

OSHIIP News

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Insurance to serve our dedicated
OSHIIP volunteers throughout Ohio

A fond farewell from Gretchen Lopez

Our lives are journeys that include special friendships, enriching moments, demanding challenges, sweet victories, minor set-backs and impactful accomplishments. My tenure as OSHIIP's Director over the past 16 years has blessed me with these and much more.

I've had the pleasure of working with the best hotline, training and administrative teams in the SHIP community. OSHIIP's staff members work tirelessly to assist beneficiaries, volunteers, partners and each other each and every day. Their passion to solve problems and provide top-notch education is extraordinary.

I've witnessed the growth of our program... from two office staffers to a team of 18; from a presence in only 22 counties to a network of more than 600 dedicated and caring volunteers in most every county; and from a handful of state-level partners to more than 225 additional locally-based organizations willing to support our work in neighborhoods across Ohio.

We've worked together to connect with the most vulnerable populations and provide educational and advocacy services relative to Medicare which exist nowhere else in public or private sectors. OSHIIP is unique in its mission and manner of service. I'm extremely proud to have been affiliated with such a fantastic program.

I will focus the next chapter of my life primarily on children. My husband and I will be moving soon to Denver to enjoy our grandchildren. I also plan to volunteer at a local therapy riding center for children with disabilities and develop a more holistic approach to treating children with these challenges. Horses and children, what a great combination!



Gretchen Lopez, Chris Reeg

Continued on page 6 →



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Inside: First quarter counseling stats, page 2

WOW! 2,500 more reports than 1st Qtr last year!

County	Jan	Feb	Mar	1st Q
Adams	42	23	8	73
Allen	84	73	101	258
Ashland	80	55	71	206
Ashtabula	--	--	5	5
Auglaize	8	2	--	10
Belmont	5	--	1	6
Butler	22	9	22	53
Champaign	14	15	11	40
Clark	68	52	48	168
Clinton	4	9	14	27
Columbiana	27	10	17	54
Coshocton	8	10	4	22
Crawford	17	28	36	81
Cuyahoga	45	70	51	166
Defiance	9	22	--	31
Delaware	12	22	26	60
Erie	11	1	--	12
Fairfield	354	376	162	892
Fayette	--	8	9	17
Franklin	223	193	260	676
Fulton	15	35	25	75
Gallia	14	11	14	39
Geauga	4	2	2	8
Greene	45	37	45	127
Guernsey	3	1	--	4
Hamilton	74	69	17	160
Hancock	52	44	34	130
Hardin	10	8	14	32
Harrison	2	4	11	17
Henry	1	1	4	6
Highland	29	4	--	33
Huron	38	28	25	91
Jackson	2	--	--	2

County	Jan	Feb	Mar	1st Q
Lake	30	25	39	94
Licking	41	30	1	72
Logan	2	3	1	6
Lorain	42	31	29	102
Lucas	141	152	170	463
Mahoning	103	73	56	232
Marion	4	18	18	40
Medina	29	20	32	81
Meigs	3	1	1	5
Mercer	8	7	13	28
Montgomery	39	93	51	183
Morgan	4	2	3	9
Muskingum	69	56	46	171
Ottawa	15	58	21	94
Paulding	1	--	--	1
Perry	20	10	5	35
Preble	9	--	--	9
Putnam	12	20	10	42
Ross	22	22	9	53
Sandusky	44	21	30	95
Scioto	36	14	14	64
Shelby	28	52	52	132
Stark	242	167	138	547
Summit	54	25	6	85
Trumbull	56	32	49	137
Tuscarawas	12	9	9	30
Union	38	20	18	76
Vinton	--	1	--	1
Warren	42	21	49	112
Washington	1	5	3	9
Wayne	20	17	13	50
Williams	22	15	28	65
Wood	2	5	9	16

Program totals reported:

January	February	March	Total 1st Quarter
2,513	2,247	1,960	6,720

*Chart shows reported counseling activity only. Please report every session.
Reporting is easy... go to shipnpr.shiptalk.org or send in a completed client contact form.*

NAIC Frequently Asked Questions

News You Can Use

What is the National Association of Insurance Commissioners?

The National Association of Insurance Commissioners (NAIC) is the U.S. standard-setting and regulatory support organization created and governed by the chief insurance regulators from the 50 states, the District of Columbia and five U.S. territories. State insurance regulators establish standards and best practices, conduct peer review and coordinate their regulatory oversight through the NAIC. Members, together with the central resources of the NAIC, form the national system of state-based insurance regulation in the U.S.

How is the NAIC organized?

Officers include a President, President-Elect, Vice President and Secretary-Treasurer, who are elected annually by the membership by secret ballot. Each of the four U.S. geographic zones (Northeast, Southeast, Midwest and West) has its own chair, vice chair and secretary who sit on the NAIC's Executive Committee.

The NAIC also maintains seven additional standing committees: Life Insurance and Annuities; Health Insurance and Managed Care; Property and Casualty Insurance; Market Regulation and Consumer Affairs; Financial Condition; Financial Regulation Standards and Accreditation; and International Insurance Relations.

How does the NAIC help educate consumers?

The NAIC is committed to educating the public about insurance and consumer-protection issues. Through its award-winning Insure U consumer education program, the NAIC helps consumers evaluate their options and get smart about insurance. The Insure U Web site provides

basic information on life, health, auto and homeowners / renter's insurance. Under the banner of Insure U for Small Business, the NAIC provides tips and information about insurance options for small business owners. Each is available in English and Spanish at www.insureuonline.org and www.insureuonline.org/smallbusiness.

How does the NAIC develop and adopt model laws?

The NAIC's Procedures for Model Law Development is found on its "Committee & Activities" web page, along with the current status of models and other work product in the development process. The Executive Committee determines whether a proposed new model law, regulation or amendment should be drafted.

To be considered for development and adoption, a model law must involve a national standard and / or require uniformity among all the states. It must also receive the commitment of significant regulatory and NAIC resources to educate, communicate and support the model's implementation in the states. Further, a model law requires adoption by a minimum of two-thirds majority of the responsible committee and the NAIC membership. Only model laws that have a high chance of implementation in the states are developed and adopted.

How is the NAIC Funded?

The NAIC is funded through a number of revenue sources. Membership dues from the states contribute less than 3 percent of the revenue devoted to funding member-directed initiatives. Other sources of revenue include database filing fees, product filing fees, producer-licensing fees and sales of NAIC publications and data.

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

Celebrating our 20th Anniversary



OSHIIP awards, certificates & memorabilia were on display



Ohio Department of Insurance Deputy Director Jillian Froment



OSHIIP's second director, Jim Fultz, spoke of the early days

OSHIIP welcomed about 50 volunteers, dignitaries and friends to help the program celebrate the 20th anniversary of its start, April 18 in Columbus. Approximately 35 OSHIIP volunteers travelled from various points across the state to take in the day's festivities. Memorabilia representing many of OSHIIP's accomplishments over the years was on display for all to enjoy.

Program Director Gretchen Lopez opened the agenda by thanking all present for their interest in and support of OSHIIP, then introduced the first speaker.

Jillian Froment, Deputy Director at the Ohio Department of Insurance, praised OSHIIP for its great work and shared recent program success stories. Ms. Froment brought greetings from Ohio Lt. Governor / Department of Insurance Director Mary Taylor and read a proclamation from Ohio Governor John Kasich. The OSHIIP office is housed at the Ohio Department of Insurance.

Ms. Lopez and the next two speakers, Jim Fultz and Nancy Colley, each recalled their memories of the program's early years. Mr. Fultz served as OSHIIP Director immediately prior to Ms. Lopez; Dr. Colley held the title of Assistant Director of Consumer Services and acted as Consumer Advocate. Each fondly remembered their roles in launching the program, praised current staff and volunteers for their work and encouraged continued effort.

Mary Jo Hyde and Hal Hyde (husband and wife, and both former Franklin County Volunteer Coordinators) provided a real treat by addressing the audience in succession.

Mrs. Hyde took the opportunity to stress the importance of identifying and helping dual eligibles. Mary Jo aids OSHIIP from her position at the Ohio Association of Area Agencies on Aging. Mr. Hyde, OSHIIP Volunteer Emeritus, and one of the most effective people to have served our program, engaged the crowd with several of his personal counseling experiences.

Program partners who spoke during the celebration included John LaMotte of the Social Security Administration, Michael Dorris of National Government Services, Anne Fredrickson of Pro Seniors and the Ohio Senior Medicare Patrol, DMEPOS Ombudsman Vinsetta Montgomery of Palmetto GBA, and Genie Dixon of Kroger, Inc.

OSHIIP Training Supervisor Chris Reeg wrapped up the festivities by presenting various volunteer awards and certificates for jobs well-done in 2011, and wishing the program another 20 years of success.



Hal Hyde, OSHIIP Volunteer Emeritus, shared keys to his counseling success



John LaMotte of Social Security helped keep festivities lively



A crowd of volunteers and partners arrived with warm wishes

April 18, 2012

Dear Lt. Governor Mary Taylor:

The Centers for Medicare & Medicaid Services (CMS) wishes to congratulate the Ohio Senior Health Insurance Information Program (OSHIIP) on its 20 year anniversary serving Medicare beneficiaries. OSHIIP has continued its work tirelessly on behalf of beneficiaries during this time. OSHIIP has played a key role in helping to shape the CMS funded SHIP Program since its inception. Thank you and Gretchen Lopez and her team for your continued assistance and dedication.

Sincerely,

Ida Kelly, Director Partner Relation Groups, CMS

A fond farewell from Gretchen

Continued

Last but certainly not least, I will resume writing children's stories that complement elementary public school curriculums to enhance young people's learning ability. I hope to positively impact young minds to embrace life-long learning. (By the way, the Colorado SHIP Director has approached me to assist with their program and I'm certainly open to that as well.)

I thank you all so very much for your friendship and support over the years. Chris Reeg will step in as Interim OSHIIP Director until a permanent replacement is selected. Chris' technical expertise, high energy and excellent leadership skills will keep OSHIIP moving forward and maintain our reputation as a national leader.

Take care and smooth sailing always!

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!

Health Fair

Cuyahoga Co. — Broadview Hts.

Sat., June 2; 9 a.m. - 12 noon
Broadview Center
9543 Broadview Rd.

Coshocton Co. — Coshocton

Tues., June 12; 9 a.m. - 12 noon
Coshocton Sr. Center
201 Brown St.

Fairfield Co. — Lancaster

Weds., June 20; 10 a.m. - 2 p.m.
Olivedale Sr. Center
253 Boving Rd.

Montgomery Co. — Dayton

Arthritis Walk & Expo

Thurs., June 21; 4 p.m. - 8 p.m.
Southview Medical Center Campus
1997 Miamisburg-Centerville Rd.

1-on-1 Counseling

Stark Co. — Massillon

Weds., June 13; 7 - 11 a.m. & 1 - 3 p.m.
Mercy Health Center of Jackson
7337 Caritas Circle NW

Welcome to Medicare

Hamilton Co. — Blue Ash

Weds., June 13; 6 p.m.
Sycamore Senior Center
4455 Carver Woods Dr.

Lucas Co. — Sylvania

Tues., June 19; 6 p.m.
Sylvania Senior Center
7140 Sylvania Ave.

Cuyahoga Co. — Strongsville

Thurs., June 21; 6 p.m.
Ehrnfelt Senior Center
18100 Royalton Rd.

Medicare 101

Portage Co. — Aurora

Mon., June 11
6 p.m. - 8 p.m.
Anna Maria of Aurora
889 N. Aurora Rd.

Delaware Co. — Delaware

Weds., June 13
9:15 a.m. - 10:30 a.m.
Delaware Council on Aging
800 Cheshire Rd.

Erie Co. — Sandusky

Thurs., June 21
Noon - 1 p.m.
Erie Co. Sr. Center
620 E. Water St.

Scheduled training sessions for 2012

Refresher training

Clark Co. — Springfield

Tuesday, June 19; 9 a.m. - noon
Marriott Courtyard, 100 S. Fountain Ave.

Harrison Co. — Cadiz

Friday, June 19; 9 a.m. - noon
Carriage Inn of Cadiz, 308 W. Warren St.

Adams Co. — West Union

Monday, June 25; 9 a.m. - noon
Adams Co. Sr. Center, 210 N. Wilson Dr.

Medina Co. — Wadsworth

Tuesday, July 10; 9 a.m. - noon
Center for Older Adults, 138 High St.

Lorain Co. — Elyria

Wednesday, July 11; 9 a.m. - noon
Amherst Senior Services, 7530 Oberlin Rd.

Hamilton Co. — Cincinnati

Thursday, July 12; 9 a.m. - noon
SW Ohio Council on Aging, 175 Tri-County Pkwy.

Ross Co. — Chillicothe

Friday, July 13; 9 a.m. - noon
Ross Co. Senior Citizens, 1824 Western Ave.

Huron Co. — Norwalk

Tuesday, July 17; 9 a.m. - noon
Fisher-Titus Center, 272 Benedict Ave.

Refresher training

Mercer Co. — Celina

Wednesday, July 18; 9 a.m. - noon
Mercer Co. Council on Aging, 217 Riley St.

Muskingum Co. — Zanesville

Thursday, July 19; 9 a.m. - noon
Genesis Healthplex, 2800 Maple Ave.

Champaign Co. — Urbana

Thursday, July 19; 9 a.m. - noon
Champaign Co. Sr. Center, 701 S. Walnut St.

Complete training

Stark Co. — Canton

June 12, 19, 26, July 10; 9 a.m. - 3 p.m.
Mercy Medical Center, 1320 Mercy Dr. NW

Erie Co. — Sandusky

July 12, 19, 26, Aug. 2; 10 a.m. - 4 p.m.
Erie Co. Srvc. Center, 2900 Columbus Ave.

Franklin Co. — Columbus

July 12, 19, 26, Aug. 2; 9 a.m. - 3 p.m.
State Library of Ohio, 274 E. 1st Ave.

Shelby Co. — Sidney

July 17, 24, 31, Aug. 7; 9 a.m. - 3 p.m.
Shelby Co. Sr. Center, 304 South West Ave.

Montgomery Co. — Vandalia

August 1, 8, 15, 22; 9 a.m. - 3 p.m.
Vandalia Justice Center, 245 J.E. Bohanan Dr.

Register online for sessions listed above:

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

Webinar training

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

Medicaid — ABD Basics

Thursday, June 14; 10 a.m. and 2 p.m.

Reserve your seat now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/902269816>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/727784449>

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

Time for the annual conference

The National SHIP Directors' Conference will take place in Atlanta, GA, June 4-7, 2012. We plan to share what we learn in the next several issues of **OSHIP News**. Stay tuned!



OSHIP
Answers to your
Medicare questions

How to contact OSHIP:

- Call 1-888-686-VOLS (686-8657)
- Fax to: (614) 752-0740
- email to oshiipmail@insurance.ohio.gov



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ODI
**Ohio Department
of Insurance**

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Governor

Mary Taylor
Lt. Governor / Director