

# OSHIIP News

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

## 2011 Volunteer Awards

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

You are the key to our success. OSHIIP could not assist Ohio's Medicare beneficiaries without you. We thank each of you for the hard work and dedication you provide all year long. This month we recognize volunteers who were nominated by their peers for work above and beyond the call of duty in 2011. And the winners are...

#### *Debbie Zwicker (Fairfield Co.) Volunteer of the Year*

Congratulations to **Debbie Zwicker**, our 2011 Volunteer of the Year. Debbie works in Lancaster at **Fairfield Medical Center**. In 2011 she was OSHIIP's top reporter, submitting **1,149 Client Contact Forms** and **21 Public and Media Forms!** Debbie has volunteered for our program since 2005.

Debbie's peers say:

"Debbie is our local 'go to gal' for events all year."

"Debbie has spent many hours on weekends and evenings driving to community fairs, community meetings, making home visits.... Always with one goal: to help educate and assist clients to navigate the Medicare system."



(L-R) OSHIIP Director Gretchen Lopez, 2011 Volunteer of the Year Debbie Zwicker, Fairfield Medical Center CFO Sky Gettys, and OSHIIP Coordinator Sharon Scruggs (Hocking Co.)

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**Mary Taylor**  
Lt. Governor /  
Director



**ODI**  
Ohio Department  
of Insurance

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

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A client Debbie helped said:

“I cannot tell you how much one of your employees has helped me and made a difference in my life. Debbie was wonderful. She listened to me, she didn’t judge me, she didn’t make fun of me, she became my advocate.... I will always be grateful.”

Others nominated for Volunteer of the Year (County): **Lorna Curtis (Lake), Molly Smith (Union), and Shirley Robson (Hardin).**

### *Susan Millward (Greene Co.) Coordinator of the Year*

Congratulations to our 2011 Coordinator of the Year, **Susan Millward** of Greene Co. With OSHIIP since 2006, Susan served on the OSHIIP Volunteer Advisory Board (OVAB) from 2010-12. She works at the **Greene County Council on Aging in Xenia.**

Susan’s peers say:

“Susan goes way beyond what may be expected of her, giving extra effort and hours to get the best results possible for recipients. She also spends hours comforting and consoling, while guiding recipients and family through the maze of Medicare/Medicaid forms, rules, and regulations.”

“She organizes and conducts informational meetings and sign up events in Greene County, and does an excellent job of keeping the Greene County volunteers up to date on Medicare and OSHIIP information.”

Others nominated for Coordinator of the Year (County): **Becky Plank (Ashland), Bob Vogel (Ross), Jill Schafer (Huron), Kristy Bowman (Gallia), Sharon Scruggs (Hocking), and Terri Gursky (Stark).**

### *Ron Koncal (Franklin Co.) Rookie of the Year*

Congratulations to our 2011 Rookie of the Year, **Ron Koncal** of Franklin Co. Ron is a retired banker who joined OSHIIP in Sept. 2010. After much persuasion during his first year, Ron joined OVAB. His input as a “true volunteer” has been invaluable.



**(L-R) OSHIIP Trainer  
Lynn Heskett, 2011  
Coordinator of the Year  
Susan Millward, OSHIIP  
Training Supervisor  
Chris Reeg**

*Continued* →

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

*Continued*

Ron counsels whenever he's needed and available, and is always willing to help OSHIIP at public events and presentations. Ron also volunteers for Pro Seniors SMP.

Ron's peers say:

"Ron is amazing! He says he's just a retired banker with no experience in Medicare or insurance. But his knowledge of the program is amazing and he is more than willing to help a beneficiary and the OSHIIP program."

Others nominated for Rookie of the Year (County): **Audria Ramsey (Mahoning), Carolan Pallo (Mahoning), Cindy Fitch (Clinton), Deborah Basiewicz (Cuyahoga), and Liz Slattery (Geauga).**



**OSHIIP Director  
Gretchen Lopez,  
2011 Rookie of the  
Year Ron Koncal**



**OSHIIP Director  
Gretchen Lopez,  
Allen Co. Coordinator  
Judy Jacomet**

### *Allen County Team of the Year*

Congratulations to our 2011 Team of the Year, **Allen County**. Team members are **Alice Curth, Alisha Harper, Gale Gebhart, Gerald Burton, Jane Schumann, Judith Doute, Judy Jacomet, Kathleen Schulte, Mary Steele, Mary Ann Buzard, Mildred Jackson, Monica Navarre, Patricia Wall, and Robert Painter.**

Led by Coordinator Judy Jacomet, team members work primarily at either the **Allen County Council on Aging or Area Agency on Aging 3**. In 2011, Allen County **held 46 events and counseled 1,115 clients!** Way to go Allen County!

Others nominated for Team of the Year: **Clark County's United Senior Services and Stark County's Mercy Medical ShipMates Program.**

***Congratulations to all our nominees!***

## ***Self-Administered Drugs — Outpatient Setting***

### ***News You Can Use***

People with Medicare often need self-administered drugs in hospital outpatient settings, like the emergency department, observation units, surgery centers, or pain clinics. In these settings, Medicare Part B (Medical Insurance) covers only certain drugs, such as drugs given by infusion. Medicare prescription drug plans (Part D) may provide some limited reimbursement for self-administered drugs. Generally, Medicare Part D plans provide only in-network reimbursement for self-administered drugs that meet the following criteria:

- They're covered on the Part D plan's formulary (or covered by an exception)
- They aren't routinely obtained from out-of-network providers, such as the hospital or emergency department
- They couldn't have been reasonably obtained through an in-network pharmacy
- And, they're supported by receipts and documentation.

#### ***What hospitals should know about Part D and self-administered drugs***

- Hospitals should bill people enrolled in Medicare drug plans for self-administered drugs if the drugs aren't covered under Medicare Part A (Hospital Insurance) or Part B.
- Only hospitals with pharmacies that dispense prescriptions to outpatients and have contracts with Medicare drug plans should bill those contracted plans directly as in-network pharmacies. Part D may present some challenges for hospital pharmacies to become in-network Part D pharmacies. These challenges include electronic claims billing and the use of formularies. However, hospital outpatient

pharmacies may consider participation as a network pharmacy and can learn more by visiting [www.cms.gov](http://www.cms.gov) and reviewing the pharmacy contracting contact list.

#### ***How people enrolled in Medicare drug plans (Part D) are reimbursed for self-administered drugs***

- When a Medicare drug plan enrollee pays out-of-pocket for self-administered drugs, and the criteria listed above are satisfied, he or she may submit a paper claim to the plan for reimbursement. The enrollee should follow the drug plan enrollment materials or call the plan for information about submitting a claim. The enrollee may be asked to explain the reason for the hospital visit.
- If reimbursement is appropriate, the Medicare drug plan may only reimburse the enrollee the in-network cost for the drug minus any deductibles, copayments, or coinsurance that would normally be charged for the drug.
- Generally, the enrollee is responsible for the difference between what the hospital charged and what the Medicare drug plan paid. The total amount paid by the enrollee counts towards that person's true-out-of-pocket costs if the plan's rules are met and the plan receives proper documentation.

#### ***Medicare Supplement (MedSup) policies***

For people with Medicare who have prescription drug coverage through a Medigap policy and haven't joined a Medicare drug plan, hospitals should continue to follow the prescription drug claims procedures for Medigap policies.

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

# New Crew



*Our list of new volunteers  
who were recently  
trained and certified.  
Welcome aboard!*

## Clark Co.

Kimberly DeVore

## Cuyahoga Co.

Michelle A. Costanzo  
Catherine Kopinsky  
Alissa Moore  
Francis Slabe

## Delaware Co.

Melissa Kaat  
Lisa Murray  
Bonnie Schwartz

## Licking Co.

Gene Welsh

## Fairfield Co.

Kelly Hensel  
Stella Tackett

## Franklin Co.

Kim Booth  
Phyllis Brandt  
Wendy Foraker  
Karen Hamilton  
Tracy L. Harris  
Jane Moog  
Donna B. Norman  
Pat Parry  
Callie Perkins  
Tracey Shoaf

## Mahoning Co.

Barbara A. Snow

## Lake Co.

Jenny Bayer  
Wes Hogya  
Joanna Lui  
Diane Melsheimer  
Denise M. Wittig

## Mercer Co.

Charles Jackson

## Summit Co.

Melissa Kolb

## Union Co.

Cathy M. Oetker

## Van Wert Co.

Cathy J. Gentry

## Celebrating OSHIP Volunteers

Please receive this round of applause with heart-felt thanks for your contributions to Medicare outreach, education, and one-on-one counseling. The credit for so many good deeds firmly rests with dedicated SHIP volunteers like you! Thank you!

“Your leadership in providing countless volunteer hours to assist the most vulnerable individuals in our nation is truly priceless. CMS leadership is honored to commend your volunteer efforts that contribute to making the SHIP program an incredible success.

“In the words of Marianne Williamson, ‘Success means we go to sleep at night knowing that our talents and abilities were used in a way that served others.’

“Thank you for your leadership and significant successes that have not gone unnoticed.”

—Teresa Nino, Director  
CMS Office of Public Engagement

## *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*

##### **Cuyahoga Co. — Euclid**

Weds., May 2; 7 p.m. - 8 p.m.  
Euclid Hospital Waltz Auditorium  
18901 Lakeshore Dr.

##### **Wyandot Co. — Upper Sandusky**

Tues., May 15; 2 p.m. - 4 p.m.  
Wyandot Co. Skilled Nursing & Rehab  
7830 St. Highway 199

##### **Cuyahoga Co. — Bedford**

Thurs., May 31; 3 p.m. - 4:45 p.m.  
St. John Funeral Home  
923 Broadway Ave.

#### *Welcome to Medicare*

##### **Erie Co. — Sandusky**

Weds., May 2; 6 p.m.  
Erie Co. Services Center Building  
2900 Columbus Ave. (3rd floor)

##### **Auglaize Co. — St. Marys**

Thurs., May 10; 6 p.m.  
Auglaize Co. Council on Aging  
610 Indiana Ave.

##### **Franklin Co. — Columbus**

Mon., May 14; 6 p.m.  
OSU Fawcett Center  
2400 Olentangy River Rd.

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

Thurs., May 17; 6 p.m.  
Center for Jewish Culture and Education  
525 Versailles Ave.

##### **Ashland Co. — Ashland**

Thurs., May 21; 6 p.m.  
Samaritan on Main  
663 E. Main St.

##### **Ross Co. — Chillicothe**

Thurs., May 31; 6 p.m.  
Adena Medical PACCAR Center  
446 Hospital Rd.

#### *1-on-1 Counseling*

##### **Carroll Co. — Carrollton**

Tues., May 23; 9 a.m. - 3 p.m.  
Mercy Health Center of Carroll Co.  
125 Canton Rd.

#### *Health Fair*

##### **Madison Co. — London**

Tues., May 15; 10 a.m. - 2 p.m.  
Madison Co. Senior Citizens' Center  
280 W. High St.

##### **Franklin Co. — Hilliard**

Weds., May 16; 8:30 a.m. - 4:30 p.m.  
Church at Mill Run  
3500 Mill Run Dr.

#### *Senior Day*

##### **Belmont Co. — St. Clairsville**

Tues., May 1; 10 a.m. - 3 p.m.  
Ohio Valley Mall  
67800 Mall Ring Rd.

##### **Ottawa Co. — Port Clinton**

Weds., May 9; 10 a.m. - 2 p.m.  
Camp Perry Clubhouse  
1000 N. Lawrence Dr.

##### **Guernsey Co. — Cambridge**

Weds., May 16; 10 a.m. - 2 p.m.  
Pritchard Laughlin Civic Center  
7033 Glenn Highway

##### **Brown Co. — Georgetown**

Mon., May 21; 9 a.m. - 2 p.m.  
Brown Co. Senior Center  
505 W. Main St.

##### **Champaign Co. — Urbana**

Tues., May 22; 9 a.m. - 3 p.m.  
Champaign Co. Fairgrounds  
384 Park Ave.

## Scheduled training sessions for 2012

### Refresher training

#### **Highland Co. — Hillsboro**

Thursday, May 24; 1 p.m. - 4 p.m.  
Highland District Hospital, 1275 N. High St.

#### **Franklin Co. — Columbus**

Wednesday, May 30; 9 a.m. - noon  
State Library of Ohio, 274 E. First Ave.

#### **Clark Co. — Springfield**

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

#### **Harrison Co. — Cadiz**

Tuesday, 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  
Carriage Inn of Cadiz, 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.

### Refresher training

#### **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.

#### **Mercer Co. — Celina**

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

### Complete training

#### **Lucas Co. — Toledo**

May 30, June 1, 13, 20; 9 a.m. - 3 p.m.  
AAA NW Ohio, 2155 Arlington Ave.

#### **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. Svcs. 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. First 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](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.*

#### **Medicare Supplement Policies**

Thursday, May 24; 10 a.m. and 2 p.m.

**Reserve your seat now!**

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/238884737>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/194985105>

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

## *E-sign SSA disclosure form*

Form SSA-827 — *Authorization to Disclose Information to Social Security* — can be signed and submitted electronically to complete the online disability benefit application.

Social Security requests more than 15 million medical records each year on behalf of people applying for disability benefits. A signed SSA-827 accompanies each request. By accepting electronically signed forms, medical providers help their patients' claims go through faster. On average, disability application processing time can be reduced by nine days per claim.

To learn more, go to

[www.socialsecurity.gov/applyfordisability](http://www.socialsecurity.gov/applyfordisability)



# OSHIIP

Answers to your  
Medicare questions

### *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

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