

# OSHIIP News

FEBRUARY  
2015

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

## *In Fond Remembrance: OSHIIP's Ron Pokorny*



The OSHIIP family lost one of its own early this year. Ron Pokorny, an employee at the Ohio Department of Insurance and OSHIIP since 1996, passed away unexpectedly on Jan. 9. Ron was a sweet, gentle voice helping Ohioans with Medicare. He was also a talented and dedicated writer, designer and publications manager who assisted OSHIIP volunteers any way he could.

Not all of you, of course, knew Ron, so we wanted to share more with you about him. Smart and quick-witted, Ron, a native of Cuyahoga County, had a wonderful laugh and a stride that was full of purpose. He loved his girlfriend and other family – definitely including his cats – and his Cleveland sports teams more than anything.

For OSHIIP, Ron composed this newsletter and our weekly emails and he was proud of his role keeping you informed. He also served as your contact for OSHIIP printed materials, including consumer guides, brochures, business cards, and other work tools. In the 20 years before taking this position, Ron was a journalist in Putnam County. He switched things up and moved into graphic design and media buying for a Columbus clothing retailer, before a successful print advertising sales career.

He always said his favorite thing about working for OSHIIP was the chance it gave him to help both volunteers and clients one-on-one. Ron loved working for OSHIIP and the OSHIIP volunteers. The out-pouring of the condolences from all of you have been amazing. Ron would be over joyed with such heartfelt sentiment so many of you have expressed towards him. Thank you.

*Continued next page* ⇨



**Mary Taylor**  
Lt. Governor /  
Director



**ODI**  
Ohio Department  
of Insurance

## *In Fond Remembrance: OSHIIP's Ron Pokorny ... Cont'd.*

*~ "I am so sorry to hear this news. He was such a wonderful person. Please know that you are all in my prayers."*

~ "We will say prayers for Ron's family for strength.....sorry for your loss, Ron always was there to help."

~ "Oh, so sorry to hear this very sad news. Ron was such a kind man – and so helpful to us. We are stunned and sorrowful to hear."

~ "I'm still trying to wrap my head around this. We lost a really wonderful person today."

~ "I e-mailed him somewhat regularly, he was so helpful. I am shocked beyond words."

~ "What a tragic loss. Words can not express the sadness in receiving this news. Ron Pokorny was a friend to the volunteers and will be deeply missed."

~ "He was a really dedicated and kind person. "

~ "While I had never met Ron, I have emailed him several times and he was always so helpful and cheerful sounding! He was always quick to respond and eager to help."

~ "Yes, I'll truly miss him."

~ "I am so sorry. What a huge loss and a good man."

~ "WOW What a shock! What a hole this will leave in the OSHIIP staff. I have good memories of time spent with Ron during my OVAB stint & on the phone ordering supplies, etc."

~ "My heart and prayers are with his family, friends and all of you with ODI. He was truly a great guy and will be missed. My deepest sympathies are with you all."

~ " I am so sorry for all of you guys. In the short bit of time at the OSHIIP Training, he even made an impression on me."

~ "Ron will be greatly missed!"

*This is just a small sample of the huge outpouring of comments OSHIIP recieved. So many more kind words and sentiments were shared with Ron's loved ones.*

## *Send us your nominations for the 2014 Volunteer, Coordinator, & Rookie of the Year*

We love this time of year! (*Hint: It's not the snow and freezing temperatures that get us going.*) The reason? Now is when we take time to recognize outstanding OSHIIP volunteers by accepting nominations for Volunteer, Coordinator, and Rookie of the Year for 2014. We invite you to nominate an associate for each of these three awards. We're looking for those who go above and beyond helping people in Ohio covered by Medicare. For your convenience, a nomination form is provided on page 4.

Nominees must be in good standing with OSHIIP, be up to date on training and actively report. Volunteer and Coordinator of the Year nominees must have at least two years of OSHIIP service. Rookie of the Year nominees must have been with OSHIIP for less than two years.

Include the reasons your nominees deserve the award plus any additional information relevant to their OSHIIP service. The home office will gather any necessary reporting and training information.

This year's selection committee includes OSHIIP Director Chris Reeg, one OSHIIP Trainer, one OSHIIP Hotline Analyst and one member of the OSHIIP Volunteer Advisory Board (OVAB).

Send your nominations to [rebecca.hayward@insurance.ohio.gov](mailto:rebecca.hayward@insurance.ohio.gov) or complete the form below and mail or fax it to OSHIIP Outreach Specialist Becky Hayward. Nominations are due by Sunday, March 16, 2015.

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*~ Use the handy form on page 4 to nominate your choices ~*

*~ Thank you for all you do for OSHIIP ~*



**OSHIIP**  
Answers to your  
Medicare questions

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## ***2014 OSHIIP Volunteer, Coordinator, and Rookie of the Year Nomination Form***

Nominee name: \_\_\_\_\_

Nominee county: \_\_\_\_\_

Nominee category: \_\_\_\_\_

Why do you feel the above person should be the volunteer/coordinator/  
rookie of the year for 2014 for OSHIIP?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How has this person helped Medicare beneficiaries in their community?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What attributes make this person an exceptional candidate?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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*Feel free to use extra paper to add stories, examples & quotes! Return by March 16.*

*Mail: Becky Hayward  
Ohio Dept. of Insurance  
50 W. Town St. - 3rd floor  
Columbus OH 43215  
Email: [rebecca.hayward@insurance.ohio.gov](mailto:rebecca.hayward@insurance.ohio.gov)  
Fax: Becky Hayward at (614) 752-0740*

## Volunteer Feature

### *A Caregivers SHIP Journey*

Hamilton County volunteer Ann Sutton Burke was introduced to OSHIIP while seeking Medicare assistance for her own mother. She calls this her “caregiving journey.” After meeting with Hamilton County coordinator Charlotte Pieples, who she said, “Was amazing!” Ann asked how Charlotte knew so much about Medicare. “She had all this information in her head... at her fingertips, all these resources. I asked her how she learned this.” Soon after that counseling session, Ann signed up for the OSHIIP New Volunteer Training.

Ann has been an OSHIIP volunteer since 2012, and her agency Jewish Family Service (JFS), is an OSHIIP site. “It is a positive partnership in many ways. It is a good thing for JFS and for our clients.” In addition to Ann, six of her staff members are also trained OSHIIP volunteers. Stephanie Aronhalt is on the OVAB as well.

“For me, the whole Medicare insurance piece is so complex. It is alphabet soup,” says Ann. “The great thing about OSHIIP is we can boil it down and help people make sense of it all. I tell folks, we can figure it out together. It is great when I can help someone understand.”

The OSHIIP and JFS site partnership is also valuable. She recalls helping a couple who contacted Jewish Family Service because they saw that JFS was an OSHIIP site. They asked if they could get assistance even if they were not Jewish as their facility was near their house. Ann absolutely welcomed them and was able to

assist with their issue with the help of the OSHIIP volunteer hotline, and saved them money! A great OSHIIP team effort!

Ann’s caregiving journey also took her to the Illinois SHIP. Since she was an OSHIIP volunteer, she knew Illinois had a similar office. Her mother lived in Springfield, the state capital, so she went to the SHIP offices and had a face to face visit with the Illinois SHIP Assistant Director. “She was so helpful! It was such a blessing to know this kind of help is available across the country, and there in a time of need.”

Ann has been in the field of geriatrics for more than 30 years – spending the last 11 at Jewish Family Service in Cincinnati currently as Director of Aging and Caregiver Services. The Aging and Caregiver Services program at JFS was created to help older adults maintain

their independence and enhance their involvement with their family and their community.

Jewish Family Service is a great OSHIIP partner. They will be hosting the Hamilton County regional March 19. Click [here](#) to register for training.

Ann has two grown children and is presently busy planning her daughter’s upcoming wedding.

Thank you Ann and Thank you Jewish Family Service for all you do for OSHIIP!

If you have a volunteer you would like featured in the OSHIIP newsletter, please contact Becky Hayward at [Rebecca.hayward@insurance.ohio.gov](mailto:Rebecca.hayward@insurance.ohio.gov).



*Ann Sutton Burke*

## New Crew



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

### Cuyahoga Co.

Adrienne Price

### Scioto Co.

Carol Bentley  
Pamela Hutchinson

### Logan Co.

Leann Thornton

### Mahoning Co.

Deborah Hale

## 2015 OSHIIP Regional Training Events

OSHIIP Regionals provide annual updates on Medicare and OSHIIP, plus feature subject matter experts from MyCare Ohio, Social Security, ProSeniors, and more. Attendance satisfies your training recertification criteria, and we offer mileage reimbursement for your travel. Lunch is being sponsored at each Regional, thanks to Pro Seniors, Inc. We encourage all OSHIIP volunteers to attend a Regional training event. Register now to get all the important 2015 information you need early in the year. [Click here to register.](#)

Franklin County  
2/26  
9-4  
State Library of Ohio  
274 E 1st Ave  
Columbus 43201

Washington County  
3/12  
9-4  
Area Agency on Aging 8  
1400 Pike Street  
Marietta 45750

Lucas County  
3/17  
9-4  
AAA NW Ohio Inc.  
2155 Arlington Ave.  
Toledo 43609

Hamilton County  
3/19  
9-4  
Jewish Family Service  
8487 Ridge Rd  
Cincinnati 45236

Montgomery County  
3/20  
9-4  
Vandalia Senior Center  
21 Tionda Dr S  
Vandalia 45337

Cuyahoga County  
3/25  
9-4  
Solon Senior Center  
35000 Portz Parkway  
Solon 44139

Stark County  
3/31  
9-4  
Mercy Medical Center  
Mercy Auditorium  
1320 Mercy Dr  
Canton 43604

## Medicare & Home Health Services

### News You Can Use

Medicare's rules about paying for home health care services change from time to time. Below we summarize the way coverage currently works.

Home health care is care provided to you at home in order to treat an illness or injury. Medicare pays for home health care services, but only under specific circumstances. **Medicare will pay for home health care only when all four of these requirements are met:**

1. You are homebound. This means you need the help of another person or equipment to leave your home, and it is extremely difficult to do so.
2. You require skilled care on an intermittent basis, such as 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 must state that you have a plan of care that 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 that you receive in your home. The Medicare home health care benefit will cover skilled nursing care, which are services and care that can be performed safely and effectively

only by a licensed nurse, such as injections or wound care. The home health benefit will also cover skilled therapy services like physical, speech, or occupational therapy.

Note that if you need occupational therapy only, you will not qualify for Medicare's home health care benefit. However, if you qualify for Medicare home health care on another basis, you can get occupational therapy as well.

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

You will continue to receive home health care for as long as you qualify for the benefit. But 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; a face-to-face meeting is required only when your plan of care is first developed.

Under Original Medicare, the traditional Medicare program administered directly through the federal government, Medicare pays the full cost of home health care.

Medicare Advantage plans must follow the same rules as Original Medicare for providing your care, but these plans may have different costs and restrictions for home health care. Contact your plan directly to learn more about your plan's coverage of home health care and its network of home health care providers.

## ***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. • 2 sessions**

**Feb. 11 • 10 a.m.**

**Feb. 25 • 6 p.m.**

Council for Older Adults  
800 Cheshire Rd.  
Delaware 43015

#### **Franklin Co.**

**Feb. 11 • 5:30 p.m.**

Central Ohio Area Agency on Aging  
174 E. Long St.  
Columbus 43215

*Want to help at this event?  
RSVP to 614-645-8557.*

### ***1-on-1 Counseling***

#### **Cuyahoga Co. • Feb. 25**

Ehrnfelt Senior Center  
18100 Royalton Rd.  
Strongsville 44136

*Counseling by appointment only.  
Call Sheena, 440-580-3276.*

### ***Medicare 101 for PERI\****

#### **Summit Co.**

**Feb. 3 • 12 noon**

Tangier Banquet & Party Center  
532 W. Market St.  
Akron 44303

#### **Hardin Co.**

**Feb. 6 • 10:30 am**

Hardin County Sheriff's Office  
1025 S. Main St.  
Kenton 43326

#### **Adams Co.**

**March 10 • 10 am**

Adams Co. Job & Family Services  
482 Rice Rd.  
West Union 45693

#### **Huron Co.**

**March 10 • 11:30 am**

Norwalk Eagles Club  
151 Cline St.  
Norwalk 44857

*\*P.E.R.I. is Public Employee Retirees, Inc., the political action association for OPERS retirees.*

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### ***OPERS Connector Readiness — Each date has multiple sessions***

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#### **Athens Co. • Feb. 11**

2 sessions: 10 a.m., 2 p.m. & 6 p.m.  
Ohio University Inn  
331 Richland Ave.  
Athens 45701

#### **Muskingum Co. • Feb. 25**

2 sessions: 10 a.m., 2 p.m. & 6 p.m.  
Muskingum County Welcome Center  
205 N. 5th St.  
Zanesville 43701

#### **Montgomery Co. • March 11**

3 sessions: 10 a.m., 2 p.m. & 6 p.m.  
Hilton Garden Inn  
3520 Pentagon Blvd.  
Beavercreek 45431

#### **Hamilton Co. • March 25**

2 sessions: 10 a.m. & 2 p.m.  
Holiday Inn - Eastgate  
4501 Eastgate Blvd.  
Cincinnati 45245

## Volunteer trainings for 2015

### Refresher training

#### **Lucas Co. • April 14**

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

#### **Huron Co. • July 21**

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

#### **Franklin Co. • August 6**

1 p.m. - 4 p.m.  
Wexner Heritage Village  
1151 College Ave.  
Columbus 43209

#### **Delaware Co. • August 20**

9 a.m. - 12 noon  
Council for Older Adults  
800 Cheshire Rd.  
Delaware 43015

### Complete training

#### **Franklin Co. • Starts Feb. 5**

Feb. 5, 12, 19, & 26  
9 a.m. - 3 p.m.  
State Library of Ohio  
274 E. 1st St., Columbus 43201

#### **Stark Co. • Starts April 7**

April 7, 14, 21, 28 & May 28  
9 a.m. - 3 p.m.  
Mercy Hospital - Mercy Hall  
1320 Mercy Dr NW, Canton 44708

#### **Lucas Co. • Starts June 2**

June 2, 9, 16, 23 & July 28  
9 a.m. - 3 p.m.  
AAA of NW Ohio  
2155 Arlington Ave., Toledo 43609

#### **Franklin Co. • Starts June 4**

June 4, 11, 18, 25 & Aug. 6  
9 a.m. - 3 p.m.  
Wexner Heritage Village  
1151 College Ave., Columbus 43209

Register for all face-to-face training at:

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

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### Webinar training

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

**Call 1-877-820-7831 • Enter passcode 896960**

#### **Medicare Part B Review**

Wednesday, February 18, 10 a.m. & 2 p.m.

To join the 10 a.m. session:

<https://attendee.gotowebinar.com/register/5157751134671894273>

To join the 2 p.m. session:

<https://attendee.gotowebinar.com/register/3811522291762538753>

#### **Welcome to Medicare — Open to the public; invite your clients**

*No phone number to call... simply listen through your computer speakers*

Monday, March 16, 6 p.m.

To join: <https://attendee.gotowebinar.com/register/7481310574742094082>

➡ *More webinar links may appear in OSHIIP's Weekly Email. Our Weekly arrives most Fridays and takes only minutes to read. Check it out. [Read our recent posts.](#)*

