

OSHIIP News

APRIL
2014

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

GRANT Happy New Year!

Grant Year 2014-2015 Starts April 1

If you've followed our regular updates on reporting, you already know we met and exceeded the goals we set for the federal Grant Year that ends March 31. We surpassed 150,000 client contacts and 2,000 public and media events... totals we wouldn't have thought possible just a short time ago! OSHIIP accomplished these better-than-ever counseling results thanks to all of our dedicated volunteers and staff.

(An aside: We'll keep entering your counseling reports from the 2013-2014 Grant Year through April 30. So please send them in today!)

Now a new Grant Year begins. Fresh off our success in goal-achievement, we have our eyes fixed on a new set of goals for the 2014-2015 Grant Year. They're higher of course, but well within our reach! Starting now, and over the next 12 months, we want to:

- Report more than 175,000 client contacts
- Report more than 2,250 public and media events
- Reach 10 percent penetration of the Medicare population across the state

We have a great staff and our volunteers are second to none! With each one of us doing our part, we'll easily reach these goals and beyond.



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

SSA Compassionate Allowances

News You Can Use

In January of this year, the Social Security Administration (SSA) updated its list of Compassionate Allowances Conditions.

Compassionate Allowances identify diseases and other medical conditions that, by definition, meet Social Security's standards for disability benefits leading to the expedited disability process. Conditions that qualify are most always terminal.

Social Security's action early this year to update its list of Compassionate Allowances conditions adds 25 new conditions, including a dozen cancers.

The new conditions also include disorders that affect the digestive, neurological, immune, and multiple body systems.

The additions bring the total number of conditions to 225.

The Compassionate Allowances (CAL) initiative is not a separate disability program from SSA's other such programs, **Social Security Disability Insurance (SSDI)** and **Supplemental Security Income (SSI)**. CAL expedites the processing of SSDI and SSI disability claims for any applicant whose medical condition is so severe that the condition or disease clearly meets SSA's statutory standard of disability.

SSDI provides benefits to disabled or blind persons who are "insured" by the workers' contributions to the Social Security trust fund. These contributions are based on the worker's earnings, or those of the person's spouse or parent. Dependents may also be eligible for benefits from the worker's earnings record.

SSI makes payments to those age 65 or older, and blind or disabled persons of any age — including children — who have limited income and resources.

By incorporating cutting-edge technology, SSA can easily identify potential Compassionate Allowances and quickly make decisions.

To date, almost 200,000 people with severe disabilities have been approved through this fast-track disability process.

The Compassionate Allowances program is a significant initiative that highlights collaboration between government, medical experts, advocacy groups, and members of the public.

Social Security conducts public outreach hearings and gathers feedback from various stakeholders to identify conditions that are most likely to meet the agency's definition of disability.

For more information on the Compassionate Allowances program, including a list of all conditions, please call Social Security at 1-800-772-1213 or visit:

[www.socialsecurity.gov/
compassionateallowances](http://www.socialsecurity.gov/compassionateallowances)

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

Volunteer Feature

Retired federal employee Doreen Banks now works for people on Medicare

For 32 years, Cuyahoga County Volunteer Counselor Doreen Banks worked as an Employee Plan Specialist for the Internal Revenue Service (IRS). She learned about OSHIIP in a packet of information she received as she began life as a retired federal employee in 2010.

“Right away, I was interested,” Doreen said. “I found out the training is free and it’s on Medicare — a subject we all need to know about.”

Doreen took our training, became certified in 2012, and found some ready-made clients. “I started by helping my parents’ friends and my friends’ parents,” she said.

“OSHIIP is a great way to assist people. The work is a challenge because decisions our clients make about their Medicare coverage are individual choices.

“I love being in a position to offer information to clients looking at their Medicare options.”

Doreen is not an idle person. Two days each week she tutors kindergarten kids. She has a group of beneficiaries who rely on her for transportation. And she ponders volunteering for additional organizations.

Doreen has been also representing OSHIIP as a member of the Cleveland Council on Aging. How she achieved this designation is a story on its own.

Soon after she joined us, our office asked for a local volunteer to represent the program at an Aging Council event. Doreen accepted, noting she’d be back from a vacation just one day before the event, in case some other OSHIIP volunteer wanted to take the assignment.

Returning home, she had a message: please attend. Doreen saw it as an opportunity; she subsequently learned the council lacked OSHIIP input and made herself available for meetings.

“It’s turned out so well,” she said of her ongoing association with the Aging Council.

Doreen participates in many activities sponsored by the Cleveland Food Bank, including Health Care Day, held in October during Medicare open enrollment.

“The Food Bank is a great resource,” she said. “People don’t know what’s available unless we tell them.”

At the IRS, Doreen worked to monitor and audit employee retirement plans (examples: 401K, profit sharing) to ensure participants received what they were promised. As such, she is considered somewhat of an expert on pension plans.

On the home front, Doreen has turned a portion of her Cleveland residence into a wild retreat for her two cockatiels, decking it out with tree branches and such.

“In nature, birds are free, so I don’t cage them,” she said.

Doreen loves OSHIIP and praised our program extensively. “OSHIIP allows me to do what I find comfortable,” she said.

“The training is great! Everyone in Columbus is very responsive. The hotline always gives me quick answers to my questions.”

Thank you, Doreen, for making a difference in the area of our state with the largest population of people covered by Medicare.



“Good information puts clients on the right track” - Doreen Banks

Say “Hi” to Mary Leep-Pichert

Please welcome Mary Leep-Pichert, OSHIIP’s newest Community Liaison. She’ll be working with three Area Agencies on Aging — Regions 1, 9, and 11. Our Outreach Map below shows the new Community Liaison assignments.

Mary started Feb. 24, a point in the calendar when our program is busy gearing up for the year ahead. She soon found herself on the road to various Ohio points, witnessing first-hand our program’s Regional Training events. A good thing for sure, as her ease with taking in more Medicare knowledge increased with each event.

“I’m looking forward to meeting more of our great group of volunteers that I’ve heard so much about,” she said.

Coming from employment in the health and wellness industry, Mary is well prepared. Her prior position required her to make presentations in business-to-business settings, speaking in front of her company’s clients and perspective clients.

Mary prepared for her OSHIIP interview by visiting the Ohio Department of Insurance website, where she found everything she needed. She logically started with our Medicare 101 slide show, then read several recent issues of **OSHIIP News**.

As for her interview presentation topic, Mary chose heart disease. “I wanted to make it something difficult, like Medicare,” she said.

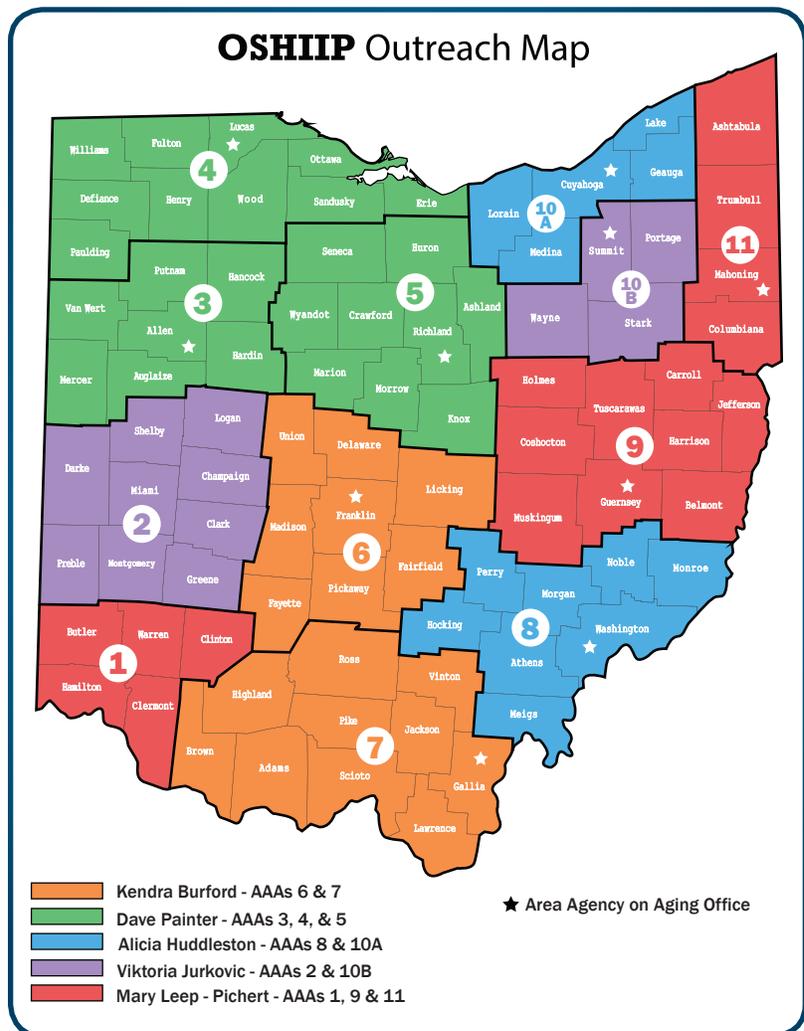
She printed her hand-out and had it professionally bound. “I wanted the presentation to be lively and involve the participants.”

Mary lives in central Ohio with her husband Joe and three stepchildren.

Thank you, Mary. We’re thrilled you chose to be part of the OSHIIP team!



**Outreach Liaison
Mary Leep-Pichert**



Welcome to Medicare 2014

All events start at 6 p.m.

People who turn age 65 this year receive a postcard from OSHIIP inviting them to attend one of our nearby Welcome to Medicare events. Your attendance fulfills part of your annual recertification requirements. Be sure to invite any of your clients who may benefit from this program. Event details are below.

Franklin Co. • April 3 & May 15

Upper Arlington • April 3
Upper Arlington Lutheran Church
2300 Lytham Rd.

RSVP to 614-583-5326

Columbus • May 15
Wexner Heritage Village
1151 College Ave.

RSVP to 614-795-0927

Or email to: AKuntz@whv.org

Lucas Co. • Sylvania • April 8

Sylvania Senior Center
7140 Sylvania Ave.

Cuyahoga Co. • April 14, May 1, 6, & 12

Beachwood • April 14
Beachwood Community Center
25325 Fairmount Blvd.

Strongsville • May 1
Ehrnfelt Senior Center
18100 Royalton Rd.

Fairview Park • May 6
The Gemini Center - Oak & Birch Rooms
21225 Lorain Rd.

Cleveland • May 12
Cleveland Food Bank
15500 S. Waterloo Rd.

Muskingum Co. • Zanesville • April 15

Genesis HealthPlex Conf. Rms. A & B
2800 Maple Ave.

RSVP to 740-586-6553

Mahoning Co. • Youngstown • April 22

Youngstown Senior Center
1110 5th Ave.

Union Co. • Marysville • April 22

Union Co. Senior Services
18000 Ohio 4

Montgomery Co. • April 23 & May 22

Vandalia • April 23
Vandalia Senior Center
21 Tionda Drive South

Dayton • May 22
Dayton Jewish Community Center
525 Versailles Dr.

Washington Co. • Marietta • April 23

O'Neill Senior Center
333 4th St.

Pike Co. • Waverly • April 28

Bristol Village Auditorium
660 E. 5th St.

Hamilton Co. • Blue Ash • April 30

Sycamore Senior Center
4455 Carver Woods Dr.

Ashland Co. • Ashland • May 5

Samaritan on Main
663 E. Main St.

RSVP to 419-207-2563

Huron Co. • Norwalk • May 7

Fisher-Titus Medical Center
272 Benedict Ave.

Stark Co. • Canton • May 7

Mercy Medical Center - Mercy Hall
1320 Mercy Dr. NW

RSVP to 1-800-223-8662

Van Wert Co. • Van Wert • May 27

Van Wert County Council on Aging
220 Fox Rd.

Call us for more details: 1-800-686-1578.



OSHIIP
Answers to your
Medicare questions

staff spotlight



Charlene Newlin

Charlene Newlin, Hotline Analyst 1

I've spent my entire career in the social work and healthcare fields, including more than 25 years before I joined OSHIIP in 2006. At Anthem, I gained experience in several health insurance areas: Coordination of Benefits, accounting, provider relations, and others. I was a private duty aide at American Nursing Care and Wexner Heritage Village, and I worked at the Godman Guild helping clients with basic needs such as paying for food, housing and utilities. I consider myself a "people person" and truly enjoy talking with and helping others. I've learned a lot through my position with OSHIIP. This program provides the support and tools that enable all of us to help make another person's life a bit better. I am blessed with three children and three grandchildren. I live in Columbus and enjoy going to the movies, reading, and visiting with family.

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

Cuyahoga Co.
April 2 • 9 a.m. - 2 p.m.
Ehrnfelt Senior Center
18100 Royalton Rd.
Strongsville 44136

New to Medicare

Delaware Co. • 2 sessions
April 9 • 10 a.m.
and
April 23 • 6 p.m.
Council for Older Adults
800 Cheshire Rd.
Delaware 43015

Franklin Co.
April 9 • 5:30 p.m.
Central Ohio Area
Agency on Aging
174 E. Long St.
Columbus 43215

Health Fair

Perry Co.
Coal Miner's Health Fair
April 3
9 a.m. - 12 noon
Perry Co. Senior Center
520 First St.
Lexington 43701

Medicare 101

Montgomery Co.
April 9 • 10 a.m.
Kettering Memorial Hospital
3535 Southern Blvd.
Dayton 45429

Wayne Co.
April 10 • 12:30 p.m.
Ryan's Steakhouse
3743 Burbank Rd.
Wooster 44691

OPERS Retiree Seminar

Lucas Co. • 2 sessions
April 9 • 10 a.m. & 3 p.m.
Radison Hotel / University of
Toledo
3100 Glendale Ave.
Toledo 43614

Hamilton Co. • 2 sessions
April 15 • 10 a.m. & 3 p.m.
Holiday Inn
4501 Eastgate Blvd.
Cincinnati 45245

Hancock Co. • 2 sessions
April 23 • 10 a.m. & 3 p.m.
Findlay Inn &
Conference Center
200 E. Main Cross St.
Findlay 45840

Athens Co. • 2 sessions
April 30 • 10 a.m. & 3 p.m.
Athens University Inn
331 Richland Ave.
Athens 45701

Volunteer trainings 2014

Refresher training

Lucas Co. • April 10

9 a.m. - 12 noon
Area Office on Aging NW Ohio
2155 Arlington Ave.
Toledo 43609

Fairfield Co. • May 13 (2 sessions)

9 a.m. - 12 noon **or** 1 pm - 3 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

Huron Co. • July 15

9 a.m. - 12 noon
Fisher-Titus Medical Center
272 Benedict Ave.
Norwalk 44857

Full training

Hamilton Co. • Starts May 6

May 6, 13, 20, 27 & June 27
9 a.m. - 3 p.m.
Mayerson JCC
8485 Ridge Rd.
Cincinnati 45236

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

*See all scheduled OSHIIP training sessions & 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 Fraud — With Anne Fredrickson of Pro Seniors, Inc. / Ohio Senior Medicare Patrol

Wednesday, April 9, 10 a.m. & 2 p.m.

Reserve your spot now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/356739512>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/185631448>

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

Our progress as of March 26, 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: 4/1/13 - 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



ODI
Ohio Department
of Insurance

John R. Kasich
Governor

Mary Taylor
Lt. Governor / Director