

OSHIIP News

MAY
2014

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

Thanks for All You Do for OSHIIP!
~ from all of us



Front (left to right): Vharmella Terrell, Kendra Burford, Peggy McDaniel, Becky Hayward, Chris Reeg, Brad Szabo, Maggie Cupelli, Diana Lane, Mary Leep-Pichert, Carole Moye, Charlene Newlin.

Back (l-r): Ron Pokorny, Kim Booth, Viktoria Jurkovic, Randy Roehll, Justin Poole, Alicia Huddleston, Chrissy Moeller, SirMichael Glass, Mike Strane.

Not pictured: Pat Angeleno, Dave Painter.



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Guaranteed Issue Rights

News You Can Use

Medicare supplement (MedSup) rights and protections apply to those persons who face uncertain conditions as explained below. There may be times when more than one situation applies to you. When this happens, you can choose the MedSup protection that gives you the best choice of MedSup policies. Guaranteed issue and open enrollment rights apply to both MedSup and Medicare SELECT policies. Regardless of your health, you have an open enrollment opportunity during the first six months you are both age 65 and enrolled in Medicare Part B. You also have guaranteed issue rights in the situations described below; these rights generally end 63 days after you lose coverage.

SITUATION	Protects you if...	MedSup Plan Choices
Situation 1	Your Medicare Advantage Plan or PACE program coverage ends because the plan is leaving the Medicare program.	A, B, C, F, K, L
Situation 2	Your coverage through your group health plan ends.	A, B, C, F, K, L
Situation 3	You have to end your health coverage because you move out of the plan's service area.	A, B, C, F, K, L
Situation 4 (trial right)	You joined a Medicare Advantage Plan or PACE program when you were first eligible for Medicare at age 65. Within the first year of joining, you decide you want to leave.	A — N
Situation 5 (trial right)	You dropped a MedSup policy to join a Medicare Advantage Plan, Medicare SELECT policy or PACE program for the first time. Now you want to leave after less than a year in the plan.	A, B, C, F, K, L
Situation 6	You lose your MedSup coverage when your insurance company goes bankrupt or your coverage ends through no fault of your own.	A, B, C, F, K, L
Situation 7	You leave your plan because your Medicare Advantage Plan, Medicare SELECT policy, or MedSup company has misled you or hasn't followed the rules. For example, the marketing materials were not true or quality standards were not met.	A, B, C, F, K, L

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

Volunteer Feature

Aimee Morris & Karen Hill team-up to help Warren County seniors

OSHIIP Warren County Coordinator Karen Hill joined our program in January 2012 when go-to staffer Aimee Morris was on sabbatical.

Karen was actually joining our program for the second time. “We were getting so many questions, it was something I needed to do,” she said. Karen originally volunteered while at a previous job in Butler County.

Aimee and Karen work for Warren County Community Services, Inc. (WCCS) — a non-profit organization just outside the city of Lebanon.

WCCS offers services to all county residents; Karen and Aimee work with people age 60 and over. Available benefits for this group include home-delivered meals, transportation (medical and non-medical) and a senior center.

Aimee has been with our program since July 2003. While she might have taken a sabbatical (or two) during that time, Aimee has maintained her volunteer status.

Her position is in WCCS’ Supportive Services. As such, Aimee performs most of the work associated with OSHIIP, Karen said.

“We’re very fortunate to have Aimee here,” she continued. “We couldn’t do it without her.”

Aimee said, “We have a good situation. Clients sometimes meet with both of us for two-on-one counseling.”

Like other OSHIIP volunteers employed in jobs that help seniors, the pair must complete multiple required reports. Despite this, their OSHIIP reports come in on time.

For the past several years, WCCS has hosted Warren County’s successful Check-Up event. Check-Ups are OSHIIP-sponsored statewide events held each Fall to help clients look at drug and Advantage plans for the coming year.

WCCS promotes the session through a media release and asks people to call for an appointment — no guarantee they will! Among other walk-ins, senior center members often stop by with no appointment. Aimee said it all works out: “We take care of everyone who comes in.”

Last year’s Check-Up received an added boost from a timely segment of Karen’s cable TV show, ***Feelin’ Good***. Airing right before the 2013 event, the episode featured OSHIIP Outreach Coordinator Becky Hayward presenting our program’s “Medicare 101” talk. Not only did the show bring folks in for a Check-Up, it generated “more comments than any other show I’ve done,” Karen said.

Karen and Aimee both recognize that being unbiased helps OSHIIP build trust with clients. Aimee met a client not long ago who received a plan comparison from a private company;

the results put the client in “not the best plan,” Aimee said. Such private organizations search only contracted insurers. Although the service may be free for the consumer, chances are the plan suggested may not be best overall, and the agent receives commission for the enrollment.

Karen appreciates how our Medicare counseling leads to information about financial assistance. “People need this information and OSHIIP makes it easy to get,” she said.

“The volunteer support is great!” Karen said. “OSHIIP really tries to keep us updated.”

Both women reside in the southwest corner of the state — Aimee in Franklin, Karen in Liberty Township. Aimee and husband Bill have six kids and two grandkids. Karen and her husband Russ have two grown kids.

Thanks, Karen and Aimee! Thanks, too, to WCCS for providing outstanding OSHIIP service.



***Warren County’s Coordinator
Karen Hill (left) & Aimee Morris***

OSHIP Volunteer Top Reporters *

Our program beat goals and set reporting records during the recently completed Grant Year (April 1, 2013 — March 31, 2014). Every OSHIP volunteer helped achieve this success, each in a different way. This page is a tribute to those who led the charge.

Top 10

Name	Total Contacts	Name	Total Contacts
<i>Kristy Bowman</i>	<i>12,331</i>	<i>Andy Haggard</i>	<i>816</i>
<i>Debbie Zwicker</i>	<i>2,843</i>	<i>Susan Millward</i>	<i>787</i>
<i>Linda Bishop</i>	<i>2,124</i>	<i>Terri Gursky</i>	<i>736</i>
<i>Diane Cawood</i>	<i>1,115</i>	<i>Jim Aust</i>	<i>711</i>
<i>Jim Warner</i>	<i>949</i>	<i>Cheryl Witt</i>	<i>630</i>

Presenting the best of the rest *

Janet Guthrie	Carla Mayfield	Denise Robinson	Connie Blum	Neva Smalley
Julie Hablitzel	Mary Dunn	Vickie Carraher	Cassie Herschler	Shirley Robson
Jill Schafer	Harry Wall	Susan Childs	Gerald Burton	Sara Karg
Debbie Zador	Karen Burkhardt	Patricia Price	Julia Doty	Michelle Clark
Tom Hoch	Barbara Stivison	Alana Stockard	Susan Thomas	Jennifer Adams
Tristan Rader	Paula Dean	Marlaina Tucci	Cynthia Boaz	Bob Guthrie
Dianne Howard	Kathleen Schulte	Sally Davies	Shannon Bartlett	Patti Stineman
Joyce Lewis	Monica Navarre	Amy Krantz	Kenneth Selander	Karen Kramer
Sarita Tate	Barbara Bond	Kristen Taylor	Deborah Gibson	Elizabeth
John Stevenson	Carol Schmitkons	Judy Kahle	Barbara Cooper	Flournoy
Alice Barnes Curth	Erika Mahle	Janice Flahiff	Sheryl Borgelt	Carolan Pallo
Marilyn Harshman	Joyce Aldridge	Cheryl Stockwell	Stephanie Helton	Sean Parker
Lisa Adler-Bacon	Judy Jacomet	Cynthia Fitch	Alfred Williams	Joanne Gilliland
Jim Wagner	Kathy Markus	Charlotte Pieples	Patty Ricker	Kathleen Hoole
Bill Biehl	Cathy Ferguson	Marilyn Travis	Loreal Trammer	Beth Kamer
Lindsey Gehret	Gloria Miller	Pat Robinson	Tammie Mattis	Sabrina Berry
Kathy Ardrey	Deborah	Tracey Veitch	Therease Ross	Christine Armour
Ann Weaver	Danner-Gulley	Carmen Gordley	Donna Koehn	Jayne Wagner
Colleen Baker	Malorie Gatins	Lorna Curtiss	Carol Tylicki	Geannie
Jackie Simpson	Alyea Barajas	Faye Wolfert	LuAnn Willinger	Bollenbacher
Elizabeth Sullivan	Vicky Filtz	Kathleen Kapusta	Tasha Petersen	Lu Ann Presser
Tammy	Kelly Hinkle	Vicky Grella	Debbie Gearhart	Diana Soeder
Kolokowski	Alan Meisterman	Teresa Mawer	Judy Mills	Nina Killingsworth

* Volunteers listed in order of CCFs entered as of April 23, 2014.

To Every OSHIP Volunteer: Thank You For Our Best Year Ever!

New Crew



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

Athens Co.

Carrie A. Kempton

Auglaize Co.

Christina Caudill

Crawford Co.

Serenity Rupp

Delaware Co.

Denise Davis
Sara Garber
Briget Prenger
Emily Stockton

Erie Co.

Keith Newton

Hamilton Co.

Ann Stromberg

Franklin Co.

Alecia Beneker
Hilary Bray
Judy Cilono
Rita Eakins
Laura C. Ferrero
Sara Johnson
Melissa McKenzie
Wendy Rooker
Joshua Seligman
Jessie Tatum
Caroline Westbrook

Hocking Co.

Dawn L. Hedges
Kresta Mock
Gina Osborne
Sharon Williams

Lake Co.

Yolanda Lowe

Morgan Co.

Judy Kuhn

Muskingum Co.

Tina Daugherty
Susan R. Shaffer

Summit Co.

Lisa Roseman

Union Co.

Henk Berbee
Eleanor Obert

Van Wert Co.

Kellie Mace

Washington Co.

Janie L. Collins
Miryra Hanes
Adel Raber

staff spotlight



Alicia Huddleston

Alicia Huddleston, Community Liaison

Originally I worked for OSHIIP on a temporary basis during the 2011 AEP, and had the opportunity to become full-time a year later. I have a dual degree in Strategic Communication and Theatre from The Ohio State University.

Being part of OSHIIP is very rewarding because we make such an impact in the lives of the people we meet. I love interacting with different kinds of people and sharing Medicare knowledge. People we help are always so grateful, and it feels good knowing we're giving back. I absolutely love working with the volunteers in my counties and getting to meet each one of you has been a privilege. I learn so much from you!

Outside of work, I love being active and spending time with family and friends. I also love to sing, so you may catch me singing or humming a tune. Recently, I became engaged to a great guy — I've known him since I was four-years-old! We're excited about warmer weather because we love taking walks and hiking. He's a firefighter and we are actively involved in our church.

Final 2014 Welcome to Medicare Events - Start 6 p.m.

Cuyahoga Co. • May 1, 6, & 12

May 1: Ehrnfelt Senior Center
18100 Royalton Rd., Strongsville 44136
May 6: The Gemini Center - Oak & Birch Rooms
21225 Lorain Rd., Fairview Park 44126
May 12: Cleveland Food Bank
15500 S. Waterloo Rd., Cleveland 44110

Ashland Co. • May 5

Samaritan on Main
663 E. Main St., Ashland 44805
RSVP to 419-207-2563

Huron Co. • May 7

Fisher-Titus Medical Center
272 Benedict Ave., Norwalk 44857

Stark Co. • May 7

Mercy Medical Center - Mercy Hall
1320 Mercy Dr. NW, Canton 44708
RSVP to 1-800-223-8662

Franklin Co. • May 15

Wexner Heritage Village
1151 College Ave., Columbus 43209
RSVP to 614-795-0927 or AKuntz@whv.org

Montgomery Co. • May 22

Dayton Jewish Community Center
525 Versailles Dr., Dayton 45459

Van Wert Co. • May 27

Van Wert County Council on Aging
220 Fox Rd., Van Wert 45891

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!

1-on-1 Counseling

Jefferson Co. • May 21 • 9 a.m.
Prime Time Office on Aging
300 Lovers Ln.
Steubenville 43952

New to Medicare

**Delaware Co. • 2 sessions
May 14 • 10 a.m.**
and

May 28 • 6 p.m.
Council for Older Adults
800 Cheshire Rd.
Delaware 43015

Medicare 101

Putnam Co. • May 8 • 1 p.m.
The Meadows / Putnam Acres
10170 Road 5h
Ottawa 45875

Sandusky Co. • May 12 • 10 a.m.
Sandusky Co. Senior Center
600 W. State St.
Fremont 43420

Medicare 101

Lorain Co. • May 13 • 6:30 p.m.
Elyria Public Library
320 Washington Ave.
Elyria 44035

Meigs Co. • May 20 • 1 p.m.
Pomeroy Public Library
216 W. Main St.
Pomeroy 45769

Montgomery Co. • May 28 • 1 p.m.
Preble Co. Senior Center
800 E. St. Clair St.
Eaton 45320

Health Fair

**Ottawa Co. • May 7
Senior Spring Day
10 a.m. - 2 p.m.**
Perry Clubhouse
1447 Somers Rd.
Port Clinton 43452

Health Fair

**Guernsey Co. • May 14
Older Adult Extravaganza
10 a.m. - 2 p.m.**
Pritchard-Laughlin Civic Center
7033 Glenn Hwy.
Cambridge 43725

**Ashland Co. • May 15
Senior Health Fair
9:30 a.m. - 11:30 a.m.**
Myers Convocation Center
1 Ashland University
Ashland 44805

**Holmes Co. • May 23
Senior Days
10 a.m. - 2 p.m.**
Darb Snyder Sr. Center
170 Parkview Dr.
Millersburg 44654

**Sandusky Co. • May 28
Golden Threads Senior Fair
8:30 a.m. - 11:30 a.m.**
Ole Zims's Wagon Shed
1375 N. SR 590
Gibsonburg 43431

Volunteer trainings 2014

Refresher training

Fairfield Co. • May 13 (2 sessions)

9 a.m. - 12 noon **or** 1 pm - 4 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

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

Full training

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

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

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.

Medicare Part D & Pharmacists “What Your Pharmacist Can Do”

Thursday, May 15, 10 a.m. & 2 p.m.

Reserve your spot now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/629264321>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/524043392>

**Call 1-877-820-7831
Passcode: 896960**

⇒ **More webinar links often appear in OSHIIP's Weekly Email. Our Weekly arrives most Fridays and takes only minutes to read. Check it out. [Read our most recent posts.](#)**

Our progress as of April 23, 2014



LOCAL HELP FOR PEOPLE WITH MEDICARE

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



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



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