

# OSHIIP News

AUGUST  
2013

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

First Official Event is August 30

## *Gearing up for Medicare Check-Up season*

If you're a newer OSHIIP volunteer, you'll recall your trainer mentioning the events we sponsor each fall known as Check-Ups. If you've been with us for a while, you know Check-Ups are learning and counseling sessions for consumers, held in every Ohio county to coincide with Medicare's Annual Enrollment Period (AEP). The AEP runs Oct. 15 - Dec. 7, and beneficiaries can use the period to choose Medicare drug and / or health coverage for next year.

Medicare's AEP is a busy time for all things OSHIIP! Calls to 1-800-686-1578, the OSHIIP consumer hotline, increase exponentially. OSHIIP trainers are on the road most every day as they lead Check-Up events in their counties of responsibility.

***We're getting ready!*** To gear up for AEP 2013, OSHIIP is bringing on board a total of 15 extra people. Most of these additional folks will answer consumer phone calls; the others will travel the state with the trainers and be on-site at Check-Up events.

Every county will host at least one Check-Up, so consider attending when we come to a location near you! Your attendance helps you recertify as an OSHIIP volunteer for next year. Plus, we can use your assistance and expertise!

In general, for events taking place before Oct. 15, we offer a Medicare educational presentation. Counseling, including medicare.gov plan comparisons, are available at most events on or after Oct. 15. We'll publish the complete list soon. Watch for our weekly email messages and the next few issues of this newsletter.

### ***August Check-Up Event:***

*Noble County — Caldwell  
Friday, August 30  
10 a.m. - 1 p.m.  
Noble County Fairgrounds  
Community Center  
1 Fairgrounds Road*



**Mary Taylor**  
Lt. Governor /  
Director



**ODI**  
Ohio Department  
of Insurance

## Medicare Ambulance Coverage

### **News You Can Use**

In general, Medicare pays for ambulance rides when the ride is medically necessary. As described below, other situations may be covered too.

**Q:** I called an ambulance in order to get to the hospital. Does Medicare pay for the ambulance ride and services?

**A:** Yes, Medicare covers emergency ambulance services, as long as the ambulance service is medically necessary.

Keep in mind that Medicare considers the event to be an emergency when your health appears to be in serious danger and every second counts to prevent your health from getting worse.

If you need to be taken to the hospital due to a medical emergency, Medicare will cover your ambulance ride to the nearest appropriate hospital, as well as any medical services you receive while you are in the ambulance.

If you need to be taken to a hospital or facility for non-emergency medical services, Medicare will cover only your ambulance ride, but only on rare occasions. Medicare may cover non-emergency ambulance services if:

- You are unable to get up from your bed without help, unable to walk and unable to sit in a chair or wheelchair; or
- You need medical services that are only available in an ambulance and all other forms of transport could harm your health.

For example, Medicare may cover non-emergency ambulance rides to and from a dialysis facility for someone who has kidney failure and needs medical services that can only be provided during the ambulance ride. Also, a doctor must confirm that the ambulance service is medically necessary in order for Medicare to cover a non-emergency ambulance ride.

It is important to know that lack of access to other forms of transportation alone does not mean Medicare will cover your ambulance services.

It's also important to note that Medicare never pays for ambulance services, which are non-emergency transportation services for people with disabilities.

If you have Original Medicare and the ambulance ride is covered, Medicare will pay 80 per cent of its approved amount for the ambulance service.

You or your supplemental insurance policy would be responsible for the remaining 20 per cent. Ambulance providers must accept Medicare assignment, meaning they must accept the Medicare-approved amount as payment in full.

If you have a Medicare Advantage plan, coverage may work differently. Please contact your plan directly to learn how ambulance services are covered under the plan.

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

## Volunteer Feature

# *For Dayton's Carmen Gordley, helping others is a way of life*

OSHIIP Volunteer Carmen Gordley works daily to help local people pay for their prescriptions.

Her office at Unified Health Solutions (UHS) in Dayton is home to an assistance program available to people who live in Montgomery, Greene and Preble counties.

"We can help seniors (age 60+) up to three times in a year," said Carmen.

Funded by the Montgomery County Human Service Levy and United Way, the program won't cover every medication, but often pays 100% of the copayments for those who qualify for the help.

To be eligible, applicants must meet financial guidelines and live in one of the three counties served.

Thanks to her position with UHS, Carmen gets abundant opportunities to meet and help OSHIIP clients. Carmen reported 461 client contacts in 2012 at [shipnpr.shiptalk.org](http://shipnpr.shiptalk.org) — our federal reporting site.

The program can make all the drug copays for people on Medicare and provide help in the donut hole. Carmen makes sure to cover every base with her Medicare clients.

"When it's a person on Medicare who comes in for our assistance," she said, "I always ask if there are any questions about Medicare or Medicaid."

The agency's Medicare clients represent about 50% of all people helped by the drug assistance program. So the work Carmen

does on OSHIIP's behalf is only about half of her workload at UHS. When reporting separately to her agency and program, she includes her Medicare contacts.



***Carmen Gordley is a lifelong resident of Montgomery Co.***

Her work with our clients earned Carmen an OSHIIP Volunteer of the Year nomination, supplied by the person who knows the quality of her work best: Jeff Dixon, Director of the UHS prescription program.

"The program is successful because of Mr. Dixon," Carmen said. UHS has been offering this help with drug costs for 20 years.

She enjoys her work. The job allows her to be out in the community, meeting people face-to-face.

Carmen said, "I love talking to folks one-on-one and they love to talk too!"

She is able to assist hundreds, but for Carmen, the occasional case when there's no help for her client can be difficult.

"Giving bad news is hard," she said. "So many people live on fixed incomes. There's no gratification when the available coverage can't meet a client's needs."

Carmen lives in Dayton with her husband of 30 years, Michael. They care for an animal menagerie that includes a dog, a cat and a Cockatiel.

Carmen, thank you for all you do for OSHIIP! Thanks, too, to Unified Health Solutions for your support of our program.

# New Crew



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

## Allen Co.

Pam Fitzgerald  
Carol McSwiney

## Ashtabula Co.

Erica Sodee

## Clermont Co.

Lesley Zugelter

## Columbiana Co.

Alice McCluskey  
Ragan Starcher

## Cuyahoga Co.

Barbara Belovich

## Geauga Co.

Silvana Kostura  
Maggie Stukbauer

## Hancock Co.

Richard L. Hall  
Angel Torrez

## Henry Co.

Jan Heddaeus  
Paul Heddaeus

## Medina Co.

Sean Parker

## Lake Co.

Christine Armour  
Jean Brush  
Larry E. Harris  
Erica Hufgard  
Jean King  
Larry Maurer  
Angeline Miller  
Patricia Price  
Tracey Schveder  
Marlaina Tucci

## Monroe Co.

Monica Spittler

## Wood Co.

Jennifer Short

## Lucas Co.

Susan Bell  
Tracy Brenizer  
Adrienne Castellanos  
Diana L. Croley  
Kim Crosby  
Deb Damschroder  
Bonnie Edinger  
Kristina Ervin  
Linda Honold  
Gerri Jacobs  
Janet Martin  
Joyce Moran  
Marcia Roby  
Jennifer Wagner  
Louis Wilson

## staff spotlight



*Kendra Burford*

### *Kendra (Thompson) Burford, OSHIIP Trainer*

I have been a trainer with OSHIIP since 2004. I jumped right in helping beneficiaries with the initial Part D Open Enrollment period in 2006 and never looked back.

My favorite part of being with OSHIIP is getting to work closely with all our wonderful volunteers. OSHIIP has such important work to do, and our volunteers are the ones that make it all possible. Thank you for helping us achieve our goals.

Outside of work, I got married in June and like to spend as much time with family and friends as possible. I love cooking (brunch is my specialty) and exploring the outdoors with my husband Dan, our bikes and our dog.

# 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					
Get a Unique ID	Becky Sells	becky.sells@insurance.ohio.gov	614 / 644-3376		
Replace your certificate					
Add an OSHIIP site					
Reimbursement for mileage / overnight stays					
Talk to a Trainer	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
Order publications	Ron Pokorny	ron.pokorny@insurance.ohio.gov	614 / 728-1287		
Order forms			1-888-686-8657 (option 1)		

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



**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: oshiipmail@insurance.ohio.gov*

Updated July 2013

Please note: this list is always current at

[http://insurance.ohio.gov/Consumer/OSHIIP/Documents/vol\\_guide\\_to\\_who\\_is\\_who.pdf](http://insurance.ohio.gov/Consumer/OSHIIP/Documents/vol_guide_to_who_is_who.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!

### Medicare 101

#### **Columbiana Co. • East Liverpool**

Aug. 6, 6 p.m. - 7:30 p.m.  
Dawson Funeral Home  
215 W. 5th St.

#### **Clark Co. • Springfield**

Aug. 7, 10 a.m. - 11 a.m.  
Opportunities Gardens  
1275 S. Plum St.

#### **Union Co. • Marysville**

Aug. 7, 2 p.m. - 3 p.m.  
Helen W. Evans Apartments  
821 Millcrest Dr.

#### **Highland Co. • Hillsboro**

Aug. 20, 11:45 a.m. - 1:30 p.m.  
Poderosa Conference Cntr.  
545 S. High St.

#### **Portage Co. • Ravenna**

Aug. 20, 1 p.m. - 2 p.m.  
Bryn Mawr Apartments  
171 Bryn Mawr St.

#### **Stark Co. • Canton**

Aug. 20, 9 a.m. - 11 a.m.  
Mercy Medical Center  
Mercy Hall Auditorium  
1320 Mercy Dr. NW

#### **Franklin Co. • Columbus**

Aug. 22, 10 a.m. - 12 noon  
Wexner Heritage Village  
1151 College Ave.

### Health Fair

#### **Putnam Co. • Glandorf Senior Expo**

Aug. 16, 8:30 a.m. - 1 p.m.  
Glandorf Parish Center  
(Old Glandorf Grade School)  
103 N. Main Street

### 1-on-1 Counseling

#### **Cuyahoga Co. • Strongsville**

Aug. 7, 10 a.m. - 2 p.m.  
Ehrnfelt Senior Center  
18100 Royalton Rd.

#### **Erie Co. • Vermillion**

Aug. 7, 11 a.m. - 2 p.m.  
Ritter Public Library  
5680 Liberty Ave.

#### **Stark Co. • New Philadelphia**

Aug. 22, 9 a.m. - 3 p.m.  
STAT Care of Tuscarawas Co.  
1031 W. High Ave.

### Welcome to Medicare

#### **Delaware Co. • Delaware**

Aug. 14, 10 a.m. - 12 noon  
Council for Older Adults  
800 Cheshire Rd.

#### **Franklin Co. • Columbus**

Aug. 14, 5:30 p.m. - 7 p.m.  
COAAA  
174 E. Long St.

#### **Delaware Co. • Delaware**

Aug. 28, 6 p.m. - 7:30 p.m.  
Council for Older Adults  
800 Cheshire Rd.

### Medicare Check-Up Day

#### **Noble Co. • Caldwell**

Aug. 30, 10 a.m. - 1 p.m.  
Noble Co. Fairgrounds  
Community Center  
1 Fairgrounds Rd.

## Scheduled training sessions for 2013

### Refresher training

#### **Tuscarawas Co. - Dover**

August 1; 9 a.m. - 12 noon  
Tuscarawas Senior Center  
425 Prospect St.

#### **Harrison Co. - Cadiz**

August 19; 10 a.m. - 1 p.m.  
Harrison Community Hospital  
Resource Center  
951 E. Market St.

#### **Cuyahoga Co. - Rocky River**

August 21; 9 a.m. - 12 noon  
Rocky River Senior Center  
21014 Hilliard Blvd.

#### **Logan Co. - Bellefontaine**

August 21; 9 a.m. - 12 noon  
Heartland of Bellefontaine  
221 N. School St.

#### **Jefferson Co. - Steubenville**

August 22; 9 a.m. - 12 noon  
Prime Time Senior Center  
300 Lovers Ln.

#### **Adams Co. - West Union**

August 27; 1 p.m. - 4 p.m.  
Adams Co. Senior Citizens  
210 N. Wilson Dr.

### Refresher training

#### **Geauga Co. - Chardon**

August 27; 9 a.m. - 12 noon  
Geauga Co. Dept. of Aging  
12555 Ravenwood Dr.

#### **Mercer Co. - Celina**

August 27; 9 a.m. - 12 noon  
Mercer Co. Council on Aging  
217 Riley St.

#### **Greene Co. - Xenia**

August 28; 9 a.m. - 12 noon  
Greene Co. Council on Aging  
140-A Rogers St.

#### **Columbiana Co. - Columbiana**

August 29; 10 a.m. - 1 p.m.  
Harmony Village  
901 S. Main St.

#### **Muskingum Co. - Zanesville**

August 29; 9 a.m. - 12 noon  
Genesis Healthplex  
2800 Maple Ave.

#### **Shelby Co. - Sidney**

Sept. 4; 9 a.m. - 12 noon  
Sidney-Shelby Co. Sr. Cntr.  
304 South West Ave.

### Refresher training

#### **Athens Co. - Athens**

Sept. 9; 10 a.m. - 1 p.m.  
United Seniors of Athens  
701 E. State St.

#### **Lake Co. - Mentor**

Sept. 10; 9:30 a.m. - 12:30 p.m.  
Lake Co. Council on Aging  
8520 East Ave.

#### **Montgomery Co. - Vandalia**

Sept. 10; 9 a.m. - 12 noon  
Vandalia Senior Center  
21 Tionda Dr. South

#### **Hamilton Co. - Cincinnati**

Sept. 11; 9 a.m. - 12 noon  
SW Council on Aging  
175 Tri-County Pkwy.

#### **Allen Co. - Lima**

Sept. 12; 9 a.m. - 12 noon  
Allen Co. Council on Aging  
215 N. Central Ave.

#### **Franklin Co. - Columbus**

Sept. 12; 9 a.m. - 12 noon  
Wexner Heritage Village  
1151 College Ave.

See all scheduled OSHIP training sessions & register for training at:

[https://secured.insurance.ohio.gov/ConsumerApps/OSHIP\\_Train\\_Reg/training\\_reg.aspx](https://secured.insurance.ohio.gov/ConsumerApps/OSHIP_Train_Reg/training_reg.aspx)

## Webinar training

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

#### **Social Security Administration Update**

Thursday, August 8: 10 a.m. and 2 p.m.

**Reserve your seat now!**

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/458083840>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/280868913>

Call 1-877-820-7831

Passcode: 896960

#### **Plan Finder at medicare.gov with Jay Dobbs of the CMS Plan Finder Team**

Thursday, Sept. 12: 2 p.m. - 3 p.m.

**Reserve your seat now!**

To join this session:

<https://www1.gotomeeting.com/register/507530400>

## How to get credit for Medicare plan enrollments

Attn: Volunteers! You can give OSHIIP credit every time you enroll a client online for a Part D or Medicare Advantage plan. On the Personal Information Page, click the watermark above and to the right of the field where the client's name and address are entered. This watermark is in the form of the U.S. Health & Human Services logo (shown here).



Select Ohio from the drop-down list of states on the next page, then enter OSHIIP's ten-digit code in the box labeled Agent ID: **6146861578**.

Let's get Ohio on the map! Thank you!

## How to contact OSHIIP:



**OSHIIP**  
Answers to your  
Medicare questions

- Call 1-888-686-VOLS (686-8657)
- Fax to: (614) 752-0740
- email to [oshiipmail@insurance.ohio.gov](mailto:oshiipmail@insurance.ohio.gov)



LOCAL HELP FOR PEOPLE WITH MEDICARE

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**ODI**  
Ohio Department  
of Insurance

John R. Kasich  
Governor

Mary Taylor  
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