

OSHIIP News

MARCH
2013

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

OSHIIP Challenge: 100,000 Client Contacts by March 31

As you may know, OSHIIP has been shattering all Ohio reporting records! For example, in calendar year 2012, we reported 92,713 Client Contact Forms (CCFs). That 2012 total is nearly 30,000 higher than the total CCFs OSHIIP reported in 2011.

Of course, our program could never have done this without you and those like you — OSHIIP's dedicated volunteers.

Now, we want to issue a challenge to finish our current grant year on a strong note!

Our federal grant year ends March 31, 2013. Since April 1, 2012, we have reported 84,007 Client Contact Forms.

Our goal — and your challenge — is achieving 100,000 reports by the end of the grant year, March 31.

That means we need almost 16,000 more CCFs submitted this month. We can do this but we need your help.

Please use the convenient links below to access our forms. Submit a Client Contact Form for absolutely every person you talk to and we'll keep you posted on our progress through our weekly emails. Thank you!

To print or save the EZ CCF, go to: http://insurance.ohio.gov/IContact/EZ_CCF.doc

To print or save the EZ PAM, go to: http://insurance.ohio.gov/IContact/EZ_PAM.doc



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

OSHIIP's 4th Quarter tops a record reporting year!

County	Oct	Nov	Dec	4th Q
Adams	46	51	67	164
Allen	214	308	164	686
Ashland	280	212	143	635
Ashtabula	66	61	39	166
Athens	106	64	109	279
Auglaize	119	49	45	213
Belmont	41	35	17	93
Brown	30	35	17	82
Butler	132	198	94	524
Carroll	35	24	17	76
Champaign	15	65	26	106
Clark	274	262	132	668
Clermont	74	142	19	235
Clinton	74	88	50	212
Columbiana	123	122	73	318
Coshocton	96	41	44	181
Crawford	49	108	38	195
Cuyahoga	1,047	1,245	629	2,921
Darke	156	54	92	302
Defiance	39	34	21	94
Delaware	289	379	67	735
Erie	166	117	88	371
Fairfield	418	486	395	1,299
Fayette	64	73	20	157
Franklin	1,131	1,273	691	3,095
Fulton	94	183	95	372
Gallia	49	42	13	104
Geauga	86	89	82	257
Greene	948	793	216	1,957
Guernsey	39	92	54	185
Hamilton	588	585	289	1,462
Hancock	101	121	62	284
Hardin	34	27	28	89
Harrison	21	25	6	52
Henry	61	34	21	116
Highland	71	45	22	138
Hocking	93	70	62	225
Holmes	11	13	7	31
Huron	123	86	51	260
Jackson	28	57	20	105
Jefferson	92	63	21	176
Knox	32	35	26	93
Lake	208	268	151	627
Lawrence	33	88	37	158

County	Oct	Nov	Dec	4th Q
Licking	144	79	73	296
Logan	90	103	77	270
Lorain	341	339	184	864
Lucas	665	687	385	1,737
Madison	34	27	17	78
Mahoning	295	268	132	695
Marion	82	94	64	240
Medina	123	121	47	291
Meigs	20	53	16	89
Mercer	90	84	28	202
Miami	83	90	33	206
Monroe	17	14	16	47
Montgomery	656	570	234	1,460
Morgan	58	45	10	113
Morrow	14	11	9	34
Muskingum	266	370	191	827
Noble	9	18	4	31
Ottawa	157	113	49	319
Paulding	7	50	4	61
Perry	76	81	73	230
Pickaway	24	77	29	130
Pike	49	10	13	72
Portage	97	85	52	234
Preble	22	56	51	129
Putnam	52	82	53	187
Richland	63	129	56	248
Ross	75	73	72	220
Sandusky	203	485	104	792
Scioto	53	75	72	200
Seneca	42	41	18	101
Shelby	82	92	66	240
Stark	625	581	245	1,451
Summit	278	392	199	869
Trumbull	231	267	141	639
Tuscarawas	132	146	57	335
Union	129	85	38	252
Van Wert	109	105	52	266
Vinton	6	18	26	50
Warren	166	186	49	401
Washington	58	80	47	185
Wayne	136	155	66	357
Williams	94	77	36	207
Wood	76	82	34	192
Wyandot	16	45	23	84

Program totals reported:

October	November	December	Total 4th Quarter	Total 2012
13,941	14,883	7,605	36,429	92,713

Chart shows counties by client residence. Please report every session.
Reporting is easy... go to shipnpr.shiptalk.org or send your forms to OSHIIP.

Volunteer Feature

Fulton County seniors have a friend in Cheryl Witt

Last May, Cheryl Witt became the Insurance and Referral Specialist for the Fulton County Senior Center in Wauseon, and OSHIIP is better off because of it.

Training to be an OSHIIP volunteer counselor was one of Cheryl's first job responsibilities. You might say she took the role seriously from the start: in the last six months of 2012, Cheryl posted 308 Client Contact Forms (CCFs)!

Told of this, she said, "Wow! That's exciting."

"I have daily contact with seniors" Cheryl continued. "I don't feel like this is a job; it's a calling from God."

In her role at the senior center, Cheryl helps Fulton County clients sort through paperwork and bills, makes calls on their behalf and refers them to other agencies for assistance as needed.

During the second half of last year, Cheryl reported 16 Public & Media (PAM) forms as well. The big one — from a county wellness fair — was a radio broadcast that reached 50,000 listeners. Agencies represented at the fair received air time.

Many of the other PAM forms Cheryl reported for 2012 relate to items she had placed in the center's newsletter.

"I try to get something in our newsletter every month," she said.

Cheryl has long had an affinity for working with and assisting people covered by Medicare. Cheryl's position prior to joining the Fulton County Senior Center was local Director of the non-profit ministry, Hands of Grace. The

ministry helps elderly and disabled people through outreach that is non-medical in nature.

The 2012 Medicare open enrollment period caused Cheryl to call OSHIIP's hotline at least once: a client who had enrolled in a Part D plan for 2013 wanted to change the plan.

"The plan didn't cover one very expensive medicine," she said. Cheryl wasn't sure if the client could switch again for the new year; her call to the hotline confirmed it was OK.

Helping people who have no insurance other than Medicare keeps Cheryl busy no matter the time of year.

"Many of these folks have large medical bills," she said. Cheryl does what she can to get the amounts reduced.

"It's so sad that people have to deal with bills they can't pay at this stage of their lives."



***Cheryl Witt reported
308 CCFs in only 6
months with OSHIIP***

Cheryl graciously extended her thanks to OSHIIP.

"Those of us in the field couldn't do what we do without OSHIIP and all the support we receive," she said.

"It's important to keep our seniors safe. I feel connected to them. It's great to be associated with OSHIIP and so many like-minded people."

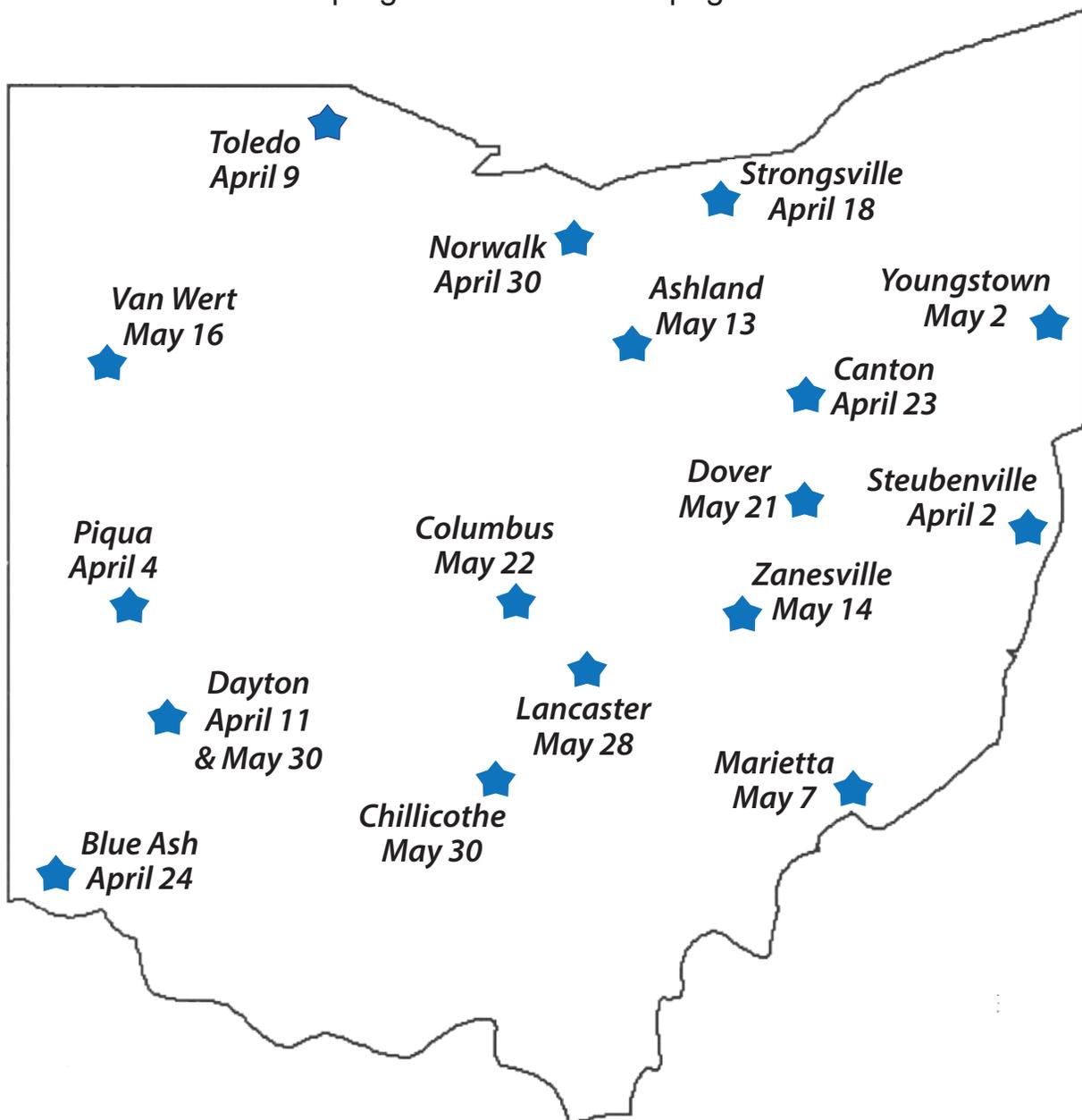
Cheryl lives in Delta with her husband of 23 years, Chris. The couple's twin daughters are in their third year at the University of Toledo.

Thank you, Cheryl. And thanks to the Fulton County Senior Center staff. OSHIIP would not exist without the dedication of people like you!

Welcome to Medicare 2013

News You Can Use

OSHIIP sponsors Welcome to Medicare events in selected Ohio counties to help new beneficiaries understand their rights, responsibilities, and health care options. OSHIIP mails postcards to people who turn age 65 in 2013 to invite these new Medicare beneficiaries to attend. Your attendance at a local session fulfills part of your annual recertification requirements. Be sure to invite any of your clients who may benefit from the program. See the next page for event details.



Welcome to Medicare

Events start at 6 p.m.

Jefferson Co. • Steubenville • April 2

Trinity Medical Center West Auditorium
4000 Johnson Rd.

Miami Co. • Piqua • April 4

A Learning Place
201 R.M. Davis Pkwy.

Lucas Co. • Toledo • April 9

Sylvania Senior Center
7140 Sylvania Ave.

Montgomery Co. • April 11 & May 30

Vandalia • April 11
Vandalia Senior Center
21 Tionda Drive South

Dayton • May 30
Dayton Jewish Community Center
525 Versailles Dr.

Cuyahoga Co. • Strongsville • April 18

Ehrnfelt Senior Center
18100 Royalton Rd.

Stark Co. • Canton • April 23

Mercy Medical Center - Mercy Hall
1320 Mercy Dr. NW
RSVP to 1-800-223-8662

Hamilton Co. • Blue Ash • April 24

Sycamore Senior Center
4455 Carver Woods Dr.

Huron Co. • Norwalk • April 30

Fisher-Titus Medical Center
272 Benedict Ave.

Mahoning Co. • Youngstown • May 2

Youngstown Senior Center
1110 5th Ave.

Washington Co. • Marietta • May 7

Area Agency on Aging 8
1400 Pike St.

Ashland Co. • Ashland • May 13

Samaritan on Main
663 E. Main St.

Muskingum Co. • Zanesville • May 14

Muskingum Co. Center for Seniors
200 Sunrise Cntr.
RSVP to 740-454-9761

Van Wert Co. • Van Wert • May 16

Van Wert Council on Aging
220 Fox Rd.

Tuscarawas Co. • Dover • May 21

Tuscarawas Sr. Center
425 Prospect St.

Franklin Co. • Columbus • May 22

OSU Fawcett Center
2400 Olentangy River Rd.

Fairfield Co. • Lancaster • May 28

Fairfield Medical Center
401 Ewing St.

Ross Co. • Chillicothe • May 30

Adena Medical PACCAR Center
446 Hospital Rd.

**Want details?
Call OSHIP:
1-800-686-8657.**



OSHIP
Answers to your
Medicare questions

Webinar training

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

Welcome to Medicare

Monday, March 18: 6 p.m. - 7 p.m.

Open to the public — Invite your clients!

Reserve your seat now!

To join the 6 p.m. session:

<https://www1.gotomeeting.com/register/644325456>

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

DMEPOS Competitive Bidding Round 2

Thursday, April 25: 10 a.m. and 2 p.m.

Reserve your seat now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/457131200>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/398821241>

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

Franklin Co. - Grandview Hts.

March 4; 12 noon - 1 p.m.

Grandview Sr. Center

1515 Goodale Blvd.

Franklin Co. - Upper Arlington (PERI)

March 7; 1 p.m. - 2 p.m.

Upper Arlington Library

Theatre

2800 Tremont Rd.

Stark Co. - Canton

March 19; 9 a.m. - 11 a.m.

Mercy Hall Amphitheater

1320 Mercy Dr.

Medicare 101

Franklin Co. - Columbus

March 25

11 a.m. - 12 noon

Gilley Sr. Center

2100 Morse Rd.

Pro Seniors

Fraud Forum

Hamilton Co. - Cincinnati

March 20

5 p.m. - 6:30 p.m.

Maple Knoll

11100 Springfield Pike

Arthritis Event

Franklin Co. - Columbus

March 2

12 noon - 4:30 p.m.

McConnell Heart Health Cntr.

3773 Olentangy River Rd.

Understanding Original Medicare

vs Medicare

Advantage Plans

Erie Co. - Vermillion

March 19

3 p.m. - 8 p.m.

Vermillion Ritter Library

5860 Liberty Ave.

Scheduled training sessions for 2013

Regional training events

Regionals are back! OSHIIP encourages all volunteers and coordinators to attend one of the five Regional training events. These events will not only provide updates on Medicare and OSHIIP, but also invite subject matter experts to explain hot topics such as DMEPOS (round 2), Integrated Care Delivery System (ICDS) and more. OSHIIP offers mileage reimbursement for your travel and attendance satisfies your training recertification criteria. In addition, lunch is being sponsored at each Regional training event by Pro Seniors, Inc. **Reserve your spot today.**

March 5 in Solon (Cuyahoga Co.)

Solon Sr. Center

9 am - 3 pm

March 7 in Middletown (Butler Co.)

Mid-Point Middletown Library

10 am - 4 pm

March 11 in Columbus (Franklin Co.)

State Library of Ohio

9 am - 3 pm

March 20 in Toledo (Lucas Co.)

Area Agency on Aging NW Ohio, Inc.

9 am - 3 pm

March 26 in Portsmouth (Scioto Co.)

Friends Community Center

9 am - 3 pm

To register for a Regional training event, go to:

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

Check Refresher training, then choose a county and scroll to select the Regional training event.

Refresher training

Franklin Co. — Columbus

March 28; 1 p.m. - 4 p.m.

State Library of Ohio

274 E. 1st Ave.

Warren Co. — Lebanon

April 9; 9 a.m. - 12 noon

Warren Co. Community Services

570 N. St. Rte. 741, Room 218

Lucas Co. — Toledo

April 16; 1 p.m. - 4 p.m.

Area Agency on Aging of NW Ohio

2155 Arlington Ave.

Cuyahoga Co. — Cleveland Heights

June 13; 9 a.m. - 12 noon

Cleveland Heights Sr. Center

One Monticello Blvd.

Complete training

Cuyahoga Co. — North Royalton

April 9, 16, 23, 30; 9 a.m. - 3 p.m.

North Royalton Office on Aging

13500 Ridge Rd.

Lake Co. — Mentor

June 4, 11, 18 & 25; 9 a.m. - 3 p.m.

Lake Co. Council on Aging

8520 East Ave.

Lucas Co. — Toledo

June 6, 12, 19 & 26; 9 a.m. - 3 p.m.

Area Agency on Aging of NW Ohio

2155 Arlington Ave.

Franklin Co. — Columbus

Aug. 8, 22, 29 & Sept. 5; 9 a.m. - 3 p.m.

State Library of Ohio

274 E. 1st Ave.

Register online for all OSHIIP training sessions:

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

OSHIIP education helps you stay certified as a volunteer

OSHIIP appreciates having so many dedicated volunteers... and we want to keep you! We offer many options for the educational part of your recertification requirements. Attend just one of the OSHIIP events listed here and you're good for 2013:

- Regional training
- New volunteer training
- Refresher training
- Welcome to Medicare
- Monthly webinar
- Medicare Check-Up

P.S. Please remember to report!

How to contact OSHIIP:

- Call 1-888-686-VOLS (686-8657)
- Fax to: (614) 752-0740
- email to 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.



ODI
**Ohio Department
of Insurance**

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Governor

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Lt. Governor / Director