

# OSHIIP News

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

**JUNE 2011**

## 2010 Volunteer Awards

### *Announcing the OSHIIP Coordinator, Volunteer, Rookie and Team of the Year*

Volunteers are essential to the success of our program. OSHIIP could not assist Ohio's Medicare beneficiaries without the help of the hundreds of volunteers around our state. We recognize all of you for the hard work and dedication you provide all year long.



*Coordinator of the Year  
Linda Bishop of  
Genesis HealthCare System*

It's at this time of year we honor those volunteers who have gone above and beyond the call of duty, as nominated by other OSHIIP volunteers.

The votes are in and we're excited to announce the winners of the 2010 Coordinator of the Year, Volunteer of the Year and Rookie of the Year. For the first time we also recognize an outstanding Team of the Year.

The 2010 OSHIIP Coordinator of the Year is Linda Bishop. An OSHIIP Volunteer since 2002, Linda

is coordinator for Muskingum, Perry, Guernsey, Morgan, Noble and Coshocton counties. In other words, Ms. Bishop coordinates most of southeast Ohio! Linda completed 465 client contact forms in 2010. She attended and assisted with counseling at every Medicare Check-Up event in her counties, and made repeat visits to the locations to schedule appointments.

Linda is a vital asset to her territory, as attested by this comment from Area Agency on Aging 9 in Cambridge: "We don't know what we would do without her!" Thank you, Linda!

Other coordinators who received honorable mention include Marie Moore, Julie Hablitzel, Alyea Barajas and Susan Millward.

*Continued on page 2 →*

***Inside:*** News You Can Use on the Annual Wellness Visit... page 4.

## 2010 Volunteer Awards (continued)



*Volunteer of the Year  
Andy Haggard, OSHIIP  
Program Director  
Gretchen Lopez*

Winning the OSHIIP Volunteer of the Year for 2010 is Andy Haggard of Franklin County. Andy has been a certified OSHIIP counselor since 2003. While working full time for the Central Ohio Area Agency on Aging, Andy

devotes many hours to OSHIIP. You'll find him assisting at Medicare Check-up Days and Welcome to Medicare events throughout central Ohio. Mr. Haggard has also taken on the role of site coordinator for the Hilliard Senior Center. In 2010, Andy submitted 254 client contact forms. His experience and expertise greatly contribute to the OSHIIP mission. Thank you, Andy!

Other volunteers who received honorable mention include Jack Murphy, Kathryn Rose, Lorna Curtiss and Deborah Mead.

The OSHIIP Rookie of the Year for 2010 goes to Joan Garner, a Mercy Medical Center Volunteer in Stark County. Joan completed her OSHIIP training in October of 2009 and submitted 69 client contact forms in 2010. Ms. Garner provides her counseling services at Mercy Medical Center as a member of



*OSHIIP Training  
Supervisor Chris Reeg,  
Rookie of the Year  
Joan Garner*

OSHIIP's successful in-hospital program, SHIP Mates. Here's an excerpt from her nomination letter: "Joan has a quick wit and a large smile, making all clients feel at ease with her. Joan may be a rookie but her skills are of a seasoned veteran." Thank you, Joan!

Other rookie volunteers who received honorable mention include Lynn Meyer and Beth Dicke.



*Team of the Year  
Fairfield Medical Center SHIP Mates*

Our volunteers at Fairfield Medical Center in Fairfield County are the OSHIIP Team of the Year. A SHIP Mate hospital, Fairfield Medical Center boasts 26 OSHIIP-trained volunteers who are committed to educating and serving the senior population in Fairfield, Perry and Hocking counties. Members of this group also provide outstanding support to each other as peers. In 2010, the team submitted 1,850 client contact forms and conducted 17 events and activities. Thank you, Fairfield Medical Center!

Congratulations to the nominees and winners! As this year passes, please consider those you might nominate for the 2011 awards. We thank you ALL for what you do for OSHIIP – we couldn't do it without our valuable volunteers!

## Volunteer Profile

# *Kroger retiree Ron Hill still meeting, greeting and helping*

This month's featured OSHIIP volunteer is Ron Hill of Sidney in Shelby County.

Ron had a 40-year career with the Kroger Company before he learned about OSHIIP from the Director of the Shelby County Senior Center in 2006. He's been counseling OSHIIP clients ever since.

Formerly President of the Board of the Shelby County Senior Center, Mr. Hill just "loves people." And he loves OSHIIP for the services the program brings to Ohio. As we walked through the facility the day this interview was conducted, everyone greeted Ron and he had a kind word in return.

Ron has always called Sidney home, and for the past five years he's been an integral part of Shelby County's OSHIIP team.

He praised Lynn Heskett, the OSHIIP trainer responsible for the county. "She really knows her stuff and is always eager to help."

He says those who want to volunteer for OSHIIP should "Just do it. New volunteers

can learn the information to help them down the road."

Ron helps many clients and remembers making a big difference to one client in

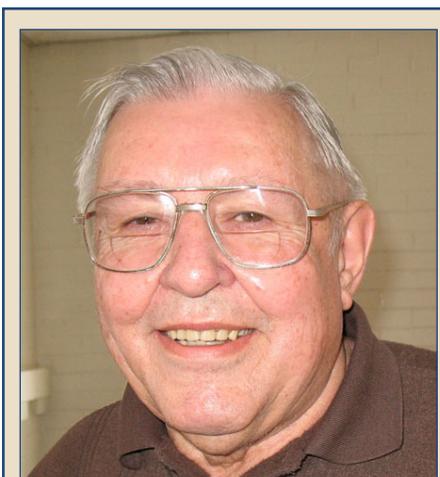
particular, a beneficiary he met at an OSHIIP Medicare Check-up event. A person with a disability at age 55 whose only income comes from Social Security, the client faced a \$14,000 annual prescription cost.

Ron knew the Plan Finder at [www.medicare.gov](http://www.medicare.gov) would help the client save on prescriptions. The client was thrilled to learn the best plan cut the out-of-pocket cost in half.

Because so many people rely on our Medicare Check-up Days, Ron and his OSHIIP team lend a hand each year at the event in neighboring Miami County.

When Ron isn't helping someone with Medicare or traveling with his wife, he and his wife "eat out a lot."

Thank you, Ron. And thanks to the Shelby County Senior Center for your support of OSHIIP services. Our program could not be successful without you.



*Ron Hill loves helping people through OSHIIP*

Email [rebecca.hayward@insurance.ohio.gov](mailto:rebecca.hayward@insurance.ohio.gov) to suggest a volunteer for this feature

## *Annual Wellness Visit*

### *News You Can Use*

As of Jan. 1, 2011, your clients can get an Annual Wellness Visit every 12 months after they get their initial “Welcome to Medicare” physical exam. And, if your client never had a Welcome to Medicare exam, that’s OK; the client can get a free Annual Wellness Visit now and each year after — if Part B has been effective for 12 months. This Annual Wellness Visit is the first time Medicare has covered an annual exam. There is no cost-sharing for this service (no coinsurance or deductible), which is covered by Medicare once every 12 months.

During the visit, your clients and health care providers will develop a personalized prevention plan, building from the initial exam. It’s important to note the distinctions between the initial wellness visit and subsequent such visits.

The initial annual wellness visit includes:

- Routine measurements such as height, weight, blood pressure, body-mass index (or waist circumference, if appropriate)
- Review of medical and family history
- Establishing a list of current providers, suppliers, medications (including supplements)
- Personal risk assessment (including any mental health conditions)

- Review of functional ability and level of safety
- Detection of any cognitive impairment
- Screening for depression
- Establishing a schedule for Medicare’s screening and preventive services your client qualifies for over the next 5 to 10 years
- Any other advice or referral services that may help intervene and treat potential health risks.

Subsequent annual wellness visits include:

- Measurement of weight, blood pressure, and other measurements deemed appropriate (height and body-mass index not necessary, unless your client has had significant weight change)
- Update to medical and family history
- Update to the list of providers, suppliers and medications (including supplements)
- Review of the initial personal risk assessment
- Detection of any cognitive impairment
- Updated screening schedule
- Review and update to list of referral services to help intervene and treat potential health risks.

### *What’s included in the “Welcome to Medicare” physical?*

Anyone who has joined Medicare Part B can get a “Welcome to Medicare” physical exam within the first 12 months (also known as the Initial Preventive Physical Examination). Starting Jan. 1, 2011, your clients will no longer have to pay a coinsurance or deductible for this physical exam.

*Please note:* Your Medicare clients do not need to get the “Welcome to Medicare” physical exam before getting the Annual Wellness Visit exam. But if they do choose to get the “Welcome to Medicare” physical when they enroll in Medicare Part B, they must then wait 12 months to get their first wellness exam.

CMS offers a quick-reference guide on the components of the “Welcome to Medicare” physical exam: [ABCs of the Initial Preventive Physical Examination](#). It provides a flow chart, explains all components of the exam, suggests what information and which documents a new Medicare beneficiary should bring along to the exam and links to additional resources.

# New Crew



Volunteers who have been trained and certified since the last issue of OSHIIP News.  
Welcome aboard!

## Cuyahoga Co.

Richard Schlur

## Mahoning Co.

Debra Foster  
Marianne Jording  
Carolann Pallo  
Audria Ramsey  
Shelia Williams

## Portage Co.

Kathi Wyatt

## Trumbull Co.

Kathleen H. Jones  
Louise Kline  
Dawn Kocher  
Susan Morrison  
Donna L. Rish  
Stephen Setnick  
Jeanne Stride  
Mary Jane Tripodi

## *OSHIIP wishes "Smooth Sailing" to longtime program staffers Virginia Hurm and Bill Friend*



*Bill Friend*

Our program will never be the same. By June's start, OSHIIP Trainer Bill Friend and OSHIIP Complaint Analyst Virginia Hurm will have retired. This pair of excellent OSHIIP representatives has devoted much of their working life to public service. Ms. Hurm joined OSHIIP in the year 2000, having worked at the Department of Insurance since 1990. All told, she accumulated 32 years of public service. Mr. Friend came to the Department and OSHIIP in 1996 to cap off 28.5 years of public service employment.



*Virginia Hurm*

*Thank you for all you've done for OSHIIP!*

## *2011 Coordinator Summit*

*Columbus • State Library of Ohio • April 15*



### *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*

##### **Stark Co. — Canton**

June 9; 10 a.m.  
Mayfield Senior Center  
3825 13th Street SW

##### **Montgomery Co. — Centerville**

June 10; 9 a.m. - 12 p.m.  
Bethany Lutheran Village  
6445 Far Hills Avenue

##### **Miami Co. — Piqua**

June 15; 2 p.m. - 3 p.m.  
YWCA  
418 N. Wayne St.

#### *Counseling session*

##### **Stark Co. — Jackson**

June 21; 9 a.m. - 3 p.m.  
Mercy Health Center of Jackson  
7452 Fulton Drive NW

#### *Welcome to Medicare (start 6 p.m.)*

##### **Ross Co. • Chillicothe • June 2**

Paccar Medical Education Center  
446 Hospital Road

##### **Washington Co. • Marietta • June 6**

O'Neill Senior Center  
333 4th Street

##### **Shelby Co. • Shelby • June 8**

Shelby Senior Center  
304 South West Avenue

##### **Muskingum Co. • Zanesville • June 14**

Muskingum Co. Center for Seniors  
200 Sunrise Center  
RSVP: (740) 454-9761

##### **Cuyahoga Co. • Strongsville • June 16**

Ehrnfelt Senior Center  
18100 Royalton Road

##### **Hamilton Co. • Cincinnati • June 22**

Sycamore Senior Center  
4455 Carver Woods Drive

# *Scheduled training sessions for 2011*

## *Refresher training*

### **Muskingum Co. — Zanesville**

**June 2; 9 a.m. - noon**

Genesis Healthplex

2800 Maple Avenue

### **Ross Co. — Chillicothe**

**June 9; 9 a.m. - noon**

Ross Co. Committee for the Elderly

1824 Western Avenue

### **Sandusky Co. — Fremont**

**June 14; 12:30 p.m. - 2:30 p.m.**

Fremont Memorial Hospital

715 South Taft Avenue

### **Allen Co. — Lima**

**June 23; 9 a.m. - noon**

Allen Co. Council on Aging

215 North Central Avenue

### **Franklin Co. — Columbus (2 sessions)**

**June 23 & Sept. 29; 9 a.m. - noon**

State Library of Ohio

274 East First Avenue

### **Belmont Co. — Barnesville**

**July 12; 9 a.m. - noon**

Barnesville Senior Center

229 East Main Street

### **Harrison Co. — Cadiz**

**July 13; 9 a.m. - noon**

Carriage Inn of Cadiz

308 West Warren Street

### **Montgomery Co. — Vandalia**

**July 13; 1 p.m. - 4 p.m.**

Vandalia Senior Center

21 Tionda Drive South

### **Licking Co. — Newark**

**July 15; 9 a.m. - noon**

Licking Co. Aging Program

745 East Main Street

### **Huron Co. — Norwalk**

**July 19; 9 a.m. - noon**

Fisher Titus Learning Center

350 Shady Lane

### **Medina Co. — Wadsowrth**

**July 19; 9 a.m. - noon**

Center for Older Adults

138 High Street

## *Refresher training*

### **Green County — Xenia**

**July 20; 9 a.m. - noon**

Greene Co. Council on Aging

140-A Rogers Street

### **Washington County — Marietta**

**July 20; 9 a.m. - noon**

Area Agency on Aging

1400 Pike Street

### **Shelby County — Sidney**

**July 21; 9 a.m. - noon**

Shelby County Senior Center

304 S. West Avenue

### **Butler County — Hamilton**

**July 26; 9 a.m. - noon**

Partners in Prime

140 Ross Avenue

### **Preble County — Eaton**

**July 27; 9 a.m. - noon**

Preble County Council on Aging

800 E. St. Clair

### **Columbiana County — Columbiana**

**August 3; 1 p.m. - 3 p.m.**

Columbiana County Senior Center

600 E. 4th Street

## *Complete training*

### **Lucas Co. — Toledo**

**June 8, 15, 22 & July 13; 9 a.m. - 3 p.m.**

AAA NW Ohio

2155 Arlington Ave.

### **Franklin Co. — Columbus**

**July 7, 14, 21 & 28; 9 a.m. - 3 p.m.**

State Library of Ohio

274 E. First Ave.

### **Stark Co. — Canton**

**July 7, 14, 21 & 28; 9 a.m. - 3 p.m.**

Mercy Medical Center

1320 Mercy Dr. NW

### **Montgomery Co. — Vandalia**

**Aug. 2, 9, 16 & 23; 9 a.m. - 3 p.m.**

Vandalia Senior Center

21 Tionda Dr. South

## *For new enrollees, the check is NOT in the mail*

Anyone applying for Social Security, Veterans Affairs or other federal benefits since the beginning of May should expect to receive their payment electronically; paper checks are no longer an option. For most people, the main advantage of electronic payments is having quicker access to the funds. Electronic payments are also safer and cost the government less. Most beneficiaries who have been receiving paper checks have until March 1, 2013 to set up electronic deposit.

### *How to sign up:*

*Online: [www.godirect.org](http://www.godirect.org)*

*Phone: 1-800-333-1795*

### *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

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.



**ODI**  
Ohio Department  
of Insurance

John R. Kasich  
Governor

Mary Taylor  
Lt. Governor / Director