions and read the terms and conditions carefully.

Figuring out your health care coverage will help you be prepared so you can have a stress-free trip. To be even more prepared for your vacation, visit the Centers for Disease Control's Traveler's Health page for more information on how to stay healthy abroad:

<http://wwwnc.cdc.gov/travel/>

***Copy & paste News You Can Use items into your newsletter, then complete a PAM form.***

# staff spotlight



*Pat Angeleno*

## *Pat Angeleno, Hotline Analyst 2*

I started my career in a clerical position at Travelers Insurance where I worked for 7 years. I moved to Anthem Blue Cross / Blue Shield where I was a lead customer service representative for the Goodyear Retiree Account for 18 years. Working at Anthem was my first experience with Medicare. I joined OSHIIP as a Hotline Analyst 1 in October 2006 and was promoted to Hotline Analyst 2 in May 2007.

My time here at OSHIIP gives me a great deal of job satisfaction. It's not every day you can say you helped another person save money. Our clients truly appreciate the assistance they receive from us, which is very gratifying.

In my down time I enjoy reading and gardening. I am mother to three adult children, grandmother to 10 and great grandmother to one. (Hopefully, these numbers will not increase any time soon!) Also, my family and I make it a point to go to Myrtle Beach for vacation each year.

## *The OSHIIP Road Show:*

### *Volunteers Welcome!*

#### Medicare 101

##### **Lucas Co. • Sylvania**

July 11  
1:30 p.m. - 2:30 p.m.  
Boulevard Christian Church  
7041 Sylvania Ave.

##### **Stark Co. • Canton**

July 16, 9 a.m. - 11 a.m.  
Mercy Hall Ampitheatre  
1320 Mercy Dr. NW

##### **Champaign Co. • Urbana**

July 17  
11:30 a.m. - 1 p.m.  
Heartland of Urbana  
741 E. Water St.

##### **Miami Co. • Piqua**

July 18, 6 p.m. - 8 p.m.  
Piqua Public Library  
116 W. High St.

##### **Fairfield Co. • Lancaster**

July 19, 9 a.m. - 11 a.m.  
Olivedale Sr. Center  
253 Boving Rd.

#### Health Fair

##### **Columbiana Co. • Lisbon Columbiana Co. Job & Family Srvcs. Fair**

July 31, 9 a.m. - 12 noon  
Columbiana Co. Dept. of  
Job & Family Srvcs.  
7989 Dickey Dr. — Suite 2

#### Welcome to Medicare

##### **Delaware Co. • Delaware**

July 10, 10 a.m. - 12 noon  
Council for Older Adults  
800 Cheshire Rd.

##### **Delaware Co. • Delaware**

July 24, 6 p.m. - 7:30 p.m.  
Council for Older Adults  
800 Cheshire Rd.

#### 1-on-1 Counseling

##### **Hancock Co. • Findlay**

July 10, 1:30 p.m. - 3 p.m.  
Kiwanis Village Apartments  
1200 Croy Dr.

#### 1-on-1 Counseling

##### **Hancock Co. • Findlay**

July 11, 1:30 p.m. - 3 p.m.  
Blanchard House Apts.  
2000 N. Blanchard St.

##### **Erie Co. • Vermillion**

July 18, 11 a.m. - 2 p.m.  
Ritter Public Library  
5680 Liberty Ave.

##### **Coshocton Co. • Coshocton**

July 19, 9 a.m. - 12:30 p.m.  
Coshocton Sr. Center  
201 Browns Ln.

##### **Shelby Co. • Sidney**

July 30, 12 noon - 3 p.m.  
Countryside Commons Sr. Apts.  
890 Country Side Ln.

##### **Vinton Co. • McArthur**

July 30, 11 a.m. - 2 p.m.  
McArthur Park Apts.  
640 McArthur Park Rd.

##### **Lawrence Co. • Ironton**

July 31, 10 a.m. - 2 p.m.  
Ironton City Building  
301 S. 3rd St.

# Scheduled training sessions for 2013

## Refresher training

### **Medina Co. — Wadsworth**

July 9; 9 a.m. - 12 noon  
Soprena Senior Center  
617 School Dr.

### **Cuyahoga Co. — Cleveland Hts.**

July 15; 9 a.m. - 12 noon  
Cleveland Hts. Senior Center  
One Monticello Blvd.

### **Huron Co. — Norwalk**

July 16; 9 a.m. - 12 noon  
Fisher Titus Medical Center  
272 Benedict Ave.

### **Lorain Co. — Elyria**

July 16; 9 a.m. - 12 noon  
Amherst Township Senior Services  
7530 Oberlin Rd.

### **Delaware Co. — Delaware**

July 18; 9 a.m. - 12 noon  
Delaware Council for Older Adults  
800 Cheshire Ave.

## Refresher training

### **Fairfield Co. — Lancaster (two sessions)**

July 23; 9 a.m. - 12 noon & 1 p.m. - 4 p.m.  
Fairfield Medical Center Accounting Bldg.  
401 N. Ewing St.

### **Washington Co. — Marietta**

July 24; 9 a.m. - 12 noon  
Area Agency on Aging  
1400 Pike St.

### **Stark Co. — Canton**

July 25; 1 p.m. - 4 p.m.  
Mercy Medical Center - Mercy Hall  
1320 Mercy Dr. NW

## Complete training

### **Montgomery Co. — Vandalia**

July 9, 16, 23 & 30; 9 a.m. - 3 p.m.  
Vandalia Senior Center  
21 Tionda Dr. South

See all scheduled OSHIIP training sessions and register for 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.*

### **Medicare Part A and Part B Review**

Wednesday, July 17: 10 a.m. and 2 p.m.

**Reserve your seat now!**

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/630297769>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/429783888>

### **Social Security Administration Update**

Thursday, August 8: 10 a.m. and 2 p.m.

**Reserve your seat now!**

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/458083840>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/280868913>

Call 1-877-820-7831

Passcode: 896960

## ***DMEPOS Round Two of competitive bidding***

Round Two of Medicare's competitive bidding program for durable medical equipment, prosthetics, orthotics, and supplies (DMEPOS) gets underway July 1.

Round Two includes all of Ohio's metropolitan areas in the competitive bidding process. If you have clients who rely on durable medical equipment, please be prepared to advise them.

Call the OSHIIP Volunteer Hotline with questions and issues:  
**1-888-686-8657.**

### ***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)



**OSHIIP**  
Answers to your  
Medicare questions



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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