

OSHIIP News

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

Presenting Our Volunteer Award Winners

We say it time and time again: OSHIIP would accomplish nothing without you, our program's dedicated volunteers. We strive to thank you regularly for your hard work and commitment to helping people in need. Now is the time of year we recognize a few select program volunteers whose excellent service earned nominations by their peers. The 2013 OSHIIP Volunteer Award winners are...

Debbie Zwicker, Volunteer of the Year – Fairfield County

Debbie is employed by Fairfield Medical Center in Lancaster as a Financial Representative for Medicare Advantage (MA) plans. In her work, Debbie ensures that MA plans pay claims according to contract, and she spends a good amount of time enrolling clients in Part D or MA plans.

Debbie has been a top reporter since joining OSHIIP in 2005. She recorded 3,036 Client Contact Forms (CCFs) in 2013!

We're proud to say she also recently won Fairfield Medical Center's own Legendary Caregiver Award (also called the Grateful Patient Award) for work helping an appreciative client enroll in and understand Medicare.



*Volunteer of the Year Debbie Zwicker
and Kendra Burford (OSHIIP)*

Continued next page ⇨



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

2013 Volunteer Awards

Continued

The client's letter praised Debbie for helping make the transition to Medicare easy. A nominator said, "Debbie's passion for serving and providing education to seniors in Fairfield, Perry and Hocking counties comes from her heart, plus an unbelievable energy and commitment that surpasses many."

When she's not busy helping people with Medicare, Debbie likes to spend time with family and friends. She has two daughters, a son-in-law, a 5 year-old granddaughter and a baby grandson on the way.

Debbie said she was "shocked, surprised, and happy — all at the same time," when OSHIIP Community Liaison Kendra Burford announced the honor in front of Debbie's peers and coworkers. **Congratulations, Debbie!**

Jim Aust, Coordinator of the Year – Cuyahoga County



*Alicia Huddleston (OSHIIP) and
Coordinator of the Year Jim Aust*

Jim and Tristan Rader serve as Cuyahoga's Co-Coordiators. The two gentlemen share the responsibility of serving OSHIIP volunteers in the Ohio county with the largest Medicare population.

Jim retired from Kodak in 2012 and continues to work part-time as a financial consultant to the printing industry. He joined OSHIIP after enrolling in Medicare himself and quickly became a great asset to our program. Selected as OSHIIP's 2012 Rookie of the Year, Jim soon added the role of coordinator.

He organized our Cuyahoga County volunteers by geographical section, identifying those who could handle client referrals in every part of the county, and instituted quarterly volunteer meetings. Jim also regularly accepts speaking engagements and handles many public events himself.

"Jim possesses the remarkable ability to make everyone he meets feel like they are the most important person in the room," reported a nominator. "He devotes more passion and attention to OSHIIP than most do to their full time occupations."

Jim, who also volunteers at his church, told us, "Meeting so many beneficiaries through OPERS events has been very rewarding" and is clear evidence of how OSHIIP can help people on Medicare. Ever humble, Jim thanks our program for his award and adds, "many volunteers do more than I do." **Way to go, Jim!**

Continued next page ⇨

2013 Volunteer Awards

Continued

Carol McSwiney, Rookie of the Year – Allen County



Rookie of the Year Carol McSwiney (front, right) with Allen County Council on Aging associates Judy Jacomet (far left), Gerry Burton, and Pam Fitzgerald

Carol joined the Allen County Council on Aging in Lima as a true volunteer after completing our complete training last summer in Lucas County. She learned about OSHIIP by visiting the Council on Aging website when helping a family member choose a Medicare drug plan. A chemical engineer by trade, Carol is retired from BP.

During 2013 open enrollment, Carol worked a full day every week at the council, then worked four consecutive days the final week. She helped clients save \$21,333! Carol remains ready for appointments, and is a willing translator for clients who speak Chinese or related dialects.

A nominator told us, “Carol is very dedicated to her OSHIIP role. She is a kind and understanding person who is passionate about helping clients with their health care.”

Winning Rookie of the Year “totally surprised” Carol. “I work with three very competent people. Compared to what they do, I feel my contribution is very trivial.” **Thank you, Carol!**

Serving Our Seniors, Team of the Year – Erie County

OSHIIP Volunteers Patti Stineman, Bill Biehl, Erline Trsek, Suzie Hartenfeld

Patti leads our program’s volunteers at Serving our Seniors in Sandusky. Her energy and commitment to our mission earned this recognition for her team, which helped 200 Medicare clients during open enrollment last year. Patti leads the team in conducting county presentations and events.

“Because of Patti, Serving Our Seniors is always willing to get answers for clients, whether by contacting OSHIIP or other agencies,” said a nominator.

The consensus from the winners: “This is a true collaboration of efforts between Serving Our Seniors and OSHIIP.” **Our gratitude to Serving Our Seniors!**



*Serving Our Seniors — Team of the Year
Bill Biehl; Patti Stineman; and Sue Daugherty, Executive Director (right)*

Continued next page ⇨

2013 Volunteer Awards

Continued

Ohio Public Employee Retirement System, Partner of the Year

Known as OPERS, the entity that manages (among other things) healthcare for Ohio's retired public workers contributed 35,202 Client Contacts in 2013, accounting for 21% of our program's 168,978 CCF total.

Medicare choices under OPERS are changing. We trained their office staff to counsel members and OPERS forwards its CCF reports to our headquarters regularly. It's a mutually beneficial relationship!

From a nominator: "The OPERS' contribution is a prime reason for OSHIIP's rise in CMS' national rankings. We are excited about this partnership not only because of its great success, but also because we can look to it as a model for partnerships with other organizations." **Many thanks, OPERS! We look forward to working together for years to come.**



*OPERS — Partner of the Year
(L-R) Greg McLaughlin, Manager Health Care Communications; Becky Hayward (OSHIIP); Marianne Steger, Director of Health Care; and Chris Reeg (OSHIIP)*

~ OSHIIP broke all reporting records in 2013 ~

Congratulations to our winners

Thank you to every volunteer

staff spotlight



Justin Poole

Justin Poole, Hotline Analyst 1

I started at OSHIIP in 2012 as a college intern and graduated from Capital University in May 2013 with a triple major: Public Administration, Sociology, and Political Science. The timing was perfect as the position I now hold opened. In my career path I want to help Ohio residents any way I can. OSHIIP gives me the ability to take a complex system with confusing information and relay it to beneficiaries in an easy and understandable way. There is no better pay off then knowing I helped someone make a good decision.

In my free time I stay as active as I can by going to the gym six days a week. I'm also just a year away from earning a Masters degree in Public Administration from The Ohio State University.

In addition, I'm responsible for organizing several large community events per year as the Program Director of a nonprofit organization, Focus in Toronto (Jefferson Co.). Although I stay busy, I always make time for all the important things in my life, friends, family, and even Netflix, but being able to give back to my community is well worth it.

Outpatient Therapy and Caps

News You Can Use

People who receive regular physical therapy in an outpatient setting and are covered by Original Medicare may face an annual coverage limit known as the therapy cap. The amount of this cap can change every year. Below is general information and 2014 specifics.

What constitutes outpatient therapy?

Outpatient therapy may take place in one of these settings:

- Medical office
- Outpatient hospital department
- Rehabilitation agency
- Skilled nursing facility
- At home

You can get outpatient therapy from any of these health care professionals:

- Physical therapists
- Speech-language pathologists
- Occupational therapists
- Others who may provide these services include doctors, nurse practitioners, clinical nurse specialists, and physician assistants

What is Medicare's therapy cap?

Medicare places a limit on the amount of outpatient physical therapy, speech-language pathology, and occupational therapy it will cover in a given year.

Medicare covers medically necessary therapy in a calendar year up to the therapy cap amount. After you've reached the cap, Medicare may not pay for additional therapy, unless your therapist or doctor feels that additional therapy is medically necessary.

Who should be concerned about reaching the therapy cap?

People who get therapy in an outpatient setting may be affected.

Therapy caps apply if you get your Medicare benefits through Original

Medicare. Medicare Advantage plans may also apply caps or limits on your therapy benefits, but these plans are not required to do so. If you have a Medicare Advantage plan, contact the plan directly to learn how your plan covers therapy.

How much is Medicare's therapy cap this year?

The 2014 therapy cap is \$1,920. In this calendar year you can get:

- \$1,920 worth of combined physical therapy and speech-language pathology services, or
- \$1,920 worth of occupational therapy from outpatient health care providers.

Note that physical therapy and speech-language pathology services are combined to meet the therapy cap; occupational therapy services are counted separately. Therapy cap amounts can change annually.

What should I do if I still need therapy after reaching the cap?

If you are approaching the therapy cap and you need more therapy, talk to your therapist or doctor. Medicare can make an exception to the therapy cap and cover therapy you receive beyond the cap if your therapist or doctor tells Medicare that additional therapy is medically necessary.

Remember, if Medicare does not pay for therapy that you need, you have the right to file an appeal. Call OSHIIP on our volunteer hotline for more information about Medicare therapy, caps, and filing an appeal:

Call 1-888-686-8657 and select option 3.

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

Meet Hotline Complaint Analyst 2 Kathy Gensel

Our program's newest hotline staff person is Kathy Gensel (note: pronounce Kathy's last name with a hard 'G'). Kathy started in our Columbus office May 5. She's spent her entire career in the health insurance business, first in CIGNA's Group Health section, and most recently in the MedSup area at United Commercial Travelers. Originally from Cleveland, Kathy moved to central Ohio in 1986. She volunteers for both the Capital Area Humane Society and the Mid-Ohio Food Bank. Of her new position, she said, "It will be rewarding knowing I have helped someone 'rest easier' when making insurance decisions." Welcome aboard, Kathy!



Kathy Gensel

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

Stark Co.
June 5 • 10 a.m.
Mercy Health Center
6200 Whipple Ave. NW
North Canton 44720

Stark Co.
June 12 • 10 a.m.
Mercy Health Center
11928 King Church Ave. NW
Uniontown 44685

Cuyahoga Co. •
June 24 • 3 p.m.
Stephanie Tubbs Jones
Health Center
13944 Euclid Ave.
Cleveland 44112

Summit Co. •
June 25 • 7 p.m.
Lehner Community Center
35 S. River Rd.
Munroe Falls 44262

Cuyahoga Co.
June 27 • 12 noon
Independence Civic Center
6363 Selig Rd.
Independence 44131

1-on-1 Counseling

Cuyahoga Co. • June 11 • 9 a.m.
Ehrnfelt Senior Center
18100 Royalton Rd.
Strongsville 44136

Conference

Cuyahoga Co. • June 3
Beachwood H.E.A.L.T.H.Y.
Program
11 a.m. - 12 noon
Beachwood Community Cntr.
25325 Fairmount Blvd.
Beachwood 44122

*Free event, RSVP required.
Call 216-595-3733.*

Portage Co. • June 25
Agging Eye Conference
10 a.m. - 3 p.m.
NEOMED
1 St. Rt. 44
Rootstown 44272

*Registration, including
lunch, is complimentary.
Seating limited to the
first 150 registrants.
[Click here to register.](#)*

Health Fair

Coshocton Co. • June 18
Coal Miner Health Fair
9 a.m. - 12 noon
Coshocton Senior Center
201 Brown Ln.
Coshocton 43812

Fairfield Co. • June 18
Olivedale Health Fair
8 a.m. - 11 a.m.
Olivedale Senior Center
253 Boving Rd.
Lancaster 43130

New to Medicare

Delaware Co. • 2 sessions
June 11 • 10 a.m.
June 25 • 6 p.m.
Council for Older Adults
800 Cheshire Rd.
Delaware 43015

Franklin Co.
June 11 • 5:30 p.m.
Central Ohio Area Agency
on Aging
174 E. Long St.
Columbus 43215

*Want to help at this event?
RSVP to 614-645-8557.*

Volunteer trainings 2014

Refresher training

Stark Co. • June 18

10 a.m. - 1 p.m.
Mercy Medical Center Mercy Hall
1320 Mercy Dr. NW
Canton 44708

Montgomery Co. • June 24

9 a.m. - 12 noon
Vandalia Senior Center
21 Tionda Dr. South
Vandalia 45377

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 Heights Senior Center
1 Monticello Blvd.
Cleveland Heights 44118

Full training

Lucas Co. • Starts June 3

June 3, 10, 17, 24 & July 29
9 a.m. - 3 p.m.
Area Office on Aging NW Ohio
2155 Arlington Ave.
Toledo 43609

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.

Beneficiary Inpatient vs Outpatient Status in a Hospital

Wednesday, June 18, 10 a.m. & 2 p.m.

Reserve your spot now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/341771256>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/218546841>

Welcome to Medicare — Open to the public; invite your clients

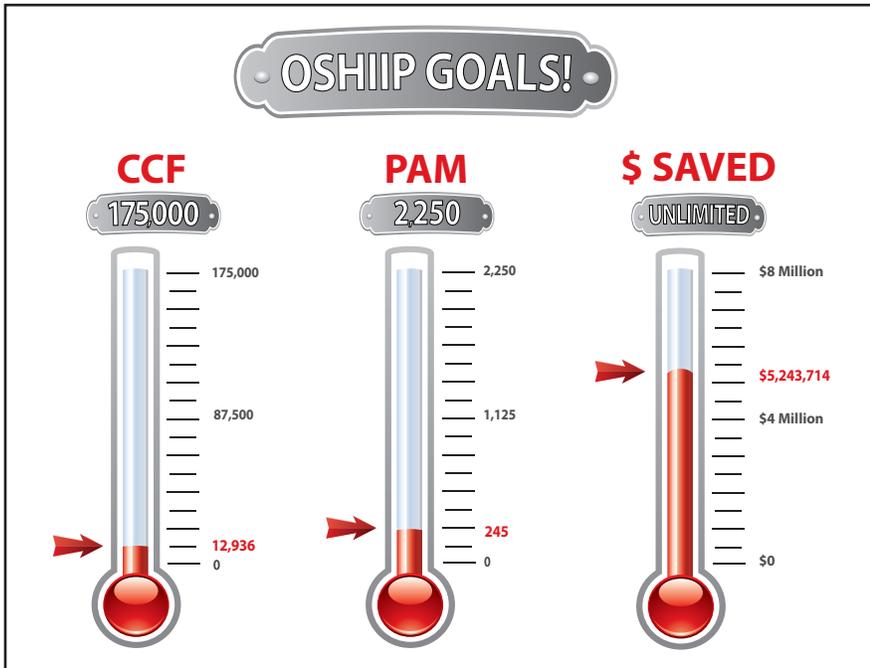
Monday, June 16, 6 p.m.

To join this session:

<https://www1.gotomeeting.com/register/327779641>

Call 1-877-820-7831
Passcode: 896960

Our progress as of May 26, 2014



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.

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



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



ODI
Ohio Department
of Insurance

John R. Kasich
Governor

Mary Taylor
Lt. Governor / Director