

OSHIIP News

OCTOBER
2012

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

We Improve in National Rankings!

Congratulations to OSHIIP; Thanks to You!

In the past year OSHIIP headquarters has campaigned regularly for all volunteers and staff to report every contact we make.

Recently we requested that you submit and / or enter all of your outstanding client contacts for the federal fiscal year that ended June 30.

***You responded! The result: OSHIIP moved up
14 spots in CMS' national report rankings!***

And, as a further result of your fine efforts, OSHIIP has received additional funding through a Performance Award.

This award will be used for training opportunities, county resources, and reporting support. We'll be sure to share more of our outreach plans with you in future issues of this newsletter.

Remember: The best way to report is by entering your own data directly at the national website (<https://shipnpr.shiptalk.org/>). By doing this, you control your own reporting. You can also send us your completed Client Contact Form (CCF), Public and Media Form (PAM), the EZ version of either form, or the Bulk CCF. The headquarters crew is happy to enter the contacts you report!



Mary Taylor
Lt. Governor /
Director



ODI
Ohio Department
of Insurance

News You Can Use

Ohio's Best Rx is a prescription drug discount card program designed to lower the cost of prescriptions for all Ohio residents. Ohio residents who qualify based on age or income status are eligible to receive additional savings: age 60 and over or any age with incomes less than 300% of the federal poverty level. Originally designed for Ohio residents who qualified based on age or income status, the program was expanded in 2012 to include all Ohio residents. Its three key objectives are listed below.

- Maximize individual, pharmacy, and manufacturer participation
- Maximize savings for Ohio consumers
- Provide services with efficiency and accountability

How do I sign up for Ohio's Best Rx?

Enroll at www.OhioBestRx.com or by telephone at 1-866-923-7879 (TTY Users may dial 711 for relay service) or by mailing in an enrollment form. It costs nothing to enroll.

What are the current income levels to qualify for people under age 60?

Eligibility is based on 300% of the federal poverty level. The current limits are shown here:

- Individual: \$33,510
- Family of two: \$45,390
- Family of four: \$69,150

How much can I expect to save with Ohio's Best Rx?

The discount on prescriptions and savings vary, but overall savings average 40%. You'll always pay the lower price: Ohio's Best Rx price or the pharmacy's usual & customary price.

Is there a discount on every medication? What about diabetic supplies?

Ohio's Best Rx offers discounts on virtually every brand and generic prescription medication. And it provides discounts on diabetic supplies such as test strips, syringes and glucose monitors, as long as you have a prescription from your doctor.

Where can I use my Ohio's Best Rx card?

Your Ohio's Best Rx card can be used at more than 2,300 participating pharmacies in Ohio and bordering counties in surrounding states. Each Ohio county has a participating pharmacy. To find a participating pharmacy, go to Ohio's Best Rx website or call the help desk. There is also a mail order option available through Orchard Pharmaceutical Services. Outside Ohio, the card can be used at more than 60,000 participating pharmacies nationwide.

Can Ohio's Best Rx card be used during the donut hole?

If the Part D plan offers no coverage or covers only generics in the gap, Ohio's Best Rx card can be used and any money you spend should count toward the maximum out-of-pocket. Individuals are encouraged to weigh the merits of using the card for discounts vs. getting catastrophic coverage sooner through Part D.

Contact Ohio's Best Rx:

www.OhioBestRx.com

1-866-923-7879 (dial 711 for TTY relay service)

Ohio's Best Rx

PO Box 408

Twinsburg, OH 44087-0408

Volunteer Feature

Stark County's Jay Duckworth drives new clients to OSHIIP

Jay Duckworth of Massillon volunteers with Faith in Action of Western Stark County, providing people with transportation to and from their medical appointments. This volunteer situation led to another.

Once his wife, Linda, joined OSHIIP as a volunteer counselor in 2009, Jay started bringing home the Medicare questions his riders asked. Linda devised a better way to answer such questions: encourage Jay to take our training. He did, and he's been an active OSHIIP volunteer since July 2011.

He also hit the ground running. This year from January through Sept. 25, Jay reported a total of 47 Client Contact Forms (CCFs) for people he now counsels himself.

"I didn't realize how uninformed I was about Medicare," Jay said. "Joining OSHIIP is one of the best things I've ever done."

A retired machinist who grew up in Canton and worked 39 years for the Timken Company, Jay believes in giving back.

"This community gave me a good living and I want to pay it back," he said.

Jay credits his parents for instilling in him a helping attitude. He recalled being in a store at about 5 years-old when his mother gave money to another woman whose child wanted a treat the woman couldn't afford. Jay's father lived to age 93 and once told Jay, "If you want to live as long as I have, you need to help people."

One way Jay helps is by putting himself in the place of the clients he meets. "When I tell new clients about OSHIIP, they open up. OSHIIP can get people to talk."

Many of the people Jay transports through Faith in Action ask him the same question: "Will the doctor bill be paid today?"

Although the majority of these riders have Medicare, many don't have funds to cover a copay. Jay explains our program and talks about ways people with Medicare can save. "I take OSHIIP brochures with me wherever I go," he said.

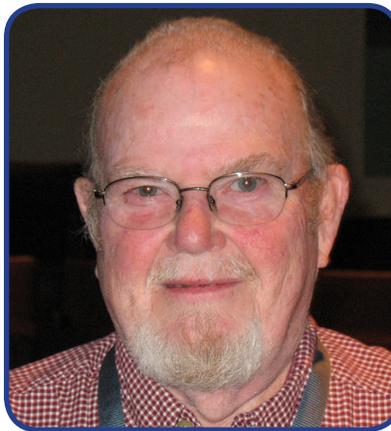
His toughest case was also his most rewarding. After regularly transporting a cancer patient for treatments,

the two developed a genuine bond. When a scheduled vacation took Jay out of Ohio, he let her know that someone else would drive her until he returned. Before he got back, the woman turned sicker; he never saw her again.

Attending the funeral, Jay listened as the client's son delivered a eulogy. Jay heard his name mentioned as someone who had helped make the woman's life better during her last months.

"Meeting her was like God knocking on the door," said Jay.

Thank you, Jay, for being so valuable to the many people who need your help. And, thanks too, to wife Linda for inspiring Jay to come aboard!



*Jay Duckworth
lives by helping others*

Open enrollment starts Oct. 15

Medicare Plan Finder training session

Medicare's training site has test scenarios demonstrating how personalized comparisons work on the Plan Finder. The scenarios below represent different potential combinations of eligibility and coverage for Medicare beneficiaries. Go to <http://training.medicare.gov> and click "Find health and drug plans" on the home page (see illustration, right). Enter the data for each scenario below. Add prescriptions, dosage and frequency to follow the personalized comparison. These are not real people, but the results reflect what a real person with Medicare in the same circumstance will see.



- Mr. Lincoln is currently enrolled in a standalone Medicare Prescription Drug Plan (PDP) he joined last open enrollment.
 - Zip Code: 43220
 - Medicare Number: 888337777C
 - Last name: Lincoln
 - Part A effective date: October 1965
 - Part B effective date: October 1965
 - Date of birth: October 27, 1923
- Ken Berry is enrolled in a standalone Medicare PDP, and receives Supplemental Security Income benefits to help pay for his Medicare prescription drug costs.
 - Zip Code: 36505
 - Medicare Number: 222991111C
 - Last name: Berry
 - Part A effective date: December 1999
 - Date of birth: December 1, 1928
- Beatrice Taylor is enrolled in a Medicare health plan and does not qualify for extra help.
 - Zip Code: 80434
 - Medicare Number: 666555555B
 - Last name: Taylor
 - Part A effective date: November 1998
 - Part B effective date: November 1998
 - Date of birth: November 11, 1944
- Mr. Ford is enrolled in a Medicare PDP. In 2012, he qualified through Social Security for Extra Help in paying for his prescription drug costs.
 - Zip Code: 27043
 - Medicare Number: 777224444B
 - Last name: Ford
 - Part A effective date: December 1989
 - Date of birth: December 25, 1920
- Ron Howard is currently enrolled in Medicare health plan with drug coverage, and receives some Extra Help paying his Medicare prescription drug costs.
 - Zip Code: 27201
 - Medicare Number: 111889999B
 - Last name: Howard
 - Part A effective date: September 2006
 - Part B effective date: September 2006
 - Date of birth: September 11, 1940

New Crew



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

Ashland Co.

Laurie Biddinger

Allen Co.

Kim Waldroup

Auglaize Co.

Renee Homan

Butler Co.

Dale Brown

Champaign Co.

Kellie Lemly

Clark Co.

Linda Jenkins
Sherry Maxel
Berea Thomas

Darke Co.

Lindsey Gehret

Delaware Co.

Michelle Ciotola
Ameila Mazzei
Karen Waltermeyer

Franklin Co.

Renae Cotton
Megan L. Gish
Jennifer Rice

Erie Co.

William Biehl
Bob Daniel
A. Suzanne Hartenfeld
Sandy Kedzierski
Jerry D. Matney
Kiuko Sanders
Ann Schafer
Patricia Stineman
Mary Helen Torrey
S. Erline Trsek

Fairfield Co.

Kristen Knight
Loreal Trammer

Greene Co.

Moira Laughlin
Pegeen Laughlin
Erika B. Mahle
David Scott
Donna Silvert

Hamilton Co.

Tim Sheets

Hocking Co.

Stevie Dalton
Kristen Godby
Debra Sheets

Logan Co.

Judith A. Wical
Kim Yoder

Marion Co.

Julie Doty

Miami Co.

Diana Benson
Sharon Carpenter

Montgomery Co.

Sandra Fuerst
Rosalyn A. Givens
Visa Lee
Kristi Stockslager
Mary D. White

Preble Co.

Shirley Cottingim

Putnam Co.

Tricia Fischer

Richland Co.

Lynn Doan

Shelby Co.

Judy A. Vance

Van Wert Co.

Kevin Matthews
Shellie Rhodes

Medicare Check-Up Days 2012

Here's our complete list of Medicare Check-Up Days for 2012. OSHIIP sponsors these events in every Ohio county to help people evaluate their Part D plan and Medicare health 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 Co. • Nov. 5	Guernsey Co. • Nov. 9	Morrow Co. • Sept. 11
Allen Co. • Oct. 11	Hamilton Co. • Nov. 9	Muskingum Co. • Oct. 11
Ashland Co. • Oct. 16	Hancock Co. • Oct. 1	Noble Co. • Aug. 31
Ashtabula Co. • Oct. 12	Hardin Co. • Oct. 4	Ottawa Co. • Oct. 15
Athens Co. • Oct. 4	Harrison Co. • Nov. 13	Paulding Co. • Oct. 5
Auglaize Co. • Oct. 2 & 5	Henry Co. • Oct. 10	Perry Co. • Oct. 10
Belmont Co. • Oct. 2	Highland Co. • Oct. 1 & 18	Pickaway Co. • Nov. 15
Brown Co. • Nov. 7	Hocking Co. • Nov. 29	Pike Co. • Oct. 22
Butler Co. • Nov. 8	Holmes Co. • Nov. 9	Preble Co. • Nov. 14
Carroll Co. • Oct. 25	Huron Co. • Oct. 25	Portage Co. • Sept. 17
Champaign Co. • Nov. 1	Jackson Co. • Nov. 26	Putnam Co. • Oct. 18
Clark Co. • Oct. 15	Jefferson Co. • Oct. 17	Richland Co. • Nov. 6
Clermont Co. • Nov. 15	Knox Co. Co. • Sept. 21	Ross Co. • Sept. 5, Nov. 16
Clinton Co. • Oct. 12	Lake Co. • Many events: Oct. 10, 15, 16, 19, 24, 25 & 29	Sandusky Co. • Sept. 20 & 25
Columbiana Co. • Nov. 7	Lawrence Co. • Nov. 27	Scioto Co. • Dec. 3
Coshocton Co. • Oct. 12	Licking Co. • Oct. 19	Seneca Co. • Sept. 17
Crawford Co. • Sept. 13	Logan Co. • Nov. 5	Shelby Co. • Sept. 26, Oct. 17
Cuyahoga Co. • Many events: Sept. 25 & 27, Oct. 9 & 16, Nov. 6	Lorain Co. • Oct. 3	Stark Co. • Oct. 30
Darke Co. • Nov. 16	Lucas Co. • Oct. 24	Summit Co. • Nov. 28
Defiance Co. • Oct. 3	Madison Co. • Sept. 24	Trumbull Co. • Oct. 25
Delaware Co. • Oct. 4, Nov. 19	Mahoning Co. • Oct. 29	Tuscarawas Co. • Nov. 14
Erie Co. • Sept. 28	Marion Co. • Oct. 23	Union Co. • Oct. 11
Fairfield Co. • Sept. 28, Oct. 26	Medina Co. • Nov. 2	Van Wert Co. • Oct. 23
Fayette Co. • Oct. 29	Meigs Co. • Oct. 23	Vinton Co. • Dec. 4
Franklin Co. • Oct. 31	Mercer Co. • Oct. 10	Warren Co. • Oct. 30
Fulton Co. • Nov. 13	Miami Co. • Nov. 20	Washington Co. • Oct. 15
Gallia Co. • Oct. 17	Monroe Co. • Oct. 5	Wayne Co. • Nov. 2
Geauga Co. • Oct. 17	Montgomery Co. • Oct. 19, Nov. 13	Williams Co. • Oct. 22
Greene Co. • Oct. 24	Morgan Co. • Oct. 22	Wood Co. • Sept. 27
		Wyandot Co. • Nov. 14

Go to <http://www.insurance.ohio.gov/Consumer/OSHIIP/Documents/MedicareCheckUp.pdf>
for event times and locations. Get the detailed list in printed form...
or a supply of flyers for the event in your county.
Call 1-888-686-8657 (option 1) or email ron.pokorny@insurance.ohio.gov

Webinar training

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

2013 Updates: Plan Finder, Part D, MA Plans

Thursday, Oct. 18; 10 a.m. and 2 p.m.

Reserve your seat now!

To join the 10 a.m. session:

<https://www1.gotomeeting.com/register/139189200>

To join the 2 p.m. session:

<https://www1.gotomeeting.com/register/757827808>

*To attend, please
call 1-877-820-7831
passcode: 896960*

The OSHIIP Road Show:

Volunteers Welcome!

Here's our monthly list of OSHIIP speaking events you can attend. Attendance is voluntary. There's no need to register in advance. Simply inform the trainer you're there before the presentation so you can be introduced. See you there!

Medicare 101

Montgomery Co. - Centerville

Oct. 2, 2 p.m.
Franciscan Center
8100 Provencial Way

Delaware Co. - Delaware

Oct. 4
8 a.m. - 12 noon
Delaware Council for
Older Adults
800 Cheshire Ave.

Lucas Co. - Toledo

Oct. 15
6 p.m. - 7 p.m.
Epiphany Lutheran
Church
915 N. Reynolds Rd.

Stark Co. - Canton

Oct. 24
11 a.m. - 1 p.m.
AHEPA 59 Apartments
2607 Market Ave. N.

Health Fair

Cuyahoga Co. - Solon

Oct. 9, 8:30 a.m. - 11:30 a.m.
Solon Senior Center
35000 Portz Pkwy.

Erie Co. - Sandusky

Oct. 11, 10 a.m. - 2:30 p.m.
Kalahari Water Park
7000 Kalahari Dr.

Franklin Co. - Westerville

Oct. 17, 9 a.m. - 2 p.m.
Otterbein University
1 Campus Center Lounge

Cuyahoga Co. - Cleveland

Oct. 25, 10 a.m. - 12 noon
Deaconess / Kraft
Senior Center
3100 Devonshire Rd.

Cuyahoga Co. -

North Royalton

Oct. 27, 8 a.m. - 12 noon
North Royalton High School
6687 Royalton Rd.

New to Medicare

Cuyahoga Co. - Broadview Hts.

Oct. 4
1:30 a.m. - 1 p.m.
Broadview Hts.
Community Room
9543 Broadview Rd.

Franklin Co. - Columbus

Oct. 10
5:30 p.m. - 7:30 p.m.
Central Ohio Area
Agency on Aging
174 E. Long St.

1-on-1 Counseling

Stark Co. - Canton

Oct. 10
9 a.m. - 3 p.m.
Stark Co. District Library
Mercy Health Center
of North Canton
6200 Whipple Ave.

How's your password?

Last month, most of us were required to set a stronger password in order to report at the CMS national reporting website (shipnpr.shiptalk.org). New guidelines say passwords must:

1. Be 8-32 characters
2. Contain at least 1 capital letter
3. Contain at least 1 numeral
4. Contain at least 1 symbol
5. Not be a word found in the dictionary (even if your combination of letters **only looks** like a word, it might not be accepted)

Questions? Becky Hayward can help! Email rebecca.hayward@insurance.ohio.gov or call 1-888-686-8657 (option 2).



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



LOCAL HELP FOR PEOPLE WITH MEDICARE

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Ohio Department
of Insurance

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Governor

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Lt. Governor / Director