

OSHIIP News

NOVEMBER
2014

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

Talk Turkey about Medicare Open Enrollment Tips for OSHIIP Counselors

- 1. Remind your clients that change can be a good thing.** Clients may be reluctant to switch plans, believing that if their current plan covers all of their medications, it must be good. But a little research can equal huge savings. Such was the case with Ralph, a 75-year-old Virginian with limited income who had drug coverage through a former employer that cost him more than \$300 each month. Ralph's counselor helped him switch prescription plans and enroll for the Low-Income Subsidy (LIS, also called "Extra Help") saving him \$230 each month. Tell clients that small savings can add up and it's important they review their coverage options annually.
- 2. Review, review, review.** Many people are happy with their current coverage, and don't want to bother checking the other available options. But review is a very important step, and can save the client money. We like using the "4 Cs" to ask clients about their specific needs:
 - **Cost:** How much have they spent in premiums, deductibles and copayments in 2014? How will these amounts change next year?
 - **Coverage:** Will their plan cover all of their medications next year? Do they want both health care and drug coverage through one single plan? If so, help them review their Medicare Advantage options.
 - **Convenience:** Will their plan restrict access to certain medications they need in 2015, such as through prior authorization or quantity limits? Can they use the plan at the pharmacy of your choice? Can they get prescriptions through the mail if they prefer?
 - **Customer service:** Is their plan responsive when they have a question? What is the plan's star rating as displayed in the Medicare Plan Finder?
- 3. Get started early.** Yes, open enrollment is through Dec. 7. But the best time to start thinking about whether or not to change drug or health coverage is now. If circumstances have changed — for example, clients are taking different medications, or they've heard that their plan is changing — it's important to have time to review all options. Go [here](#) and [here](#) to take advantage of the resources our program offers.



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

News You Can Use

	2014	2015
Part B Premium	\$104.90 *	\$104.90 *
Part B Deductible	\$147	\$147
Part A Hospital Deductible	\$1,216	\$1,260
Hospital Co-payments In-Patient Days 61-90	\$304/DAY	\$315/DAY
Hospital Co-payments Beyond Day 90	\$608/DAY	\$630/DAY
Skilled Nursing Facility Days 21-100	\$152/DAY	\$157.50/DAY
PART A PREMIUM		
Premium 40 or More Quarters	\$0	\$0
Premium 30-39 Quarters	\$234	\$224
Premium 30 Quarters or Less	\$426	\$407
<i>* Part B premium may be higher based on income:</i>		
Single with income of \$85,001 - \$107,000 or Married with income of \$170,001 - \$214,000		\$146.90
Single with income of \$107,001 - \$160,000 or Married with income of \$214,001 - \$320,000		\$209.80
Single with income of \$160,001 - \$214,000 or Married with income of \$320,001 - \$428,000		\$272.70
Single with income above \$214,000 or Married with income above \$428,000		\$335.70

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

Volunteer Feature

A pharmacist for 50 years, Mercy Medical's Jim Warner now tells patients about OSHIIP

If you ever have the opportunity to speak with Jim Warner of Mercy Medical Center's Senior Friends program, you learn right away that Jim loves talking to people.

It makes him a perfect fit for Senior Friends.

A true volunteer who has been with OSHIIP since May 2013, Jim spends time each week at Mercy Medical in Canton visiting Medicare patients in their rooms to describe the services provided by the hospital's Senior Friends program and OSHIIP.

Mercy's Senior Friends initiative is headed by veteran OSHIIP volunteer and Stark County coordinator Terri Gursky.

Jim said, "I visit for 5 or 10 minutes, depending on the person's needs. The information I give can be very valuable to them.

"Service to people is a wonderful thing; OSHIIP is a positive answer to many of our patients' needs."

Jim devoted his entire career to being a pharmacist, and it's what led him to OSHIIP. He'd hear complaints from his drug store clients about the high cost of their prescriptions, and Jim would mention the ability to change Medicare plans and save money. In general, the response was not one he anticipated.

"I could see a fear in their eyes," Jim said. "It seemed they were afraid of trying to change because they might lose coverage or make a mistake."

While he always enjoyed being a pharmacist and taking care of people's needs, Jim liked best being a compounding pharmacist, a specialty he performed over the last 20 years of his 50-year career.

Jim cooked up whatever was called for in a way a specific patient could use.

An example: "If someone is nauseated and can't take a pill, I could make a cream that would be absorbed by the skin or a suppository," he said.

"Injectables, eye drops, drugs that were discontinued. I called the pharmacy 'my kitchen.' It was fun! It's a skill I hate to lose."

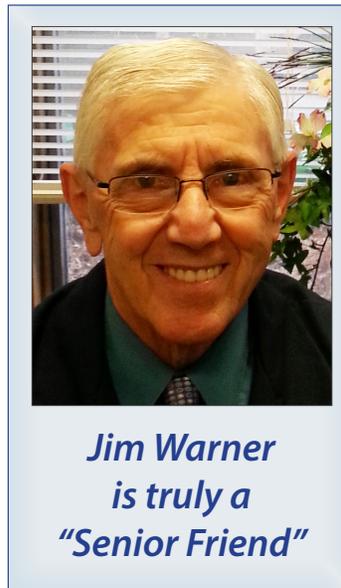
Jim wears old world values on his sleeve. In pharmacy school in the early 1960's, he found himself with no way to pay for

the next term. A friend's family recognized Jim's qualities and paid his tuition. He paid them back when he could and has been paying forward ever since.

The patients Jim visits also see he has something special to offer. "Many people ask me to say a prayer for them. It touches me and I never turn them down."

Jim is caregiver to Ida, his wife of 54 years. The couple has lived in the town of Louisville since 1962 and they have a big family: six kids, 23 grand children, and three great-grand children.

Jim, thank you for all you do. And to Terri Gursky and Mercy Medical Senior Friends, much appreciation!



*Jim Warner
is truly a
"Senior Friend"*

New Crew



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

Clark Co.

Christine Fasick

Cuyahoga Co.

Latease Robinson

Delaware Co.

Elaine Vogel

Gallia Co.

Laura Frazier

Franklin Co.

Marisue Blevins

Gwen Caldwell

Maria Jiannuzzi

Renuka Punjabi

Alicia Tomblin

Brenda Wyant

Geauga Co.

Cassandra Griffin

Greene Co.

Ellen Guest

Harrison Co.

Sarah Devore

Licking Co.

Mary Wells

Medina Co.

Patty Perry

Montgomery Co.

Marcine Hill

Visa Lee

Stark Co.

Rhonda McHenry

Meet Jeff Parker, OSHIIP ICA 2

Say “Hi” to Jeff Parker, the newest voice on the OSHIIP hotline. Jeff joined us Sept. 22 as an Insurance Complaint Analyst (ICA) 2, giving our program 5 folks in the ICA 2 position (Pat Angeleno, Randy Roehll, Peggy McDaniel and Kathy Gensel are the others) — staffers who can assist you with Medicare complaints and difficult cases.

Jeff’s work experience ranges from performing casework in both inpatient and outpatient settings to handling insurance issues. Sunday evenings you can find him teaching an English class at Sinclair Community College in Dayton.

Having a dad who was an Army chaplain meant Jeff lived in a variety of US locales growing up. He carried this theme forward by earning college degrees from universities at opposite ends of the country: first a bachelors degree in economics from Bowdoin College in Maine, then a masters in creative writing from Seattle Pacific University. Writing poetry is Jeff’s specialty; he estimates he’s composed nearly 50 poems in the last 6 months.

“Many consumers call us because they’re confused,” he said. “My goal is to let them know it’s OK, that we can help them understand. Health insurance, Medicare specifically, can be complicated!”

Jeff lives in Grove City (Franklin County) with his wife Jen and their daughter Abby. Welcome!



Jeff Parker

How to contact the OSHIIP office

Use the information below when you want to communicate with your Community Liaison, ask questions about Medicare coverage, register for training, or order supplies.

Volunteer Guide to Who's Who in OSHIIP

Your handy list of people at the OSHIIP office

- Who does what
- Email and phone contacts



OSHIIP
Answers to your
Medicare questions

**Do you want
to use the
Volunteer
Hotline?**

Option 1: Order publications

**Option 2: Register for training
or update your contact information**

Option 3: Speak with a live person (weekdays only, 7:30 a.m. - 5 p.m.)

1-888-686-8657

**What else do
you want to do?**

Contact person

Email address

Direct phone

Apply to volunteer	Becky Hayward	rebecca.hayward@insurance.ohio.gov	614/728-1043
Schedule training			1-888-686-8657
Check your status			(option 2)
Schedule a speaker			
Update your information			
Talk to a Community Liaison	Kendra Burford	kendra.burford@insurance.ohio.gov	614/644-3291
	David Painter	david.painter@insurance.ohio.gov	614/752-0718
	Alicia Huddleston	alicia.huddleston@insurance.ohio.gov	614/387-1812
	Viktoria Jurkovic	viktoria.jurkovic@insurance.ohio.gov	614/644-1425
	Mary Leep-Pichert	mary.leep-pichert@insurance.ohio.gov	614/644-0260
Order publications	Ron Pokorny	ron.pokorny@insurance.ohio.gov	614/728-1287
Order forms			1-888-686-8657 (option 1)

Program Director Suggestions / Comments	Chris Reeg	christina.reeg@insurance.ohio.gov	614/644-3464
Asst. Program Director Hotline Issues / Suggestions / Comments	Christine Moeller	christine.moeller@insurance.ohio.gov	614/644-2692



ODI
Ohio Department
of Insurance

Mary Taylor
Lt. Governor / Director

The Ohio Senior Health Insurance Information Program
Ohio Department of Insurance
50 W. Town St. — 3rd floor
Columbus, OH 43215

Volunteer Hotline: 1-888-686-8657
email: oshiiipmail@insurance.ohio.gov

Updated February 2014

Remaining Schedule

Medicare Check-Up Days 2014

Ashtabula • Nov 5	Delaware • Nov 24	Lorain • Nov 18	Perry • Nov 17
Butler • Nov 7	Franklin • Nov 13 & 14	Mahoning • Nov 10	Preble • Nov 13
Carroll • Nov 20	Guernsey • Nov 12 & 19	Medina • Nov 7	Richland • Nov 6
Champaign • Nov 4	Hamilton • Dec 3	Miami • Nov 14	Scioto • Nov 6
Clark • Nov 5	Hocking • Nov 12	Montgomery • Nov 7 & 20	Trumbull • Dec 2
Coshocton • Nov 21	Jackson • Nov 17	Morgan • Nov 19	Van Wert • Nov 12
Cuyahoga • Nov 3, 4, & 13	Lake • Nov 5, 6, 10, 12, 13 & 20	Muskingum • Nov 25 & Dec 4	Washington • Nov 5
Darke • Nov 19	Logan • Nov 3	Noble • Dec 3	Williams • Nov 4
			Wyandot • Nov 20

Subject to change. Get all updates, including event times & locations at:

<http://www.insurance.ohio.gov/Consumer/OSHIIP/Documents/MedicareCheckUp.pdf>

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!

New to Medicare

Delaware Co.
Nov. 12 • 10 am
Council for Older Adults
of Delaware County
800 Cheshire Rd.
Delaware 43015

Medicare Updates

Sandusky Co.
Nov. 5 • 12 noon
Woodville Sr. Center
321 E. Main St.
Woodville 43469

Morgan Co.
Nov. 10 • 2 pm
Highland Oaks Health
Center
4114 N. St Rt 376 NW
McConnelsville 43756

Franklin Co.
Nov. 12 • 2 pm & 6 pm
Stonewall Columbus
1160 N. High St.
Columbus 43201

Medicare Updates

Franklin Co.
Nov. 13 • 2 pm
Upper Arlington
Lutheran Church
2300 Lytham Rd.
Columbus 43220

Montgomery Co.
Nov. 21 • 1:30 pm
St. Mary Development
Corp.
210 N. Main St.
Dayton 45402

Medicare 101

Hardin Co.
Nov. 3 • 3 pm
Hardin Crest Apts.
900 E. Columbus St.
Kenton 43326

Montgomery Co.
Nov. 5 • 1 pm
Grace Brethren Village
1010 Taywood Rd.
Englewood 45322

Medicare 101

Seneca Co.
Nov. 5 • 9 am
Allen Eiry Sr. Center
28 Hopewell Ave.
Tiffin 44883

Crawford Co.
Nov. 13 • 11:30 am
Heartland of Bucyrus
1170 W. Mansfield St.
Bucyrus 44820

Clermont Co.
Nov. 18 • 1 pm
AHEPA Mngmnt. Co.
14 Easley Dr.
Milford 45150

Lucas Co.
Nov. 18 • 10 am
Lourdes University
6832 Convent Blvd.
Sylvania 43560

*Register for this
event by calling
Laura Megeath:
419 / 824-3707.*

Health Fair

Cuyahoga Co.
**Nov. 5 • 11 am - 5 pm &
Nov. 6 • 8 am - 2 pm**
*Case Western Reserve
University Benefits Fair*
Tinkham Veale
University Center
Ballroom
11038 Bellflower Rd.
Cleveland 44106

Franklin Co.
Nov. 8 • 8:30 am - 2 pm
Arthritis Expo
Crowne Plaza North
6500 Doubletree Ave.
Columbus 43229

Lorain Co.
Nov. 18 • 10 am - 2 pm
2104 Senior Fest
Midway Mall
(Macy's wing)
3343 Midway Mall
Elyria 44035

Final face-to-face refresher training 2014

Trumbull Co. • Nov. 13
 11 a.m. - 2 p.m.
 Shepherd of the Valley
 1500 McKinley Ave.
 Niles 44446



Register at:

<http://www.insurance.ohio.gov/Consumer/OSHIIP/SitePages/training.aspx>

PLUS, we're offering last chances to attend our official 2014 refresher webinar • December 10 & December 18 • 10 a.m. & 2 p.m. See below...

Webinar training

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

Quality Improvement Organizations with James Barnhart of Ohio KEPRO

Tuesday, November 18, 10 a.m. & 2 p.m.

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/653780392>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/180334201>

Call 1-877-820-7831
 Passcode: 896960

2014 Final OSHIIP Refresher Training

Wednesday, December 10, 10 a.m. & 2 p.m.

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/391925313>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/296042288>

2014 Final OSHIIP Refresher Training

Thursday, December 18, 10 a.m. & 2 p.m.

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/790134209>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/973064121>

Our progress as of Oct. 27, 2014



LOCAL HELP FOR PEOPLE WITH MEDICARE

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CCFs & PAMs based on Grant Year: 4/1/14 - 3/31/15



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



ODI
Ohio Department of Insurance

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Mary Taylor
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