

OSHIIP News

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

Using OSHIIP online @ www.insurance.ohio.gov

At right is the OSHIIP page located at the Ohio Department of Insurance website; below we list the features you'll find useful when doing OSHIIP work.

- 1 From the [ODI home page](#), click *Medicare Services* for the page shown here →
- 2 Sign up for an evening Welcome to Medicare webinar for consumers or hear & watch our recorded presentation
- 3 Get details on statewide New to Medicare sessions from our partners
- 4 Get the online training manual, webinars, weekly emails, volunteer newsletters and more at Volunteer Headquarters
- 5 Scroll for additional client information including e-publications on help paying Medicare costs, guides produced by Medicare and more

The screenshot shows the ODI website's Medicare Services page. At the top left is the ODI logo and name. A navigation bar includes links for Consumer Affairs, Medicare Services, Agent/Agency Services, ODI Services, and Newsroom. Below this is a 'Medicare Services' section with two tabs: 'Consumer Affairs' and 'Medicare Services'. A list of services for people on Medicare is provided, including '2014 Welcome to Medicare Webinars' with dates for September 15, 2014 and December 15, 2014. There are also links for 'Listen and view the Welcome to Medicare presentation', 'New to Medicare Statewide Partner Sessions' (with links for Central Ohio and Stark county), and 'Volunteer Headquarters'. At the bottom, there is an 'OSHIIP' section with a list of links: 'What is OSHIIP', 'OSHIIP Coordinator and Site Search', 'Become a Volunteer', 'About SHIP Mates', 'Medicare Publications', 'Ohio Medicare Partners', and 'Ohio Medicare Savings Programs'. On the right side of the page, there is a vertical navigation menu with links for 'Top', 'Fed', 'Con', 'Mili', 'Insu', 'Pub', 'Cor', 'Mar', 'Quic', 'Adm', 'Age', 'Aut', 'Cor', 'File', 'OD', and 'OD'.



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

News You Can Use

Ohio's Best Rx is a prescription drug discount card program designed to lower the cost of prescriptions for all Ohio residents. Ohio residents who qualify based on age or income status are eligible to receive additional savings: age 60 and over or any age with incomes less than 300% of the federal poverty level. Originally designed for Ohio residents who qualified based on age or income status, the program was expanded in 2012 to include all Ohio residents. Its three key objectives are listed below.

- Maximize individual, pharmacy, and manufacturer participation
- Maximize savings for Ohio consumers
- Provide services with efficiency and accountability

How do I sign up for Ohio's Best Rx?

Enroll at www.OhioBestRx.com — or by telephone at 1-866-923-7879 (TTY Users may dial 711 for relay service) or by mailing in an enrollment form. It costs nothing to enroll.

What are the current income levels to qualify for this assistance?

Eligibility is based on 300% of the federal poverty level. The current limits are shown here:

- Individual: \$35,010
- Family of two: \$47,190
- Family of four: \$71,550

How much can I expect to save with Ohio's Best Rx?

The discount on prescriptions and savings vary, but overall savings average 40%. You'll always pay the lower price: Ohio's Best Rx price or the pharmacy's usual & customary price.

Is there a discount on every medication? What about diabetic supplies?

Ohio's Best Rx offers discounts on virtually every brand and generic prescription medication. And it provides discounts on diabetic supplies such as test strips, syringes and glucose monitors, as long as you have a prescription from your doctor.

Where can I use my Ohio's Best Rx card?

Your Ohio's Best Rx card can be used at more than 2,300 participating pharmacies in Ohio and bordering counties in surrounding states. Each Ohio county has a participating pharmacy. To find a participating pharmacy, go to Ohio's Best Rx website or call the help desk. There is also a mail order option available through Orchard Pharmaceutical Services. Outside Ohio, the card can be used at more than 60,000 participating pharmacies nationwide.

Can Ohio's Best Rx card be used during the donut hole?

If the Part D plan offers no coverage or covers only generics in the gap, Ohio's Best Rx card can be used and any money you spend should count toward the maximum out-of-pocket. Individuals are encouraged to weigh the merits of using the card for discounts vs. getting catastrophic coverage sooner through Part D.

Contact Ohio's Best Rx:

www.OhioBestRx.com

1-866-923-7879 (dial 711 for TTY relay service)

Ohio's Best Rx

PO Box 408

Twinsburg, OH 44087-0408

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

Volunteer Feature

Shelby County “true volunteer” Eleanor Kessler loves helping those in need

Shelby County boasts a robust team of OSHIIP volunteers. In a county of roughly 50,000 total residents, our program offers ten counselors who are currently certified to provide Medicare information and assistance. Many do so primarily through their employment — **and we love it!** Here we focus on a retiree who volunteers because for her, it's the right thing to do. Meet Eleanor Kessler.

Eleanor joined OSHIIP in 2010 after learning about our program from Richard Sommer, a Shelby County volunteer since 2008. Mr. Sommer had earlier recruited Eleanor to help people with their taxes as part of an AARP program, which, it turns out, can be a nice segue to informing folks about OSHIIP.

Here's just one example: sometimes a client she assists with taxes appears to be paying excessive amounts for Medicare coverage. It's often a matter of the prescription drug plan they've picked.

Eleanor said, “We explain that they can look for a better plan in the Fall and tell them about OSHIIP's local Check-Up events.”

The usual spots for scheduled events in Shelby County are the Senior Center of Sidney-Shelby County and Dorothy Love Retirement Community, both OSHIIP sites.

Before retiring, Eleanor worked 42 years in the accounting department of a local, family-owned trucking company. “I'm very fortunate,” she said. This real-world knowledge of managing payroll taxes doesn't hurt when she's helping people with individual tax issues.

Her OSHIIP clients come from referrals she receives from the senior center in Sidney and

people she meets in the community. Eleanor helps in the senior center's library and joins with other senior center members in sharing monthly carry-in lunches.

And for more than two years now, Eleanor has provided certain caregiver services to a local woman. “I'm not a certified caregiver,” she said. “My work with her is mainly companionship, but I help with whatever she needs.”

The relationship came about by Eleanor placing her name on a list of people willing to help, then stepping up when an opportunity came in the form of a request by the client.

Retirement for Eleanor often results in full days. Beyond other volunteer responsibilities, she has interest in local societies for genealogy and history. Pioneer Days, a historical society event, is one of her favorites. It's a chance for fourth graders to learn how things were done long ago.

“I love teaching children,” she said. “I seem to have a soft spot in my heart for educating and helping people in need, no matter their age.”

Born in Union County, Kentucky, Eleanor met her husband Gene when he was a soldier stationed at Camp Breckenridge. As of this September, they've been married for 54 years. The couple has a daughter and two sons, eight grandchildren, and three great-grandchildren with another on the way. Also part of the family are their two dogs, a Shih Tzu and a Yorkshire Terrier.

Eleanor, thank you for all you do! Thanks also to the Senior Center of Sidney-Shelby County, Dorothy Love Retirement Community and every OSHIIP volunteer in the county for your support.



***Eleanor Kessler
“can't stand being
idle for very long”***

When we can help, here's your contact list

Any time you need to contact our office, please use this guide as a reference.

Volunteer Guide to Who's Who in OSHIIP

Your handy list of people at the OSHIIP office

- Who does what
- Email and phone contacts



OSHIIP
Answers to your
Medicare questions

**Do you want
to use the
Volunteer
Hotline?**

Option 1: Order publications

**Option 2: Register for training
or update your contact information**

Option 3: Speak with a live person (weekdays only, 7:30 a.m. - 5 p.m.)

1-888-686-8657

**What else do
you want to do?**

What else do you want to do?	Contact person	Email address	Direct phone
Apply to volunteer	Becky Hayward	rebecca.hayward@insurance.ohio.gov	614/728-1043
Schedule training			1-888-686-8657
Check your status			(option 2)
Schedule a speaker			
Update your information			
Talk to a Community Liaison	Kendra Burford	kendra.burford@insurance.ohio.gov	614/644-3291
	David Painter	david.painter@insurance.ohio.gov	614/752-0718
	Alicia Huddleston	alicia.huddleston@insurance.ohio.gov	614/387-1812
	Viktoria Jurkovic	viktoria.jurkovic@insurance.ohio.gov	614/644-1425
	Mary Leep-Pichert	mary.leep-pichert@insurance.ohio.gov	614/644-0260
Order publications	Ron Pokorny	ron.pokorny@insurance.ohio.gov	614/728-1287
Order forms			1-888-686-8657 (option 1)

Program Director

Suggestions / Comments

Chris Reeg

christina.reeg@insurance.ohio.gov

614/644-3464

Asst. Program Director

Hotline Issues / Suggestions / Comments

Christine Moeller

christine.moeller@insurance.ohio.gov

614/644-2692



ODI
Ohio Department
of Insurance

Mary Taylor
Lt. Governor / Director

The Ohio Senior Health Insurance Information Program

Ohio Department of Insurance

50 W. Town St. — 3rd floor

Columbus, OH 43215

Volunteer Hotline: 1-888-686-8657

email: oshiiipmail@insurance.ohio.gov

Updated February 2014

New Crew



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

Ashland Co.

Chris Shoemaker
Angela Woodward

Champaign Co.

Kristina Hawkey

Cuyahoga Co.

Larry Deitcher

Medina Co.

Sandy Varndell

Ottawa Co.

Kim Sedlak

Montgomery Co.

Martin Holzinger

Shelby Co.

Mildred Schroeder
Steven Schroeder

Tucsarawas Co.

Darla Carlisle

Van Wert Co.

Kellie Mace

Chris Reeg named to National SHIP Steering Committee as an at-large member

OSHIIP continues gaining national recognition, this time through the appointment of Program Director Chris Reeg to a spot on the National SHIP Steering Committee.

The committee consists of nine SHIP directors. Five members represent SHIPs on a regional basis, while four at-large members represent national SHIP interests. All members are elected by a majority vote of SHIP Directors.



***OSHIIP Program
Director Chris Reeg***

Among its many responsibilities, the National SHIP Steering Committee shall:

- Represent the mutual interests of the SHIPs at the national level
- Act as a liaison between SHIP Directors and the Administration for Community Living (ACL)
- Provide guidance and make policy recommendations on program priorities, program standards, best practices and resources to the ACL
- Encourage and promote productive partnerships
- Increase the awareness of the valuable impact of SHIP on individuals and communities

Chris said, "Over the years, I've seen the Steering Committee's great success and benefited from their accomplishments. As we now transition to the ACL, I am excited and honored to be part of the team responsible for decisions that may guide SHIPs for years to come."

staff spotlight



Viktoria Jurkovic

Viktoria Jurkovic, Community Liaison

It's been one year since I started working for OSHIIP and I couldn't be happier! I have a dual degree in Marketing and Public Relations, as well as a Masters in Corporate Media from Marietta College. Prior to joining OSHIIP, I was the Product Sales Program Manager for the Girl Scouts of Ohio's Heartland. Making the transition from a youth-based program to a senior health insurance program has been a joy and I owe it all to my coworkers and our wonderful volunteers, the best I've had the privilege to work with. Without you, so many Ohioans wouldn't receive the help that they so desperately need.

I'm originally from Cleveland, a first-generation American of Croatian and Slovenian descent. Growing up, I was in an ethnic Croatian dance group and traveled all over the U.S. and parts of Europe. The experience help give me a natural level of comfort in front of big crowds and a love of traveling. In my free time, I like to stay active through working out, playing intramural flag football and volleyball, watching my favorite sports teams, volunteering and enjoying the outdoors. Most important, I spend a lot of my time visiting friends all over the U.S. and spending quality time with my family.

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!

Medicare 101

Scioto County
July 11 • 12:30 p.m.
Potter's House Ministries
5409 Winchester Ave.
Sciotoville 45662

Medina County
July 15 • 4 p.m.
Pearlview Rehab & Wellness
4426 Homstead Dr.
Brunswick 44212
• *In conjunction with blood drive, 3 p.m. - 7 p.m.*
• *Medicare 101 talk, 4 p.m.*

Cuyahoga County
July 23 • 10 a.m.
Euclid Lakefront
Community Center
1 Bliss Ln.
Euclid 44123

Medicare 101

Stark County
July 24 • 10 a.m.
Mercy Health Center of
Carroll County
125 Canton Rd.
Carrollton 44615

Senior Day

Seneca County
July 9 • 10 a.m. - 1 p.m.
Seneca County
Commission on Aging
382 S. Huron St.
Tiffin 44883

New to Medicare

Delaware Co. • 2 sessions
July 9 • 10 a.m.
July 23 • 6 p.m.
Council for Older Adults
800 Cheshire Rd.
Delaware 43015

Health Fair

Cuyahoga County
**Mega Health & Senior
Resource Fair**
July 10 • 9 a.m. - 1 p.m.
Hummingbird Pointe Apts.
6871 Ames Rd.
Parma Heights 44129

1-on-1 Counseling

Cuyahoga Co.
July 15 • 9 a.m.
Ehrnfelt Senior Center
18100 Royalton Rd.
Strongsville 44136
Stark County
July 17 • 10 a.m.
Mercy Health Center of
Tuscarawas County
1031 W. High Ave.
New Philadelphia 44663

Volunteer trainings 2014

Refresher training

Medina Co. • July 9

9 a.m. - 12 noon
Soprema Senior Center
617 School Dr.
Wadsworth 44281

Huron Co. • July 15

9 a.m. - 12 noon
Fisher-Titus Medical Center
272 Benedict Ave.
Norwalk 44857

Cuyahoga Co. • July 17

9 a.m. - 12 noon
Cleveland Hts. Senior Center
1 Monticello Blvd.
Cleveland Heights 44118

Logan Co. • July 29

9 a.m. - 12 noon
Bellefontaine Manor
160 Lakewood Dr.
Bellefontaine 43311

Refresher training

Washington Co. • Aug. 11

9 a.m. - 12 noon
Area Agency on Aging
1400 Pike St.
Marietta 45750

Cuyahoga Co. • Aug. 13

9 a.m. - 12 noon
Rocky River Sr. Center
21014 Hilliard Blvd.
Rocky River 44116

Franklin Co. • Aug. 13 (2 sessions)

9 a.m. - 12 noon & 1 p.m. - 3 p.m.
Wexner Heritage Village
1151 College Ave.
Columbus 43209

Geauga Co. • Aug. 19

10 a.m. - 1 p.m.
Geauga Dept. on Aging
12555 Ravenwood Dr.
Chardon 44024

Full training

Cuyahoga Co. • Starts July 7

July 7, 14, 21, 28 & August 25
9 a.m. - 3 p.m.
Independence Civic Center
6363 Selig Dr.
Independence 44131

Portage Co. • Starts July 9

July 9, 16, 21, 28 & Sept. 10
9 a.m. - 3 p.m.
Family & Community Services
705 Oakwood St.
Ravenna 44366

Franklin Co. • Starts Sept. 9

Sept. 9, 16, 23, 30 & Nov. 5
9 a.m. - 3 p.m.
State Library of Ohio
274 E. 1st St.
Columbus 43201

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

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

Webinar training

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

OPERS Health Plans for Retired Members

Tuesday, July 8, 10 a.m. & 2 p.m.

Reserve your spot now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/200740880>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/748959161>

Social Security Basics

Wednesday, August 13, 10 a.m. & 2 p.m.

Reserve your spot now!

To join the 10 a.m. session:

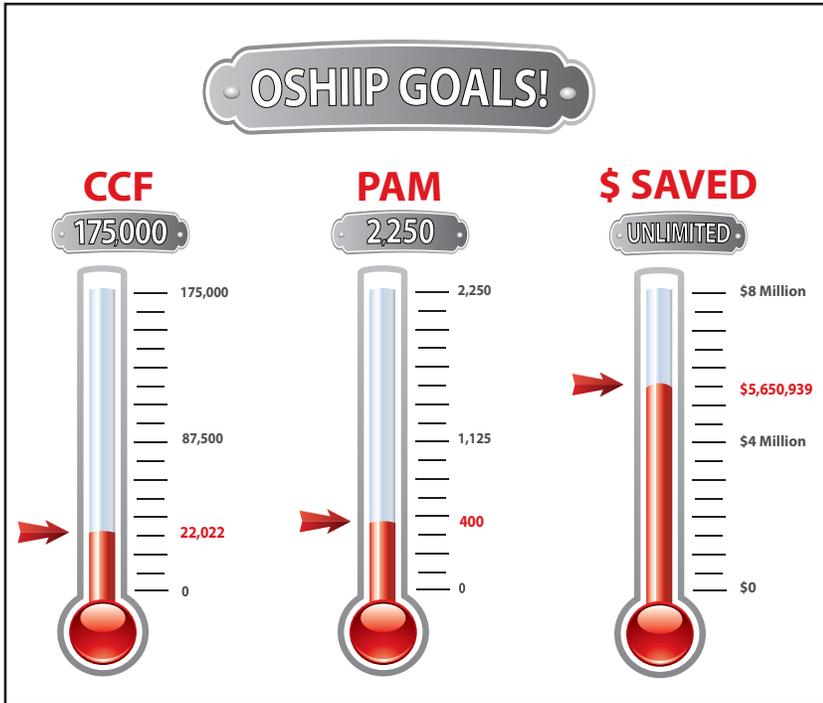
<https://www1.gotomeeting.com/register/749699633>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/521619144>

Call 1-877-820-7831
Passcode: 896960

Our progress as of June 23, 2014



LOCAL HELP FOR PEOPLE WITH MEDICARE

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CCFs & PAMs based on Grant Year: 4/1/14 - 3/31/15



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



ODI
Ohio Department of Insurance

John R. Kasich
Governor

Mary Taylor
Lt. Governor / Director