

OSHIIP News

SEPTEMBER
2014

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

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*2014-2015 OSHIIP Volunteer Advisory Board
From left: Patti Stineman, Estelle Scott, Jim Aust,
Stephanie Aronhalt, Diane Cawood, Kristy Bowman,
Cheryl Witt, Becky Hayward, Ron Pokorny.*

We call the OSHIIP Volunteer Advisory Board “OVAB” for short. This group of dedicated program volunteers uses its collective professional expertise, regional knowledge, and volunteer experience to help direct volunteer education, recruitment and retention; special interest beneficiary outreach; and the technological enhancement of both beneficiaries and volunteers regarding Medicare. The board’s mission is to enhance volunteer efficiency and productivity.

Each OVAB member serves a two-year term. If you have an interest in becoming a member, please [email Becky Hayward](#) or call Becky: 1-888-686-8657, option 2.

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Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

Meet your OVAB members

Cheryl Witt, who also serves as our Fulton County Coordinator, is a new member of OVAB. Cheryl is Assistant Director at the Fulton County Senior Center, where her main job duty is Information and Referral. “I feel that working with seniors is what I am called to do,” she said. Cheryl helps her clients in many ways, including helping them get the most of Medicare and associated insurance. Of OVAB she said, “It’s nice to have a group of peers to brainstorm with; people who are out doing the same kind of work and dealing with the same issues.” Cheryl joined OSHIIP in 2012.

Another new OVAB member is **Diane Cawood** of Ashland County. Diane is the Information & Referral Manager at the Ashland County Council on Aging, resolving issues facing her clients in daily life and offering them activities such as crafts and exercise. Diane said, “I love coming to work each day because it always teaches me something new. I enjoy helping people.” Diane enjoys working with OVAB and said, “Each meeting and conference call with the OVAB group is a learning experience.” Diane has been an OSHIIP volunteer since 2010.

Franklin County’s **Estelle Scott** is also new to OVAB. Estelle is a true volunteer; she retired from Life Care Alliance (aka Meals on Wheels). Prior positions included Franklin County Long-Term Care Ombudsman and Case Manager for the county JFS. Estelle assists with local Welcome to Medicare and Medicare 101 sessions, health fairs and retirement events. “OVAB provides me the opportunity to share ideas in a professional, results-oriented setting,” she said. Estelle is a volunteer for several civic and professional organizations and has been with OSHIIP since 2012.

Jim Aust joined OVAB mid-term, since we last introduced board members. Jim is one of two Cuyahoga County Coordinators (Tristan Rader is the other) and a true volunteer, having retired as a financial analyst from Kodak. He took OSHIIP training after he “went on Medicare and found the choices very confusing.” Jim meets clients and distributes our publications regularly by representing OSHIIP at health fairs and such. He likes participating in OVAB “because of the experience and talent of my OVAB colleagues.” Jim joined OSHIIP in 2012 and was named Rookie of the Year.

Kristy Bowman is our Coordinator in Gallia County and OSHIIP’s Coordinator of the Year for 2012. In her position as Benefits Navigator for the Area Agency on Aging 7, she covers a 10-county area in southeastern Ohio. Kristy said, “Many of my same clients call me every year at open enrollment to run comparisons and determine their best plan choices.” A returning OVAB member, she “looks forward to working with the group in the upcoming year and putting our heads together to figure out more ways to reach people.” Kristy began with OSHIIP in 2008.

Patti Stineman is a true volunteer who lives in western Cuyahoga County and travels several times each week to Erie County to work at Serving Our Seniors, a geriatric service agency. Her career is in accounting, but Patti has always been drawn to helping older people. She said, “The oldest old are so interesting. They are truly a gift.” Patti is a returning OVAB member and said “OVAB is a great way to share what is happening in the field; we are truly a voice of the beneficiaries we serve.” Patti’s been an OSHIIP volunteer since 2012.

Hamilton County’s **Stephanie Aronhalt** is the Aging Services Operations Manager at Jewish Family Service, and a returning board member. A licensed independent social worker, she manages six other social workers and oversees her agency’s Council on Aging contracts. Stephanie is an OSHIIP volunteer to “assist and educate people about Medicare options, and help look for programs and resources they may qualify for.” OVAB provides her with a “network of support and resources from around the state.” Stephanie started with OSHIIP in 2012 and was nominated as Rookie of the Year.

Home Health Care

News You Can Use

Home health care is care provided to people with Medicare in their homes in order to treat illness or injury. Medicare pays for home health care services, but only under specific circumstances. Medicare will pay for home health care only if you meet all four of the following requirements:

1. You are homebound. This means you need the help of a person or equipment to leave your home, and it is extremely difficult to do so.
2. You require skilled care on an intermittent basis. Specifically, you need skilled nursing care or skilled therapy services that must be administered by a licensed nurse or therapist.
3. Your doctor has signed a home health certification stating that you qualify for Medicare home health care because you are homebound and need intermittent skilled care. The certification also must state that you have a plan of care; also that the plan is regularly reviewed by your doctor. As part of this plan of care, you must have a face-to-face visit with your doctor — related to the main reason you need home care — within 90 days of starting home health care or within 30 days after the start date.
4. **And**, you receive your home health care services from a Medicare-certified home health agency (HHA) .

If you meet all four of these requirements, Medicare should pay for the skilled care you receive in your home.

Medicare's home health care benefit will cover skilled nursing care, which is defined as services and care (examples include injections and wound care) which can be performed safely and effectively only by a licensed nurse.

The home health benefit from Medicare will also cover skilled therapy services like physical, speech, or occupational therapy.

But please note: if you need occupational therapy only, you will not qualify for the Medicare home health care benefit. You can receive occupational therapy as long as you qualify for Medicare home health care in some other way.

Medical social services are covered under Medicare's home health care benefit. Certain medical supplies provided by the Medicare-certified home health agency, such as needed wound dressings and catheters, are also covered.

You will continue to receive home health care for as long as you qualify for the benefit, and your doctor will need to approve a new plan of care every 60 days for the benefit to continue. You do not need to meet face-to-face with your doctor each time you renew your plan of care. Such a visit is required only when first developing your plan of care.

For people covered under Original Medicare, the traditional Medicare program which is administered directly through the federal government, Medicare pays the full cost of home health care.

If you're enrolled in Medicare Advantage, your plan must follow the same rules as Original Medicare for providing care, although your plan may have different costs and restrictions. Contact the plan directly for more about coverage and its network of home health care providers.

Read / download Medicare's booklet on home health care coverage:

<http://www.medicare.gov/Pubs/pdf/10969.pdf>

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!*

Ashland Co.

Karen Steele

Clermont Co.

Helen Nead

Columbiana Co.

Michele Fitzmaurice

Liz Shutler

Mary Walker

Gallia Co.

Bonnie Dingess

Rebekah Greenlee

Cuyahoga Co.

Anissa Ali-Jackson

Leslie Brazel

Jenny Flynn

Monique Graham-

Lewis

Yvette Hasan

Alan Joseph

Kathryn Karney-

Davidson

Susan Kelley

Rachel Payne

Marilyn Senick

Lisa Weitzman

Addie Winzen

Hamilton Co.

Marilyn Walls

Lake Co.

Selena Cox

Sandra Judnick

Patricia Kohut

Jim O'Connor

Cathleen Trobenter

Lorain Co.

Lynda Ashley

Mahoning Co.

Brenda Moses

Rocco Parro

Portage Co.

Jo-Ann Shanabrook

Stark Co.

Carrie Coleman

Dominique Deem

Kris Latcheran

Jessica Lipscomb

Summit Co.

Ken Braun

Candace Hughes

Dena Hunt

Lavonne Meriweather

Diedre Norris

Laura Stover

staff spotlight



Kathy Gensel

Kathy Gensel, Hotline Analyst 2

I have spent my entire career working in the health insurance industry – 36 years in group health at CIGNA Healthcare and 6 years in a Medicare supplemental plan at United Commercial Travelers.

It is upsetting to see so many people who do not understand insurance products and what benefits are available to them regardless their age. OSHIIP is my opportunity to use my experience to educate as many of them as possible in making wise decisions.

Originally from Cleveland, I relocated to Columbus in 1983. I have a married daughter, Lauren, son-in-law, Adam, and 3 four-legged grandchildren – a cat, Moo, pit mix, Izzy, and a pit mix “foster failure”, Wall-e.

To keep busy, I spend time volunteering at the Capital Area Humane Society and the Mid-Ohio Food Bank. I also participate in Walk MS, Cleveland Ovarian Cancer Walk, and Light the Night to honor and support my family and friends.

I just recently moved to the Grove City area, and am a new member of Our Lady of Perpetual Help. I enjoy cooking, reading, scrapbooking, needle crafts, and camping.

It will be rewarding knowing I have helped someone “rest easier” making some of their insurance decisions.

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 • Sept 24, Oct. 30	Fairfield • Sept 12, Sept 17	Licking • Oct 3 & 17	Portage • Sept 10
Allen • Oct 9	Fayette • Oct 24	Logan • Nov 3	Preble • Nov 13
Ashland • Oct 17	Franklin • Sept 2, 10, & 22, Oct 6 & 7, Nov 13 & 14	Lorain • Sept 26, Oct 30, Nov 18	Putnam • Oct 30
Ashtabula • Nov 5	Fulton • Oct 21	Lucas • Oct 29	Richland • Nov 6
Athens • Oct 22	Gallia • Oct 8	Madison • Sept 18	Ross • Oct 15
Auglaize • Oct 2 & 8	Geauga • Oct 21	Mahoning • Nov 10	Sandusky • Sept 17, Oct 16
Belmont • Oct 7	Greene • Oct 22	Marion • Sept 25	Scioto • Sept 29, Nov 6
Brown • Oct 16	Guernsey • Nov 12 & 19	Medina • Nov 7	Seneca • Sept 25
Butler • Nov 7	Hamilton • Sept 24, Oct 15 & 22, Dec 3	Meigs • Oct 28	Shelby • Oct 21
Carroll • Nov 20	Hancock • Oct 3	Mercer • Oct 15	Stark • Oct 29
Champaign • Nov 4	Hardin • Sept 25	Miami • Nov 14	Summit • Sept 24, Oct 20
Clark • Nov 5	Harrison • Oct 21	Monroe • Oct 6	Trumbull • Sept 30, Oct 7, Dec 2
Clermont • Oct 3, 14 & 28	Henry • Sept 30	Montgomery • Oct 1, & 31, Nov 7 & 20	Tuscarawas • Oct 27
Clinton • Oct 31	Highland • Sept 19	Morgan • Nov 19	Union • Oct 9
Columbiana • Oct 23	Hocking • Nov 12	Morrow • Sept 2	Van Wert • Oct 14, Nov 12
Coshocton • Oct 24, Nov 21	Holmes • Oct 29	Muskingum • Oct 8, Oct 16, Nov 25, Dec 4	Vinton • Sept 29
Crawford • Sept 23	Huron • Oct 22	Noble • Sept 25, Dec 3	Warren • Oct 28
Cuyahoga • Sept 2, 10, & 11, Oct 2, 20, 23, 27, & 29, Nov 3, 4, & 13	Jackson • Nov 17	Ottawa • Oct 20	Washington • Nov 5
Darke • Nov 19	Jefferson • Oct 9	Paulding • Sept 5	Wayne • Oct 2 & 10
Defiance • Sept 16	Knox • Sept 26	Perry • Oct 30, Nov 17	Williams • Nov 4
Delaware • Oct 1 & 27, Nov 24	Lake • Oct 10, 15, 17, 21, 23, & 28, Nov 5, 6, 10, 12, 13, & 20	Pickaway • Oct 2	Wood • Sept 24
Erie • Sept 12	Lawrence • Nov 28	Pike • Sept 30	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>

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 County
Two sessions
Sept. 10 • 10 a.m.
Sept. 24 • 6 p.m.
Council for Older Adults
800 Cheshire Rd
Delaware 43015

Welcome to Medicare

Cuyahoga County
Sept. 3 • 6 p.m.
North Royalton Library
5071 Wallings Rd.
North Royalton 44133

Cuyahoga County
Sept. 8 • 6:30 p.m.
Berea Library
7 Berea Commons
Berea 44017

Cuyahoga County
Sept. 9 • 6 p.m.
Garfield Hts. Library
5409 Turney Rd.
Garfield Hts. 44125

Cuyahoga County
Sept. 10 • 2 p.m.
Parma Library
6996 Powers Blvd.
Parma 44129

Medina County
Sept. 16 • 6 p.m.
Brunswick Library
3649 Center Rd.
Brunswick 44212

Cuyahoga County
Sept. 17 • 6 p.m.
Mayfield Library
500 SOM Center Rd.
Mayfield 44143

Welcome to Medicare

Cuyahoga County
Sept. 23 • 2 p.m.
Chagrin Falls Library
100 E. Orange St.
Chagrin Falls 44022

Cuyahoga County
Sept. 29 • 2 p.m.
Middleburg Hts. Library
15600 E. Bagley Rd.
Middleburg Hts. 44130

Cuyahoga County
Sept. 30 • 2 p.m.
Independence Library
6361 Selig Dr.
Independence 44131

Medicare 101

Ashland County
Sept. 4 • 10 a.m.
Ashland County
Sheriff's Annex
1205 E. Main St.
Ashland 44805

Logan County
Sept. 4 • 2 p.m.
Shawnee Springs
400 Kristina Dr.
Bellefontaine 43311

Franklin County
Sept. 5 • 11:30 a.m.
Worthington United
Methodist Church
600 High St.
Worthington 43085

Knox County
Sept. 5 • 12:45 p.m.
Stationbreak
160 Howard St.
Mt. Vernon 43050

Medicare 101

Trumbull County
Sept. 9 • 8:30 a.m.
SCOPE
220 W. Market St.
Warren 44483

Clermont County
Sept. 9 • 11 a.m.
Bethel Woods
610 Easter Rd.
Bethel 45106

Erie County
Sept. 10 • 1 p.m.
Viewpoint
215 E. Shoreline Dr.
Sandusky 44870

Erie County
Sept. 10 • 2:30 p.m.
Harborview Apartments
115 Franklin St.
Sandusky 44870

Franklin County
Sept. 11 • 4:30 p.m.
YMCA
555 YMCA Pl.
Gahanna 43230

Shelby County
Sept. 15 • 9:30 a.m.
Dorothy Love Retirement
3003 W. Cisco Rd.
Sidney 45365

Defiance County
Sept. 16 • 2 p.m.
Brookview Healthcare
214 Harding St.
Defiance 43512

Butler County
Sept. 16 • 6 p.m.
Doverwood Village
4195 Hamilton-Mason Rd.
Fairfield Twp 45011

Medicare 101

Clermont County
Sept. 17 • 1:30 p.m.
Pinebrook Retirement
5877 Wolfpen
Pleasant Hill Rd.
Milford 45150

Sandusky County
Sept. 17 • 2 p.m.
Memorial Hospital
715 S. Taft Ave.
Fremont 43420

Hancock County
Sept. 18 • 10 a.m.
Legacy of St. Catherine's
8345 County Road 140
Findlay 45840

Cuyahoga County
Sept. 19 • 1:30 p.m.
Westerly Sr. Apartments
14312 Detroit Ave.
Lakewood 44107

Wood County
Sept. 19 • 11:30 a.m.
St. Clare Commons
12469 Five Points Rd.
Perrysburg 43551

Belmont County
Sept. 23 • 10:15 a.m.
Belmont Co. Sr. Svcs.
101 N. Market St.
St. Clairsville 43950

Lucas County
Sept. 23 • 6:30 p.m.
Toledo Lucas Library
1085 Dorr St.
Toledo 43609

Marion County
Sept. 25 • 1:30 p.m.
United Way
125 Executive Dr.
Marion 43302

Our progress as of August 24, 2014



LOCAL HELP FOR PEOPLE WITH MEDICARE

This publication has been created or produced by Ohio with financial assistance, in whole or in part, through a grant from the Centers for Medicare & Medicaid Services, the Federal Medicare agency.

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



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