

OSHIIP News

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

Announcing the Winners: 2012 OSHIIP Volunteer Awards

OSHIIP values every one of you, our program's dedicated volunteers. You are the force that allows Ohio's Medicare beneficiaries to receive some of the best counseling available anywhere! We thank all of you for your hard work and commitment to helping people in need. Here, we take time to recognize those nominated by their peers: volunteers whose superior efforts reflect our success. The 2012 OSHIIP Volunteer Award winners are...

Tom Hoch (Stark Co.) Volunteer of the Year

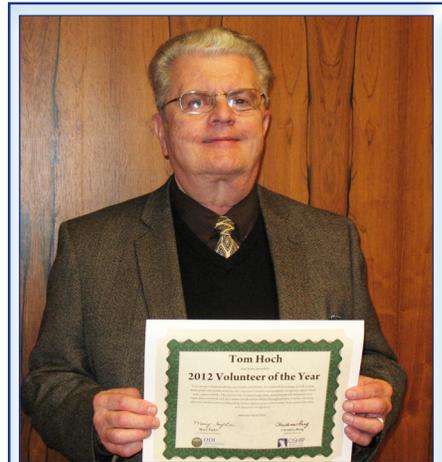
Congratulations to **Tom Hoch**, our 2012 Volunteer of the Year. Tom volunteers at **Mercy Medical Center** in **Canton**. In 2012, Tom reported **584 Client Contact Forms (CCFs)** and **13 Public and Media (PAM) Forms**. Tom volunteers in Mercy Medical's SHIP•Mates program and assists monthly at the facility's Medicare 101 events. He has volunteered for our program since 2010.

Tom's peers say:

"Tom has counseled more than 1,000 people in his career."

"Tom is friendly and most always starts the office out with a joke."

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Tom Hoch
2012 Volunteer
of the Year



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Announcing the Winners: 2012 OSHIIP Volunteer Awards

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“Tom is one of our most organized volunteers. He keeps the office neat and keeps our statistics up-to-date. Tom always has ideas on how to run the office at a smooth pace.”

“Tom is an organized idea man who is personable, friendly, and always has a joke on hand. He is the kind of guy you want to work with.”

Others nominated for Volunteer of the Year (County): Carmen Gordley (Montgomery), Debbie Zwicker (Fairfield), Diana Soeder (Lake) & Sherry Fry (Fulton).

Kristy Bowman (Gallia Co. and surrounding counties) Coordinator of the Year

Congratulations to our 2012 Coordinator of the Year, **Kristy Bowman**. Officially, Kristy coordinates volunteers in Gallia County; in reality, she serves as OSHIIP Volunteer Coordinator for much of southern Ohio. A program volunteer since 2008, Kristy works at the **Area Agency on Aging 7 in Rio Grande**. In 2012, Kristy reported **228 CCFs and 17 PAM forms**.

Kristy’s peers say:

“Kristy goes above and beyond. She helps beneficiaries in five counties and does not hesitate to travel to help them. Kristy attends OSHIIP Check-Up events in each of those counties, and helps plan, organize and take appointments for the events.”

“Kristy is especially helpful in assisting people to apply and enroll for low-income benefits. She is always upbeat and loves helping people with Medicare.”

“She goes the extra mile for the people she serves. This includes doing plan comparisons, in-depth counseling, and any research needed to make sure the beneficiary’s issue is resolved. Kristy does all this with a smile on her face.”

Others nominated for Coordinator of the Year (County): Colleen Baker (Wayne), Sharon Scruggs (Hocking), Susan Millward (Greene) & Terri Gursky (Stark).



***Kristy Bowman
2012 Coordinator
of the Year***

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

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Jim Aust (Cuyahoga Co.) Rookie of the Year

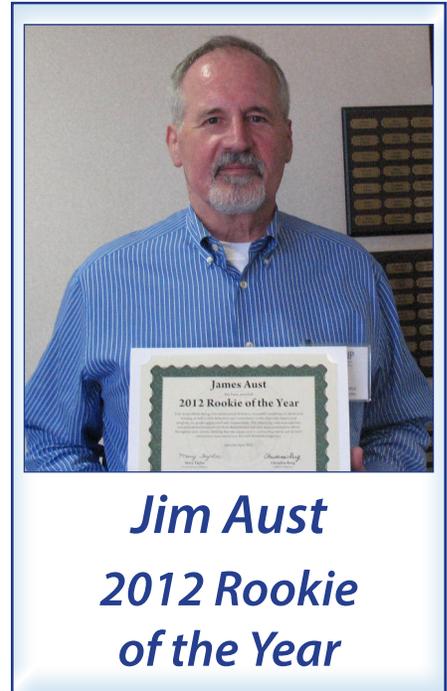
Congratulations to our 2012 Rookie of the Year, **Jim Aust**. Jim is a true volunteer who beat out some tough competition in this category. In just four months of OSHIIP work last year, he reported **55 CCFs and 5 PAM forms**.

Jim's peers say:

"Jim jumped in with both feet! He accepts volunteer requests and works health fairs and such for OSHIIP. He has even done speaking engagements."

"During his initial training, Jim devised a spreadsheet to better understand enrollment periods. He truly cares about providing good information to our clients."

Others nominated for Rookie of the Year (County): **Bill Biehl (Erie), Doreen Banks (Cuyahoga), Estelle Scott (Franklin), Janice Flahiff (Lucas), Patti Stineman (Erie) & Stephanie Aronhalt (Hamilton).**



Mercy Senior Friends (Stark) Team of the Year

Congratulations to our 2012 Team of the Year, **Mercy Senior Friends**. Working out of Canton's Mercy Medical Center, team members are **Harry Wall, Joan Garner, Patty Ricker, Terri Gursky and Tom Hoch**.



***Mercy Senior Friends
2012 Team of the Year***

Led by Coordinator Terri Gursky, Mercy Senior Friends reported **2,500 CCFs and 38 PAM forms** in 2012. SHIP•Mates, OSHIIP's program for hospital inpatients, is very well-received at Mercy Medical, thanks to the Senior Friends.

Others nominated for Team of the Year: **Geauga County Department of Aging & Greene County.**

***To all our nominees:
Congratulations!***

Volunteering

News You Can Use

We love volunteers! National Volunteer Week (April 21-27) just occurred — OSHIIP takes this opportunity to say “THANK YOU!” You know what you love about volunteering for our program, but did you know volunteers get health benefits from their work? How great is that? Helping people understand their health benefits through Medicare contributes to your health! Here are only a few examples:

- A study of adults age 65 and older found that the positive effect of volunteering on physical and mental health is due to the personal sense of accomplishment an individual gains from his or her volunteer activities.
- Another study found that volunteering led to lower rates of depression in individuals 65 and older.
- Yet another study found that individuals who volunteered after experiencing a heart attack reported reductions in despair and depression – two factors that have been linked to mortality in post-coronary artery disease patients.
- An analysis of longitudinal data found that individuals over 70 who volunteered approximately 100 hours had less of a decline in self-reported health and functioning levels, experienced lower levels of depression, and had more longevity.

New Crew



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

Cuyahoga Co.

Robert C. Lanigan

Delaware Co.

Paula C. Dean

Fairfield Co.

Jennifer G. Walling

Jackson Co.

Cher Fults-Bellar

Franklin Co.

Marilyn Cross

Scott Everhart

Rachel Getzinger

Douglas Grote

Vincent A. Jones

Judy Kaplansky

Nicole Klimas

Tania Leon

Olga Serdyuk

Nina Santarelli

Deborah Towns

Final events take place in May

Welcome to Medicare 2013

OSHIIP sponsors Welcome to Medicare event throughout Ohio to help new beneficiaries understand their rights, responsibilities and health care options. People who turn age 65 in 2013 receive postcards from OSHIIP, inviting them 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. Details on our final 2013 events are below.

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 Senior 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 Cntr.
446 Hospital Rd.

Montgomery Co.

Dayton • May 30

Dayton Jewish Community Cntr.
525 Versailles Dr.

⇒ **Events begin at 6 p.m.**

staff spotlight



Chris Reeg

Chris Reeg, Program Director

I began my career in the private sector as a manager of human resources; just two years later, I joined OSHIIP. In OSHIIP, I've held the positions of Trainer, Training Supervisor and Assistant Program Director.

Highlights of my career are the Medicare beneficiaries that I've made a profound impact on. SHIP clients who leave in tears because they are so appreciative of the assistance and money saved are what make this "job" meaningful. As SHIP staff and volunteers, we have the opportunity and privilege on a daily basis to make a real difference in the lives of so many Medicare beneficiaries.

Since last summer, OSHIIP has broken all state National Performance Reporting measures, moved ahead of 21 other SHIP programs and reported \$10.5 Million in savings for Ohio Medicare patients. I am so proud to be a part of this team.

My personal life revolves around my family. I am a proud soccer, gymnastics, basketball, volleyball and track mom of three! My husband and I spend most of our time outside of work at their numerous activities and I wouldn't have it any other way. I do love the beach and carve out time for at least one vacation each year (more if I can) to enjoy time as a family.

Updated Medicare supplement guide available

OSHIIP's popular consumer guide to Medicare and Medicare health options is updated with 2013 Medicare amounts, plan lists, sample company premiums for MedSup policies — and more. Get your supply of printed guides...

Email ron.pokorny@insurance.ohio.gov or call Ron at 1-888-686-8657, option 1.

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. • Cleveland

May 2, 10 a.m. - 12 noon
Eighth District Court of Appeals
Old Courthouse
1 Lakeside Ave.

Stark Co. • Canton

May 2, 11 a.m. - 12 noon
AHEPA 59 Senior Apartments
2607 Market Ave. N

Franklin Co. • Columbus

May 15, 3 p.m. - 4 p.m.
Oakleaf Village
5500 Karl Rd.

Montgomery Co. • Dayton

May 15, 10 a.m. - 11 a.m.
Community Action Partnership
719 S. Main St.

Stark Co. • Canton

May 21, 9 a.m. - 11 a.m.
Mercy Medical Center
Mercy Hall Amphitheatre
1320 Mercy Dr. NW

Senior Day

Guernsey Co. • Cambridge

Older Adult Extravaganza

May 15, 10 a.m. - 2 p.m.
Pritchard-Laughlin Civic Center
7033 Glenn Highway

Health Fair

Ottawa Co. • Port Clinton

Spring Senior Day

May 8, 10 a.m. - 2 p.m.
Camp Perry

Ashland Co. • Ashland

Ashland Co. Senior Health Fair

May 16, 9:30 a.m. - 11:30 a.m.
Ashland U. Myers Convocation Center
401 College Ave.

Hamilton Co. • Cincinnati

Fair on the Square

May 16, 11:30 a.m. - 1 p.m.
1 Fountain Square

Lucas Co. • Sylvania

AAA NW Spring Fling Health Fair

May 21, 10 a.m. - 2 p.m.
Tam-O-Shanter
7060 Sylvania Ave.

Caregiver Support Fair

Belmont Co. • St. Clairsville

May 7, 10 a.m. - 3 p.m.
Ohio Valley Mall
Mall Road

Part D / How to Compare Plans

Cuyahoga Co. • Bedford

May 29, 3 p.m. - 5 p.m.
St. John Funeral Home
923 Broadway

Scheduled training sessions for 2013

Refresher training

Belmont Co. — Barnesville

June 20; 9 a.m. - 12 noon
Barnesville Senior Center
229 E. Main St.

Medina Co. — Wadsworth

July 9; 9 a.m. - 12 noon
Soprena Senior Center
617 School Dr.

Cuyahoga Co. — Cleveland Hts.

July 15; 9 p.m. - 12 noon
Cleveland Hts. Senior Center
One Monticello Blvd.

New date!

Huron Co. — Norwalk

July 16; 9 a.m. - 12 noon
Fisher Titus Medical Center
272 Benedict Ave.

Lorain Co. — Elyria

July 16; 9 a.m. - 12 noon
Amherst Township Senior Services
7530 Oberlin Rd.

Refresher training

Delaware Co. — Delaware

July 18; 9 p.m. - 12 noon
Delaware Council for Older Adults
800 Cheshire Ave.

Fairfield Co. — Lancaster (two sessions)

July 23; 9 p.m. - 12 noon & 1 p.m. - 4 p.m.
Fairfield Medical Center Accounting Bldg.
401 N. Ewing St.

Complete training

Hamilton Co. — Cincinnati

May 7, 14, 21, 28; 9 a.m. - 3 p.m.
SW Council on Aging Warren Room
175 Tri-County Prkwy.

Lake Co. — Mentor

June 4, 11, 18 & 25; 9 a.m. - 3 p.m.
Lake Co. Council on Aging
8520 East Ave.

To attend an OSHIIP training session shown above, register online:

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.

Part D Medication Therapy Management Program: CMS Pharmacist Todd Stankewicz & a representative from NeedyMeds

Thursday, May 23: 10 a.m. and 2 p.m.

Reserve your seat now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/166177073>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/912451456>

Call 1-877-820-7831
Passcode: 896960

Welcome to Medicare

Monday, June 17: 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/593780217>

Chrissy Moeller named Assistant Program Director

Congratulations to OSHIIP's Chrissy Moeller, who has accepted the new position of Assistant Program Director. Chrissy joined OSHIIP in 2001 as a trainer and has had the pleasure of working with many of you since. In her new role, Chrissy is responsible for direct supervision of our nine hotline staff and assisting Chris Reeg with strategic program growth and development.



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



LOCAL HELP FOR PEOPLE WITH MEDICARE

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ODI
**Ohio Department
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John R. Kasich
Governor

Mary Taylor
Lt. Governor / Director