

OSHIIP News

MARCH
2014

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

When March ends, so does our Grant Year

OSHIIP operates on a Grant Year facilitated by the Centers for Medicare & Medicaid Services (CMS) — the federal agency that administers Medicare. The current Grant Year (April 1, 2013 to March 31, 2014) is ending.

Each Grant Year, our program is graded against four (4) Goals and eight (8) Performance Measures established by CMS. Thanks to you, our dedicated volunteers, we've met every one of this year's Goals and Performance Measures!

During the past 12 months we've maintained and strengthened our partnerships with our friends who, together with OSHIIP, form the Ohio Medicare Partners. Thank you to long-term partners Social Security, the Ohio Department of Aging, the Area Agencies on Aging, Pro Seniors, and Prevent Blindness Ohio. Special thanks go to Pro Seniors for sponsoring our training events!

We also added a new partner this Grant Year: the Ohio Public Employee Retirement System (OPERS). OSHIIP provided training for OPERS staff and participated in a number of events attended by members. We benefit very well from partnering with OPERS: the counseling sessions they conduct get added to our numbers!

Now what?

Let's finish out the Grant Year stronger than ever! We need only an additional 10,000 Client Contact Forms to reach our self-set goal of 150,000. Please report every time you mention OSHIIP and / or Medicare. Make sure we know about any and all savings you find for your clients. And don't forget to report the meetings and other events you handle through our Public & Media Form.

THANK YOU for a great year!



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Medicare's Physical Exams

News You Can Use

"Welcome to Medicare" visit

New beneficiaries can get a "Welcome to Medicare" physical exam within the first 12 months of having Medicare Part B, then get an "Annual Wellness Visit" every year after, without any out-of-pocket costs (no coinsurance or deductible). Also, clients who never had a Welcome to Medicare exam can still get the free Annual Wellness Visit each year once Part B has been effective for 12 months.

The initial Welcome to Medicare visit includes a review of your medical and social history related to your health and education; plus counseling about preventive services, including certain screenings, shots, and referrals for other care, if needed.

This visit also includes:

- Height, weight, and blood pressure measurements
- A calculation of your body mass index
- A simple vision test
- A review of your potential risk for depression and your level of safety
- An offer to talk with you about creating advance directives.
- A written plan letting you know which screenings, shots, and other preventive services you need. Get details about coverage for screenings, shots, and other preventive services

The initial visit is covered one time only. You don't need to have this visit to be covered for the Annual Wellness visits.

"Annual Wellness" visit

If you've had Part B for longer than 12 months, you can get this visit to develop or update a personalized prevention help plan to prevent disease and disability based on your current health and risk factors.

Your provider will ask you to fill out a questionnaire, called a "Health Risk Assessment," as part of this visit.

Answering these questions can help you and your provider develop a personalized prevention plan to help you stay healthy and get the most out of your visit.

This visit also includes:

- A review of your medical and family history
- Developing or updating a list of current providers and prescriptions
- Height, weight, blood pressure, and other routine measurements
- Detection of any cognitive impairment
- Personalized health advice
- A list of risk factors and treatment options for you
- A screening schedule (like a checklist) for appropriate preventive services. Get details about coverage for screenings, shots, and other preventive services.

Those who choose to get the Welcome to Medicare physical during their first year in Medicare Part B must wait 12 months to get their first wellness exam.

The annual visit is covered once every 12 months; 11 full months must have passed since the last visit.

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

Volunteer Feature

Pam Hall of Guernsey County has high praise for OSHIIP

When Pam Hall joined our program as a Volunteer Counselor in April 2009, two of her least favorite OSHIIP-related duties were discussing Medicare with clients and reporting such activities. Thankfully for us, she's since changed her preferences.

"Now Medicare is my favorite topic," Pam said, adding that it was all about the learning curve.

As for reporting, Pam generally emails her forms to our office where they're entered by staff.

"It's so easy; all I have to do is send you an email!"

Pam has worked for the Area Agency on Aging Region 9 in Byesville of Guernsey County since 1993. She and fellow OSHIIP Volunteer Becki Snyder share job duties at the agency, which covers nine counties in eastern Ohio.

Most clients phone; others schedule face-to-face talks. The agency website just added a chat option the last week of February, with replies coming from either Pam or Becki.

"Information and referral — that's what we do," Pam said.

AAA #9 clients range from beneficiaries themselves to their adult children. Client needs include nursing home screenings, help applying for assisted living waivers (Medicaid pays for some care) or assistance with PASSPORT (Ohio's Medicaid waiver program which allows eligible people to get long-term care services in their home).

Pam and Becki also run prescription plan comparisons and help low-income beneficiaries apply for assistance when serving many of their Medicare clients.

Pam credits her confidence in all things OSHIIP to both the original training and ongoing updates the program provides its volunteers.



Pam Hall loves explaining Medicare options to her clients

"Many people we talk with are overwhelmed," she said. "They're afraid of Medicare and afraid of government."

"OSHIIP training gives me ways to get past that. We help best by giving people the knowledge they need so they don't have to be frightened of their decisions."

An accredited Certified Information and Referral Specialist in Aging, Pam estimates she spends about one-quarter of her time on

Medicare issues. During open enrollment, it's more. But the extra work only gives Pam a better opportunity to practice what she called her motto:

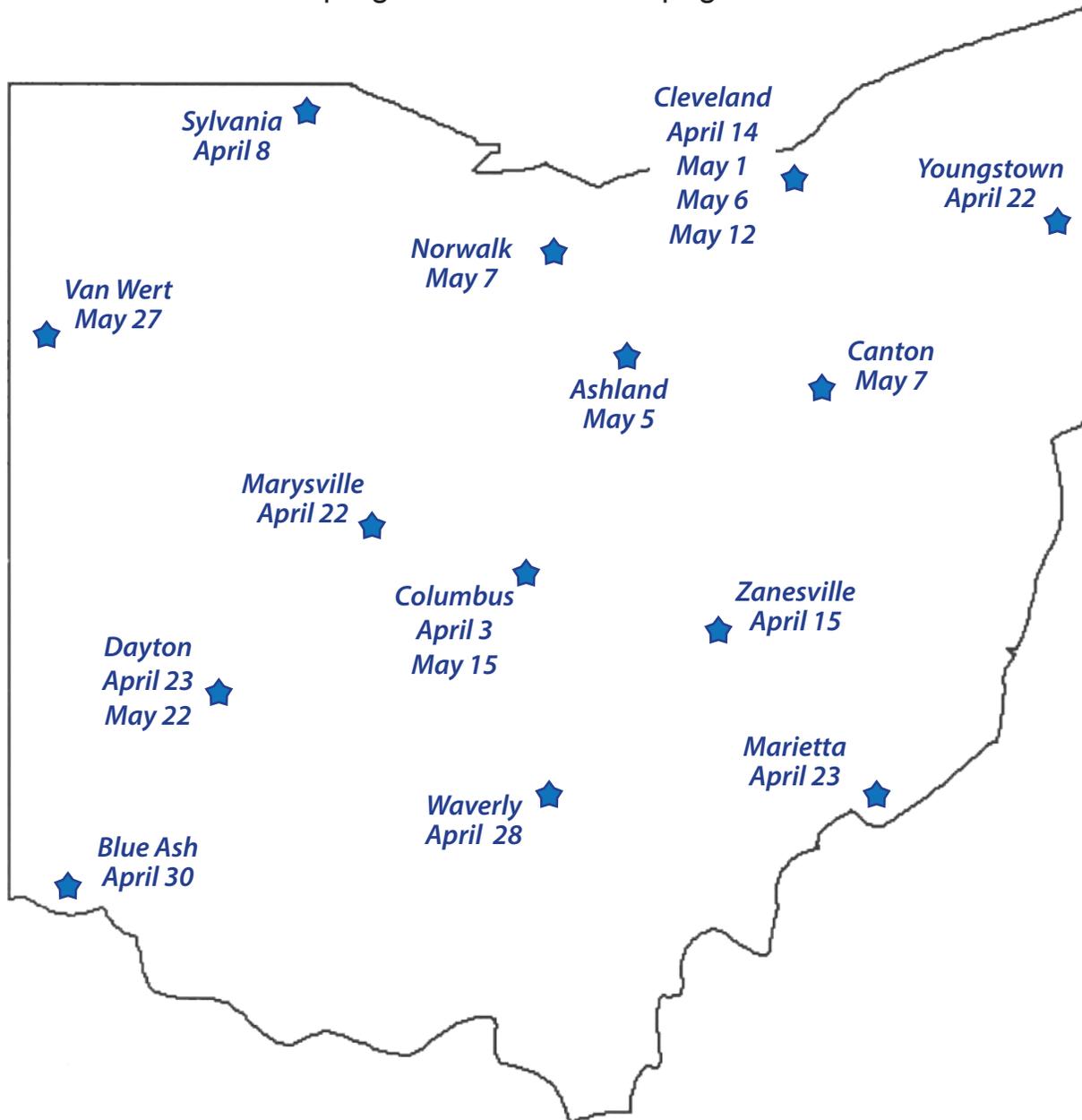
"Help people whenever you can and have fun doing it!"

Pam lives in Cambridge with husband Kevin. They've been married for 23 years and have two kids, a son and daughter, both in high school.

Thank you, Pam, for giving us a glimpse into your busy life! Thanks, too, to Becki Snyder and AAA #9 for all you do to help your Medicare beneficiaries!

Announcing Welcome to Medicare: 2014

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 2014 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 2014

All events start at 6 p.m.

Franklin Co. • April 3 & May 15

Upper Arlington • April 3
Upper Arlington Lutheran Church
2300 Lytham Rd.
RSVP to 614-583-5326

Columbus • May 15
Wexner Heritage Village
1151 College Ave.
RSVP to 614-795-0927
Or email to: AKuntz@whv.org

Lucas Co. • Sylvania • April 8

Sylvania Senior Center
7140 Sylvania Ave.

Cuyahoga Co. • April 14, May 1, 6, & 12

Beachwood • April 14
Beachwood Community Center
25325 Fairmount Blvd.

Strongsville • May 1
Ehrnfelt Senior Center
18100 Royalton Rd.

Fairview Park • May 6
The Gemini Center - Oak & Birch Rooms
21225 Lorain Rd.

Cleveland • May 12
Cleveland Food Bank
15500 S. Waterloo Rd.

Muskingum Co. • Zanesville • April 15

Genesis HealthPlex Conf. Rms. A & B
2800 Maple Ave.
RSVP to 740-586-6553

Mahoning Co. • Youngstown • April 22

Youngstown Senior Center
1110 5th Ave.

Union Co. • Marysville • April 22

Union Co. Senior Services
18000 Ohio 4

Montgomery Co. • April 23 & May 22

Vandalia • April 23
Vandalia Senior Center
21 Tionda Drive South

Dayton • May 22
Dayton Jewish Community Center
525 Versailles Dr.

Washington Co. • Marietta • April 23

O'Neill Senior Center
333 4th St.

Pike Co. • Waverly • April 28

Bristol Village Auditorium
660 E. 5th St.

Hamilton Co. • Blue Ash • April 30

Sycamore Senior Center
4455 Carver Woods Dr.

Ashland Co. • Ashland • May 5

Samaritan on Main
663 E. Main St.
RSVP to 419-207-2563

Huron Co. • Norwalk • May 7

Fisher-Titus Medical Center
272 Benedict Ave.

Stark Co. • Canton • May 7

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

Van Wert Co. • Van Wert • May 27

Van Wert County Council on Aging
220 Fox Rd.

Call us for more details: 1-800-686-1578.



OSHIIP
Answers to your
Medicare questions

staff spotlight



Ron Pokorny

Ron Pokorny, Publications Editor

I started at the Ohio Department of Insurance and OSHIIP in 1996. While I've had the pleasure of meeting many of you, most volunteers know me only through the OSHIIP emails that show up under my name. My duties include composing this newsletter and our weekly emails. I also serve as your contact for OSHIIP printed materials including consumer guides, brochures, business cards, and other work tools. In the 20 years before taking this position, I worked as a journalist in Putnam County; then wrote, designed and purchased advertising for a Columbus clothing retailer before moving to print advertising sales. I grew up in Cuyahoga County and received degrees in English from Ohio State and Kent State. I live in Columbus with two dogs, three cats, and another human. My favorite thing about working for OSHIIP is the chance it gives me to help both volunteers and clients one-on-one. I'm grateful to be here.

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

Columbiana Co.
March 12 • 11 a.m.
Ponderosa Restaurant
6300 Dresden Ave.
Calcutta 43920

Cuyahoga Co.
March 12 • 11 a.m.
Mandel Jewish Community
Center
1500 Warrensville Center Rd.
Cleveland Hts. 44121

Putnam Co.
March 27 • 1 p.m.
The Meadows of Kalida
775 Ottawa St.
Kalida 45853

Montgomery Co.
March 28 • 9 a.m.
St. Mary Developmental Bldg.
2160 E. Fifth St.
Dayton 45403

New to Medicare

Delaware Co. • 2 sessions
March 12 • 10 a.m.
and
March 26 • 6 p.m.
Council for Older Adults
800 Cheshire Rd.
Delaware 43015

Health Fair

Cuyahoga Co.
Senior Health & Fitness Day
March 20
9 a.m. - 1 p.m.
Ehrnfelt Senior Center
18100 Royalton Rd.

Franklin Co.
Westerville Police Senior Day
March 29
9 a.m. - 1 p.m.
Westerville South High School
303 S. Otterbein Ave.
Westerville 43081

OPERS Retiree Seminar

Cuyahoga Co. • 2 sessions
March 19 • 10 a.m. & 3 p.m.
Holiday Inn
15471 Royalton Rd.
Strongsville 44136

MyCare Ohio

Montgomery Co.
Community Forum
March 19 • 9 a.m. - 4 p.m.
Top of the Market Event and
Banquet Center
32 Webster St.
Dayton 45402

Hamilton Co.
Community Forum
March 20 • 9 a.m. - 11:30 a.m.
American Red Cross
2111 Dana Ave.
Cincinnati 45207

Volunteer trainings 2014

Refresher training

Lucas Co. • April 10

9 a.m. - 12 noon
Area Office on Aging NW Ohio
2155 Arlington Ave.
Toledo 43609

Fairfield Co. • May 13 (2 sessions)

9 a.m. - 12 noon **or** 1 pm - 3 pm
Fairfield Medical Center
1111 E. Main St.
Lancaster 43130

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

Full training

Washington Co. • Starts March 4

March 4, 11, 18, 25 & April 22
9 a.m. - 3 p.m.
Area Agency on Aging 8
1400 Pike St.
Marietta 45750

Hamilton Co. • Starts May 6

May 6, 13, 20, 27 & June 27
9 a.m. - 3 p.m.
Mayerson JCC
8485 Ridge Rd.
Cincinnati 45236

Franklin Co. • Starts May 22

May 22, 29, June 5, 12 & July 24
9 a.m. - 3 p.m.
Wexner Heritage Village
1151 College Ave.
Columbus 43209

See all scheduled OSHIIP training sessions & 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.

Social Security Update

Thursday, March 6, 10 a.m. & 2 p.m.

Reserve your spot now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/689858265>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/161245528>

Call 1-877-820-7831
Passcode: 896960

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

Reserve your spot now!

Monday, March 24: 6 p.m.

To join this session:

<https://www1.gotomeeting.com/register/587006040>

Our progress as of Feb. 27, 2014



LOCAL HELP FOR PEOPLE WITH MEDICARE

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CCFs & PAMs based on Grant Year: 4/1/13 - 3/31/14



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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