

OSHIIP News

OCTOBER
2014

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

Ombudsman ready to help with MyCare issues

“MyCare Ohio” is a system of managed care plans selected to coordinate Medicare and Medicaid benefits for dual eligible beneficiaries in 7 Ohio Regions (29 counties). The Ohio Department of Aging (ODA), through its LTC Ombudsman, has secured funding from the Centers for Medicare and Medicaid Services (CMS) to assist consumers and caregivers with MyCare Ohio issues.

The Ohio Department of Aging & Ombudsman Program:

- Deliver ombudsman services and investigate MyCare Ohio complaints
- Collaborate with the Ohio Department of Medicaid to provide ombudsman services through its State Long Term Care Ombudsman Program
- Analyze data and make recommendations to CMS, the Department of Medicaid, and any other entities on how to improve the Final Alignment Initiative for dual-eligible individuals
- Work closely with Disability Rights Ohio, our state’s Protection and Advocacy Agency, throughout the demonstration

Contact the Ombudsman Serving Your Client:

Contact the appropriate regional area below for the quickest way to help your client; there is also a statewide ombudsman number you can call: 1-800-282-1206.

- **Cincinnati area: 1-800-488-6070**
- **Columbus area (also serves Dayton area): 1-800-536-5891**
- **Toledo area: 1-800-542-1874**
- **Cleveland area: 1-800-365-3112**
- **Akron area (also serves Youngstown area): 1-800-421-7277**

Go to this Ohio Department of Aging website for the map of ombudsman regions:

<http://aging.ohio.gov/services/ombudsman/regional.aspx>



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Year-End Medicare Mailings

News You Can Use

Mail date	Sender	Mailing/color	Main message	Consumer action
October	Plans	Plan marketing materials	Information on 2015 plan options; starts Oct. 1.	Use the info to compare 2015 plans.
October	Plans	Notice of Plan Non-Renewal	Plan is leaving Medicare; plan members must be notified by Oct. 2.	You must look for new coverage for 2015.
October	CMS	Change in Extra Help Co-pay Notice (# 11199 ORANGE)	Informs people they still qualify for Extra Help but their copayment levels change as of Jan. 1.	Keep the notice. No action needed unless you believe an error has occurred.
Late October	CMS	Consistent Poor Performer Notice (#11627)	Informs people they're enrolled in a plan that is identified as a consistent poor performer; encourages them to explore options.	Compare your plan options during open enrollment (Oct. 15 - Dec. 7). Call OSHIIP or visit www.medicare.gov .
Late October	CMS	Reassignment Notice - Plan Termination (# 11208 BLUE) Reassignment Notice - Premium Increase (# 11209 BLUE)	Informs people their current drug plan is leaving Medicare and they'll be reassigned to a new plan as of Jan. 1, unless they join a new plan on their own by Dec. 31. Informs auto-enrolees their current drug plan premium is increasing above the LIS amount; they'll be reassigned to a new plan as of Jan. 1, unless they join a new plan on their own by Dec. 31.	Compare your plan options during open enrollment (Oct. 15 - Dec. 7). Call OSHIIP or visit www.medicare.gov .
Late October/ Early November	CMS	MA Reassignment Notice (# 11443 BLUE)	Informs people with Extra Help their Medicare Advantage (MA) plan is leaving Medicare; they'll be reassigned to a new plan, unless they join a new plan on their own by Dec. 31.	Compare your plan options during open enrollment (Oct. 15 - Dec. 7). Call OSHIIP or visit www.medicare.gov .
Early November	CMS	LIS Choosers Notice (# 11267 TAN)	Informs people with Extra Help who chose a Medicare drug plan on their own that the plan's premium is increasing; they'll have to pay a part of the premium in 2015, unless they join a plan with a lower premium.	Look for a new plan for 2015 with a premium under the low-income subsidy benchmark. The notice includes a list of local plans with no premium liability.

Volunteer Feature

Nan Miller fills the needs of her Jackson County JFS clients

Jackson County Volunteer Coordinator Nan Miller joined OSHIIP in April 2005. At the time, Nan was our Coordinator in Greene County, working at the Greene County Council on Aging.

Now Nan is the Eligibility & Referral Specialist at Jackson County Job & Family Services. "I believe my being an OSHIIP volunteer and working as full-time JFS staff is unusual," she said.

She retired from the U.S. Department of Defense after 25 years, completing her service at Dayton's Wright-Patterson Air Force Base while making Greene County her residence. Nan earned a certificate in gerontology from Wright State University and made her way to our program.

Nan said, "I'm really interested in helping older adults." It's a statement proven in many ways.

While at the Greene County council, Nan started a program to help clients manage their prescriptions. She later helped implement Medicare's Part D coverage in the county.

All of Nan's good work helped council management realize the benefits of having OSHIIP volunteers on staff. Today the council is home to six of our program's volunteers, including current Coordinator Susan Allen.

How Nan became involved with the Jackson JFS is a story in itself. After retiring from her Greene County stint, she moved to her husband Ken's family farm in Jackson County and began to volunteer at the Jackson Senior Center.

"JFS sent us so many referrals I knew we had a lot of common clients," Nan said. So she met with the Jobs & Family director about combining efforts and was offered full-time work while in the meeting.

Nan said, "I planned to try and find work in the county and this fit right in! My background is perfect for this job."

Nan spends much of her time assisting clients with the Medicaid Waiver Program (PASSPORT and other programs pay for in-home care to help keep people out of the nursing home) and informing people with disabilities about Medicare as they qualify for benefits.

"For most of our new clients, making the transition to Medicare is not easy," she said. "They can be anxious, but they're comforted having someone who can explain how their new healthcare works... someone they can call."

Nan spoke about a client who came in with no health coverage, but serious health issues; she had not seen a doctor in years. Nan helped the client enroll in both Medicare and Medicaid. When they saw each other later, the

client showed Nan a date book filled with doctor appointments.

"It's very rewarding," Nan said. "She's getting the treatments she needs now and I can see a big difference."

During Medicare's annual open enrollment, Nan runs the Jackson Check-Up event (she says "thanks" to those who help there) and becomes a local cable television star. Every year about this time she presents a show about the enrollment period. People she's never met before stop her on the street and exclaim, "I know you!"

"I love being affiliated with OSHIIP," she said. "The program does such a great job training and updating me so I can help people in my community."

Nan, we appreciate all you do! And we thank Jackson County JFS for outstanding support.



Nan Miller — with Jackson County JFS since 2006

October - December Schedule

Medicare Check-Up Days 2014

Here's our county-by-county list of Medicare Check-Up Days. OSHIIP sponsors these events in every Ohio county to help people evaluate their Medicare plan options for next year. **Attend a local session to fulfill part of your annual recertification requirements.** Be sure to invite any of your clients who may benefit from this program. Please note: event details subject to change.

Adams • Oct 30	Delaware • Oct 1, Oct 27 & Nov 24	Lake (continued) Nov 10, Nov 12, Nov 13 & Nov 20	Perry • Oct 30 & Nov 17
Allen • Oct 9	Fayette • Oct 24	Lawrence • Nov 28	Pickaway • Oct 2
Ashland • Oct 17	Franklin • Oct 6, Oct 7, Nov 13 & Nov 14	Licking • Oct 3 & Oct 17	Preble • Nov 13
Ashtabula • Nov 5	Fulton • Oct 21	Logan • Nov 3	Putnam • Oct 30
Athens • Oct 22	Gallia • Oct 8	Lorain • Oct 30 & Nov 18	Richland • Nov 6
Auglaize • Oct 2 & Oct 8	Geauga • Oct 21	Lucas • Oct 29	Ross • Oct 15
Belmont • Oct 7	Greene • Oct 22	Mahoning • Nov 10	Sandusky • Oct 16
Brown • Oct 16	Guernsey • Nov 12 & Nov 19	Medina • Nov 7	Scioto • Nov 6
Butler • Nov 7	Hamilton • Oct 15, Oct 22 & Dec 3	Meigs • Oct 28	Shelby • Oct 21
Carroll • Nov 20	Hancock • Oct 3	Mercer • Oct 15	Stark • Oct 29
Champaign • Nov 4	Harrison • Oct 21	Miami • Nov 14	Summit • Oct 20
Clark • Nov 5	Hocking • Nov 12	Monroe • Oct 6	Trumbull • Oct 7 & Dec 2
Clermont • Oct 3, Oct 14 & Oct 28	Holmes • Oct 29	Montgomery • Oct 1, Oct 31, Nov 7 & Nov 20	Tuscarawas • Oct 27
Clinton • Oct 31	Huron • Oct 22	Morgan • Nov 19	Union • Oct 9
Columbiana • Oct 23	Jackson • Nov 17	Muskingum • Oct 8, Oct 16, Nov 25 & Dec 4	Van Wert • Oct 14 & Nov 12
Coshocton • Oct 24 & Nov 21	Jefferson • Oct 9	Noble • Dec 3	Warren • Oct 28
Cuyahoga • Oct 2, Oct 20, Oct 23, Oct 27, Oct 29, Nov 3, Nov 4, & Nov 13	Lake • Oct 10, Oct 15, Oct 17, Oct 21, Oct 23, Oct 28, Nov 5, Nov 6,	Ottawa • Oct 20	Washington • Nov 5
Darke • Nov 19			Wayne • Oct 2 & Oct 10
			Williams • Nov 4
			Wyandot • Oct 23 & Nov 20

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

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

staff spotlight



Mary Leep-Pichert

Mary Leep-Pichert, Community Liaison

I joined OSHIIP in February of this year, which makes me the newest Community Liaison. The counties I assist are in Area Agency on Aging regions 1, 9 and 11, so I get to see quite a lot of Ohio in my travels. I love getting out and meeting you — our wonderful volunteers! Prior work in the health and wellness industry prepared me well for this job. I'm comfortable making presentations and speaking in front of clients and potential clients.

To prepare for my OSHIIP interview, I visited the Ohio Department of Insurance website to learn everything I could about OSHIIP. My interview presentation was on heart disease, complete with a printed, professionally-bound hand-out. I wanted the presentation to be lively and involve the participants... I think it worked!

Working at OSHIIP is my best job ever! We cannot take for granted the opportunity we have to help others make important health care decisions. Few people have a chance to experience the gratitude we get daily.

I was born and raised in southern Ohio. After years of living in Florida and along the East Coast, I returned to Ohio in 2003 where I live with my delightful husband Joe.

News You Can Use: Medicare mailings — continued from page 2

Mail date	Sender	Mailing/color	Main message	Consumer action
November	CMS	Non-Renewal Reminder Notice (# 11433 & 11438)	Reminds people who don't get Extra Help and whose plan is leaving Medicare they need to choose a new plan for 2015.	You must look for new coverage for 2015.
November	Social Security	Part B & Part D Income-Related Adjustment Amount Notice	Tells people with higher incomes about income-related premiums for Part B and Part D.	Keep the notice.
November	Social Security	Redetermination of LIS Notice	Lets people know if they qualify for Extra Help next year.	To appeal, follow the process described in the notice.
Late November	Social Security	LIS and MSP Outreach Notice (Form SSA-L441)	Tells people who may qualify for Qualified Disabled and Working Individuals (QWDI) about MSP & Extra Help.	If you think you qualify for assistance, apply. Call OSHIIP.
December	Social Security	Benefit Rate Change (BRI) Notice	Tells people about benefit payment changes for the coming year due to cost of living increases, etc.	Keep the notice.
December	CMS	Reassign Formulary Notice (# 11475 & 11496 BLUE)	Informs people with Extra Help who were reassigned which Part D drugs they took in 2014 will be covered by their new 2105 plan.	Is the new plan right for you or does another plan cover more of your drugs? Call OSHIIP or visit www.medicare.gov .

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

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.
Two sessions
Oct. 8 • 10 a.m.
Oct. 22 • 6 p.m.
Council for Older Adults
of Delaware County
800 Cheshire Rd.
Delaware 43015

Franklin Co.
Oct. 8 • 5:30 p.m.
Central Ohio
Area Agency on Aging
174 E. Long St.
Columbus 43215

Welcome Events

Cuyahoga Co.
Oct. 7 • 2 p.m.
Olmsted Falls Library
8100 Mapleway Dr.
Olmsted Falls 44138

Oct. 9 • 1 p.m.
Richmond Hts. Library
5235 Wilson Mills Rd.
Richmond Hts. 44143

Oct. 16 • 10 a.m.
Brook Park Library
6155 Engle Rd.
Brook Park 44142

Oct. 22 • 2 p.m.
North Olmsted Library
27403 Lorain Rd.
North Olmsted 44070

Medicare 101

**Geauga Co. • Oct. 1
11 a.m.**
Chagrin Falls Sr. Center
7060 Woodland Ave.
Chagrin Falls 44023

1 p.m.
Middlefield Sr. Center
15820 Ridgewood Dr.
Middlefield 44062

Medicare 101

Hancock Co.
Oct. 1 • 12 noon
Hancock Co. Agency
on Aging
339 E. Melrose Ave.
Findlay 45840

Stark Co.
Oct. 2 • 1 p.m. & 6 p.m.
NCMF
6046 Whipple Ave. NW
North Canton 44720

Clermont Co.
Oct. 3 • 10 a.m.
Miami Township
Senior Services
6101 Meijer Dr.
Milford 45150

Hancock Co.
Oct. 6 • 1 p.m.
Kiwanis Village
1200 Croy Dr.
Findlay 45840

Muskingum Co.
Oct. 8 • 1:30 p.m.
Genesis Healthplex
Conf. Rms. A & B
2800 Maple Ave.
Zanesville 43701

Mahoning Co.
Oct. 8 • 1:30 p.m.
Copeland Oaks
800 S. 15th St.
Sebring 44672

Portage Co.
Oct. 9 • 6 p.m.
Anna Maria of Aurora
800 N. Aurora Rd.
Aurora 44202

Butler Co.
Oct. 14 • 2 p.m.
The Barrington
7222 Heritagespring Dr.
West Chester 45069

Medicare 101

**Cuyahoga Co. • Oct. 14
11 a.m.**
Willowood Manor
20665 Lorain Rd.
Fairview Park 44126

1 p.m.
Franciscan Village
3648 Rocky River Dr.
Cleveland 44111

Miami Co.
Oct. 14 • 12 noon
Troy Sr. Citizens Center
134 N. Market St.
Troy 45373

**Wood Co. • Oct. 14
12 noon**
Woodville Sr. Center
321 E. Main St.
Woodville 43469

2 p.m.
Wallbridge Sr. Center
4875 Laketown Dr.
Wallbridge 43465

Hocking Co.
Oct. 15 • 10 a.m.
Scenic Hills Sr. Center
187 S. Spring St.
Logan 43138

**Wood Co. • Oct. 15
10 a.m.**
Otterbein North Shore
Retirement
9400 N. Shore Blvd.
Lakeside-Marblehead
43440

2 p.m.
Otterbein Portage Valley
20311 Pemberville Rd.
Pemberville 43450

Clark Co.
Oct. 16 • 12 noon
United Senior Svcs.
101 S. Fountain Ave.
Springfield 45502

Medicare 101

Franklin Co.
Oct. 30 • 1:30 p.m.
Woods at Central
College
700 East St.
Westerville 43081

Montgomery Co.
Oct. 30 • 1 p.m.
St. Leonard Center
8100 Clys Rd.
Dayton 45458

Health Fair

Cuyahoga Co.
Oct. 2 • 9 a.m. - 1 p.m.
*Parma Senior
Wellness Expo*
U.A.W. Local 1005 Hall
5615 Chevrolet Blvd.
Parma 44130

Lorain Co.
Oct. 4 • 9 a.m. - 3 p.m.
Senior Living Fair
Lorain County JVS
15181 St. Rt. 58
Oberlin 44074

Erie Co.
Oct. 10 • 8 a.m. - 4 p.m.
Erie County Healthfair
Kalahari Waterpark
7000 Kalahari Dr.
Sandusky 44870

Ottawa Co.
Oct. 14 • 10 a.m. - 2 p.m.
No Wrong Door
Ability Center
1848 E. Perry St.
Port Clinton 43452

Wyandot Co.
**Oct. 23 • 9:30 a.m. -
10:30 a.m.**
Wyandot Aging Expo
Trinity Evangelical Church
108 Malabar Dr.
Upper Sandusky 43551

Final face-to-face refresher trainings 2014

Lucas Co. • Oct. 7

9 a.m. - 12 noon
AAA of NW Ohio
2155 Arlington Ave.
Toledo 43609

Trumbull Co. • Nov. 13

11 a.m. - 2 p.m.
Shepherd of the Valley
1500 McKinley Ave.
Niles 44446

Get the OSHIIP refresher schedule and register:

<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.

2015 Part D Updates & Plan Finder Review with Stacey Platte of the Administration for Community Living (ACL)

Tuesday, October 14, 10 a.m. & 2 p.m.

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/887333937>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/987851001>

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>

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 with MyCare Ohio Ombudsman

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>

Listen to
OSHIIP webinars:
Call 1-877-820-7831
Passcode: 896960

Our progress as of Sept. 23, 2014



LOCAL HELP FOR PEOPLE WITH MEDICARE

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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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