2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

Using New Technologies

Minnesota SMP/SHIP, Nebraska SMP/SHIP, and South Dakota SMP/SHIP

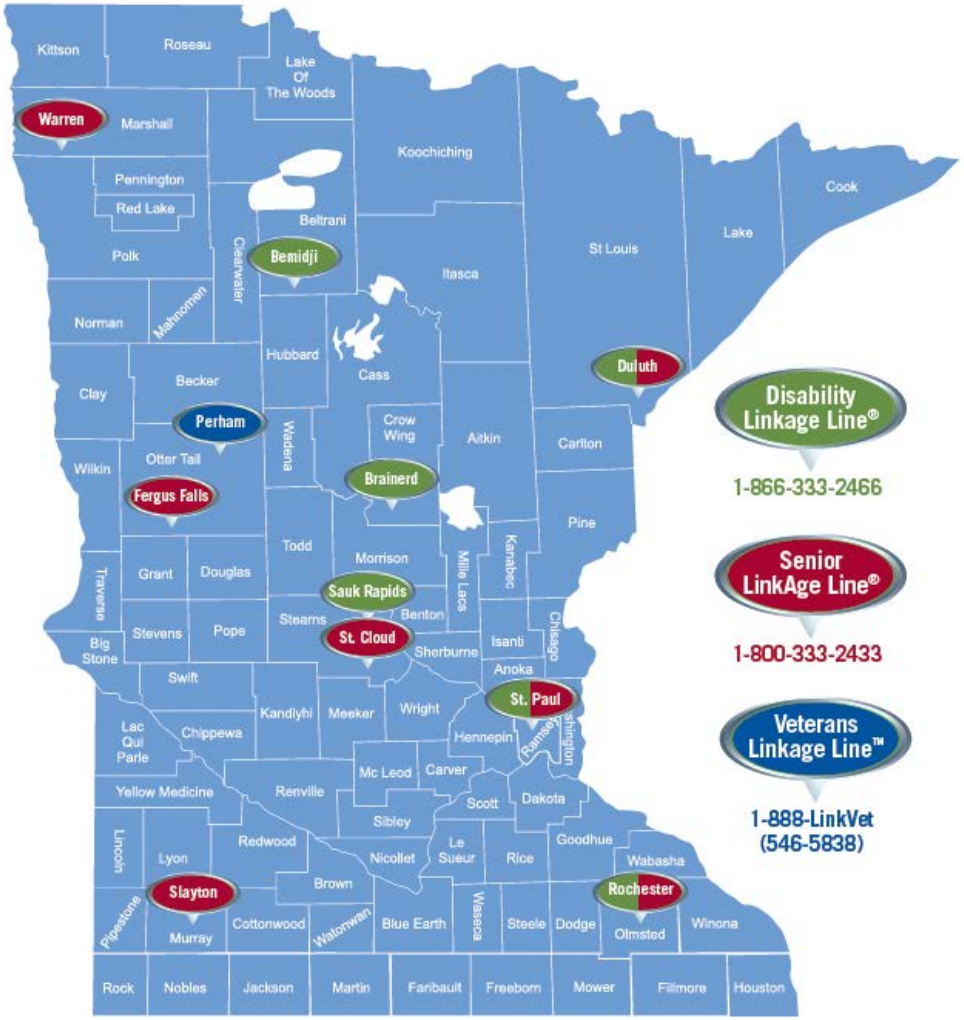
2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

Minnesota's Architecture

How we use technology to maintain security

Senior LinkAge Line®



- **Telephone Assistance**
  - Senior LinkAge Line® (1-800-333-2433)
  - w/ Disability Linkage Line® (1-866-333-2466)
  - w/ Veterans Linkage Line™ (1-888-Linkvet)
- **Face-to-Face Assistance**
  - Through county MNCHOICES
  - Outreach Sites
  - Access Points
- **Online Assistance**
  - www.MinnesotaHelp.info
    - Live Chat and Resource database
  - www.DB101.org
- **Print**
  - *Before a Move: Consider Your Options*
  - *Health Care Choices*
  - *Planning Ahead*
  - *Returning Home booklet*

Why Senior LinkAge Line®?

- Statewide uniformity and branding began in 1999 (see next slide)
- One statewide number to market
- Uses Advanced VoIP technology
- Robust data collection
- Quality assurance efforts
- In-depth, on-going assistance and follow-up
- Over 60 partner organizations

www.health.state.mn.us/ship/

DEPARTMENT OF HEALTH

HOME | TOPICS | ABOUT US

SHIP

- Home
- Quick facts
- Reports
- Strategies
- Success stories
- SHIP communities
- Grantee support

Related Topics

- Breastfeeding
- Early childhood nutrition and physical activity
- Healthy eating
- Obesity
- Physical activity
- Tobacco
- Workplace wellness

Statewide Health Improvement Initiatives

The Statewide Health Improvement Partnership

SHIP: Better health together

SHIP is working to create healthier communities across Minnesota by expanding opportunities for active living, healthy eating and tobacco-free living.

ship statewide health improvement partnership

Good health is created where we live, work, learn and play. Schools, businesses, apartment owners/managers, farmers, community groups, senior organizations, hospitals, clinics, planning entities, Chambers of Commerce, faith communities and many more partners are creating better health together through SHIP all across Minnesota.

- Learn more about SHIP in this infographic (PDF)
- Learn how SHIP is making Minnesota healthier (PDF)
- Learn how SHIP is partnering with Super Bowl LII

Learn more about SHIP

- Map of SHIP community partners across Minnesota (PDF)
- Tribal SHIP Fact Sheet (PDF)
- Dementia Fact Sheet (PDF)
- Local Health Assessment Surveys Fact Sheet (PDF)
- SHIP Focused Evaluation Studies Fact Sheet (PDF)
- SHIP Evaluation Framework Backgrounder (PDF)

Get materials on how SHIP strategies create better health

Share This

Making it Better:

Minnesota's Health Improvement Newsletter

Contact Us:

Health.OSHII@state.mn.us

Google — Minnesota ship

All | News | Images | Maps | Shopping | More | Settings | Tools

About 37,600,000 results (1.20 seconds)

SHIP: Statewide Health Improvement Partnership - Minnesota ...
www.health.state.mn.us/ship/
by Minnesota Dept. of Health - 2016
SHIP logo **SHIP** is working to create healthier communities across **Minnesota** by expanding opportunities for active living, healthy eating and tobacco-free living.
Grantee Support · SHIP Communities · SHIP Strategies · SHIP Reports

SHIP Success Stories - Minnesota Department of Health
www.health.state.mn.us/divs/oshii/ship/about.html
by P Raeker - 2016
Nov 29, 2016 - **SHIP** Success Stories - **Minnesota** Department of Health ... **SHIP** Success Stories. Read some examples of how local communities are creating ...

SHIP - Minnesota Department of Health
www.health.state.mn.us/healthreform/ship/
by P Raeker - 2016
SHIP meeting logo. 2017 Annual **SHIP** Meeting. Mark your calendar! The 2017 Annual **SHIP** meeting will take place July 26-27 at Eagan Community Center.

SHIP Communities - Minnesota Dept. of Health
www.health.state.mn.us/divs/oshii/ship/communities/
by P Raeker - 2017
The Statewide Health Improvement Partnership (**SHIP**) has been involved in Madelia since **SHIP** first started in 2009. Find out more how **SHIP** has been making ...

MN Aging - SHIP - Health Insurance Counseling Program
www.mnaging.org/Advisor/SLL/SLL_SHIP.aspx
The service is called the **Minnesota** State Health Insurance Assistance Program (**SHIP**). It is a network of local programs that provide information, counseling and ...

MN Aging - Health Insurance Counseling
mnaging.org/Advisor/InsFinBenefits/Health%20Insurance%20Counseling
The service is called the **Minnesota** State Health Insurance Assistance Program (**SHIP**). It is a network of local programs that provide information, counseling and ...

Funding Details: Minnesota Statewide Health Improvement Program ...
https://www.ruralhealthinfo.org › Online Library › Funding & Opportunities

Minnesota uses Revation Linklive®

Public Profiles | MRUnive | LinkLive Solutions: Hipaa

https://www.revation.com/linklive-solutions/

Apps | Bookmarks | SLL LinkLive Advance | Seniors | Ramsey Cou | DLL LinkLive Advance | MSU Email | DHS Email Online | Mel's Kitchen Cafe — | Academic Calendar | Life In The Lofthouse | Baking and Cooking | Other bookmarks

North Light Software

Revation SYSTEMS

SOLUTIONS INDUSTRIES ABOUT US SUPPORT

Contact Us

LinkLive

Revation LinkLive has numerous features and capabilities to help you better connect to your customers, clients, patients and business partners. Its unique combination of secure and compliant unified communications and integrated advanced queuing and skills-based routing provide unmatched capability while freeing up precious capital. Our feature set includes:

HD Voice
High-definition voice allows you to add audio to a chat session.

HD Video
Share high-definition video in a chat session.

Web Chat
Chat with other agents.

SMS
Send secure SMS messages.

Fax
Securely send fax messages right from your chat session.

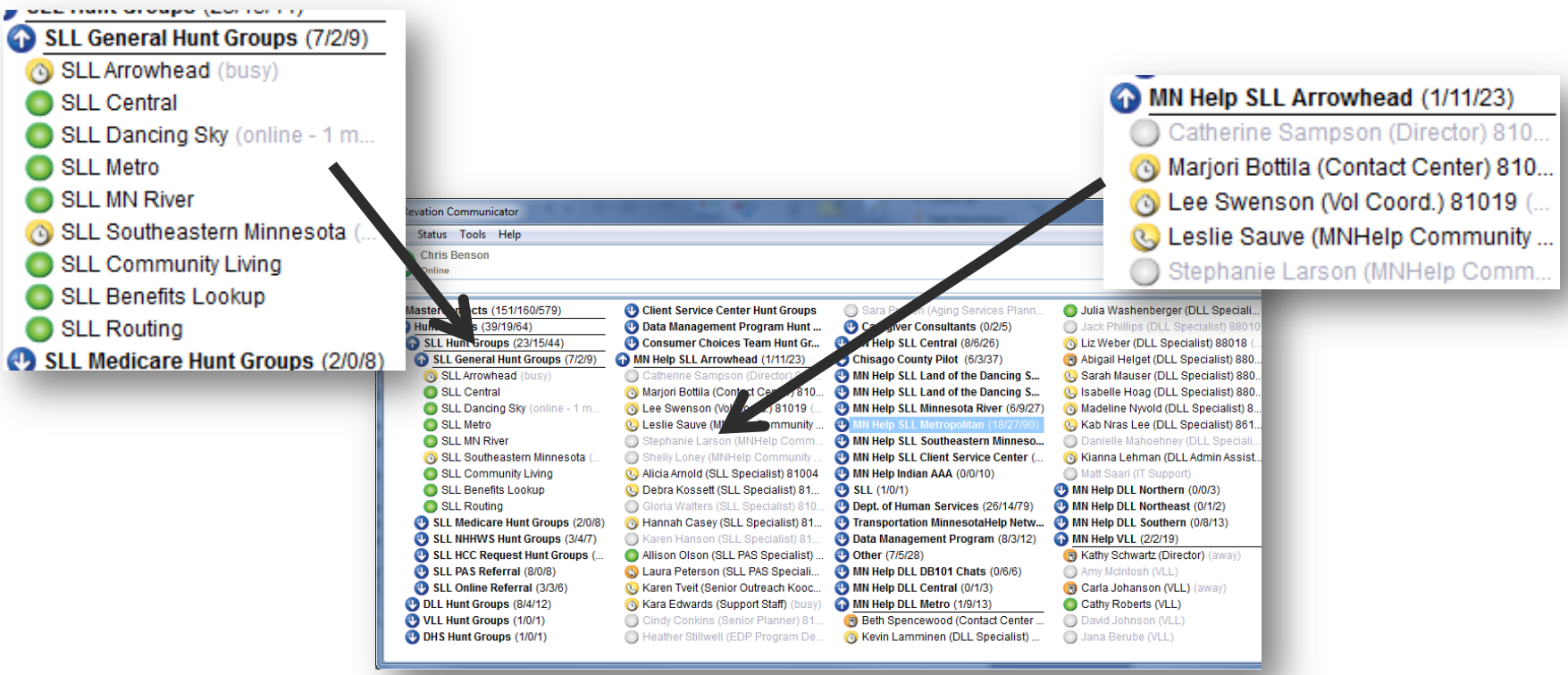
Secure Email
Send sensitive information worry-free.

Screen Sharing
Share your desktop in a chat session.

Secure File Transfer
Send files safely over chat.

Drag & Drop Interface
Easily drag and drop files into chat

Example of Communication Tool



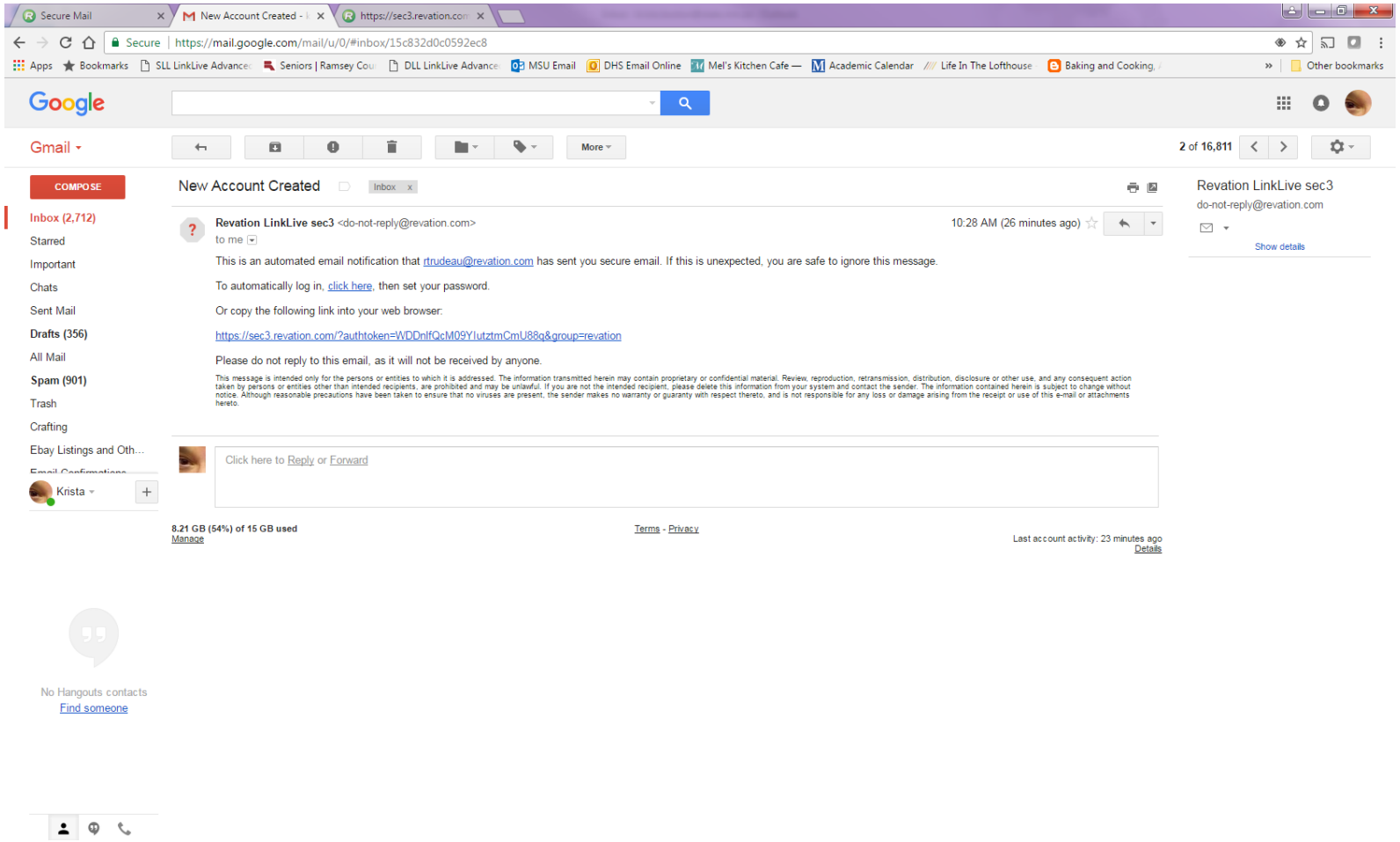
LinkLive Secure Mail

Encrypted email enables SHIP counselors to use their Linklive In box for secure encrypted communications while maintaining compliance with PCI, HIPAA, and other regulations.

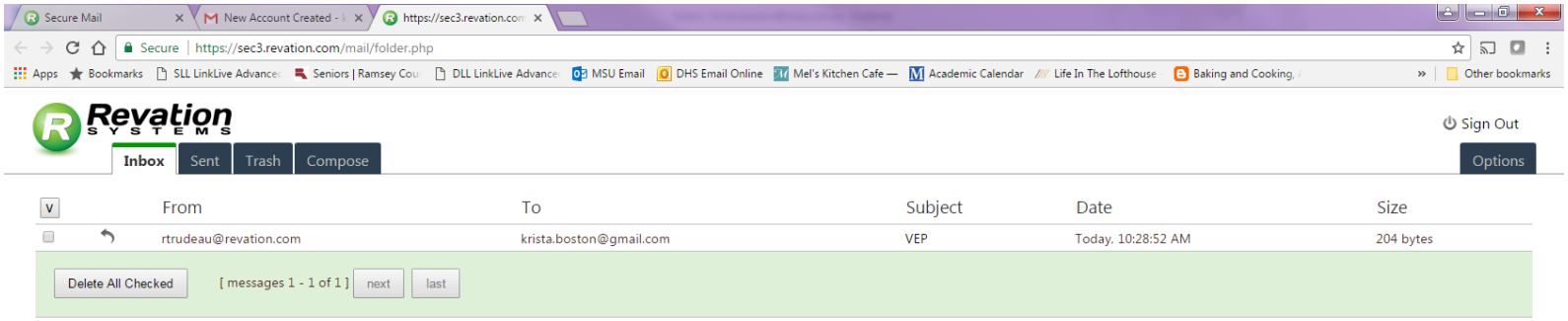
LinkLive secure mail is fully integrated into the VOIP (phone, chat, video and efolders) communication platform which allows secure mail to be sent at user and group levels.

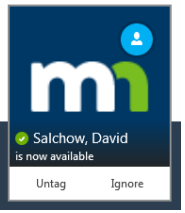
LinkLive secure mail has reportability features as wel that are integrated into the robust LinkLive reporting suite.

Email is sent from Linklive



My personal and secure in box





iCloud Calendar | Metrostate.edu – Metrop | Minnesota ship - Google | https://mnhelp.revation.c

Secure | https://mnhelp.revation.com/mail/folder.php

Apps | Bookmarks | SLL LinkLive Advance | Seniors | Ramsey Cou | DLL LinkLive Advance | MSU Email | DHS Email Online | Mel's Kitchen Cafe — | Academic Calendar | Life In The Lofthouse | Baking and Cooking | Other bookmarks

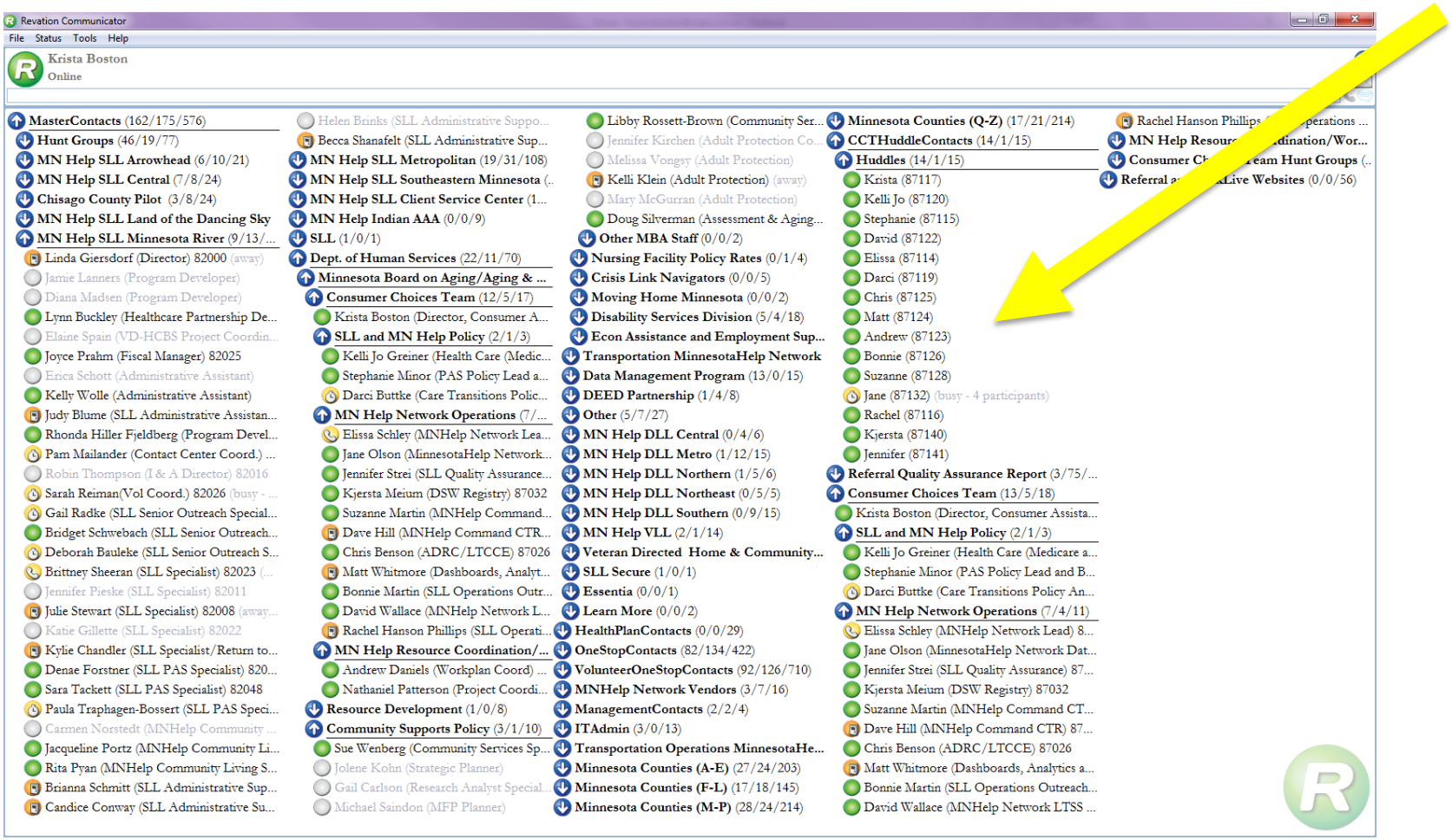
Krista Boston | Sign Out

INBOX (5345) | Drafts | Sent | Sessions | Trash | Junk E-mail | Chats | Calls | Voicemail (3) | Compose | Options | aVoice | eFolders

V		From	To	Subject	Date
		agent1-se-mn@minnesotahelp.info		Shared folder "SEMAAA Call Monitoring" multiple documents updated	Today, 9:03:13 AM
		generalsupport@minnesotahelp.info	elissaschley@minnesotahelp.info,kristaboston@minnesotahelp.info	Reports from 20170606	Today, 4:00:20 AM
		generalsupport@minnesotahelp.info	stephanieminor@minnesotahelp.info,davidgarrison@minnesotahelp.info,kristaboston@minnesotahelp.info	Reports from 20170606	Today, 4:00:20 AM
		generalsupport@minnesotahelp.info	kristaboston@minnesotahelp.info	Reports from 20170606	Today, 4:00:19 AM
		generalsupport@minnesotahelp.info	kristaboston@minnesotahelp.info, elissaschley@minnesotahelp.info,StephanieMinor@minnesotahelp.info;darcibuttke@minnesotahelp.info	Reports from 20170606	Today, 4:00:19 AM
		generalsupport@minnesotahelp.info	dweber@minnesotahelp.info, elissaschley@minnesotahelp.info, kristaboston@minnesotahelp.info, StephanieMinor@minnesotahelp.info	Reports from 20170606	Today, 4:00:18 AM
		generalsupport@minnesotahelp.info	dweber@minnesotahelp.info, elissaschley@minnesotahelp.info, kristaboston@minnesotahelp.info, StephanieMinor@minnesotahelp.info	Reports from 20170606	Today, 4:00:18 AM
		jenniferstrei@minnesotahelp.info		Shared folder "PAS CSC Audits" document "Output_2017Week#15_NoPMI.xls" updated	Tue, 6/6/2017 3:10:52 PM
		agent4-se-mn@minnesotahelp.info		Shared folder "Home Technology" document "Protocols for home technology (2).docx" updated	Tue, 6/6/2017 2:02:16 PM
		davidhill@minnesotahelp.info		Shared folder "MNHelp Tools Authentication" document "MNHelp_Network_Tools_Authentications.xlsx" updated	Tue, 6/6/2017 11:26:19 AM
		mattwhitmore@minnesotahelp.info		Shared folder "MDS SAS Files" document "mds30_2017_06_file1.7z" updated	Tue, 6/6/2017 9:12:48 AM
		generalsupport@minnesotahelp.info	elissaschley@minnesotahelp.info,kristaboston@minnesotahelp.info	Reports from 20170605	Tue, 6/6/2017 4:00:19 AM
		generalsupport@minnesotahelp.info	stephanieminor@minnesotahelp.info,davidgarrison@minnesotahelp.info,kristaboston@minnesotahelp.info	Reports from 20170605	Tue, 6/6/2017 4:00:19 AM
		generalsupport@minnesotahelp.info	kristaboston@minnesotahelp.info	Reports from 20170605	Tue, 6/6/2017 4:00:19 AM
		generalsupport@minnesotahelp.info	kristaboston@minnesotahelp.info, elissaschley@minnesotahelp.info,StephanieMinor@minnesotahelp.info;darcibuttke@minnesotahelp.info	Reports from 20170605	Tue, 6/6/2017 4:00:18 AM
		generalsupport@minnesotahelp.info	dweber@minnesotahelp.info, elissaschley@minnesotahelp.info, kristaboston@minnesotahelp.info, StephanieMinor@minnesotahelp.info	Reports from 20170605	Tue, 6/6/2017 4:00:18 AM
		generalsupport@minnesotahelp.info	dweber@minnesotahelp.info, elissaschley@minnesotahelp.info, kristaboston@minnesotahelp.info, StephanieMinor@minnesotahelp.info	Reports from 20170605	Tue, 6/6/2017 4:00:18 AM

Huddles

- Huddles are used to hold joint conference calls between a variety of people – including our phone staff, in person staff and outside parties.
- Staff dial into the huddle from the 800 phone line and then enter an extension (see next slide) and a four digit code.
- Calls are all recorded and stored for 90 days.
- They can be transcribed as well.


Revation Communicator
File Status Tools Help
Krista Boston
Online
MasterContacts (162/175/576)
Hunt Groups (46/19/77)
MN Help SLL Arrowhead (6/10/21)
MN Help SLL Central (7/8/24)
Chisago County Pilot (3/8/24)
MN Help SLL Land of the Dancing Sky
MN Help SLL Minnesota River (9/13/...
Linda Giersdorf (Director) 82000 (away)
Jamie Lanners (Program Developer)
Diana Madsen (Program Developer)
Lynn Buckley (Healthcare Partnership De...
Elaine Spain (VD-HCBS Project Coordin...
Joyce Prahm (Fiscal Manager) 82025
Erica Schott (Administrative Assistant)
Kelly Wolle (Administrative Assistant)
Judy Blume (SLL Administrative Assistan...
Rhonda Hiller Fjeldberg (Program Devel...
Pam Mailander (Contact Center Coord.) ...
Robin Thompson (I & A Director) 82016
Sarah Reiman(Vol Coord.) 82026 (busy - ...
Gail Radke (SLL Senior Outreach Special...
Bridget Schwebach (SLL Senior Outreach...
Deborah Bauleke (SLL Senior Outreach S...
Brittney Sheeran (SLL Specialist) 82023 (...
Jennifer Pieske (SLL Specialist) 82011
Julie Stewart (SLL Specialist) 82008 (away...
Katie Gillette (SLL Specialist) 82022
Kylie Chandler (SLL Specialist/Return to...
Denae Forstner (SLL PAS Specialist) 820...
Sara Tackett (SLL PAS Specialist) 82048
Paula Traphagen-Bossert (SLL PAS Speci...
Carmen Norstedt (MNHelp Community ...
Jacqueline Portz (MNHelp Community Li...
Rita Pyan (MNHelp Community Living S...
Brianna Schmitt (SLL Administrative Sup...
Candice Conway (SLL Administrative Su...
Helen Brinks (SLL Administrative Suppo...
Becca Shanafelt (SLL Administrative Sup...
MN Help SLL Metropolitan (19/31/108)
MN Help SLL Southeastern Minnesota (..
MN Help SLL Client Service Center (1...
MN Help Indian AAA (0/0/9)
SLL (1/0/1)
Dept. of Human Services (22/11/70)
Minnesota Board on Aging/Aging & ...
Consumer Choices Team (12/5/17)
Krista Boston (Director, Consumer A...
SLL and MN Help Policy (2/1/3)
Kelli Jo Greiner (Health Care (Medic...
Stephanie Minor (PAS Policy Lead a...
Darci Buttke (Care Transitions Polic...
MN Help Network Operations (7/...
Elissa Schley (MNHelp Network Lea...
Jane Olson (MinnesotaHelp Network...
Jennifer Strei (SLL Quality Assurance...
Kjersta Meium (DSW Registry) 87032
Suzanne Martin (MNHelp Command...
Dave Hill (MNHelp Command CTR...
Chris Benson (ADRC/LTCCE) 87026
Matt Whitmore (Dashboards, Analyt...
Bonnie Martin (SLL Operations Outr...
David Wallace (MNHelp Network L...
Rachel Hanson Phillips (SLL Operati...
MN Help Resource Coordination/...
Andrew Daniels (Workplan Coord) ...
Nathaniel Patterson (Project Coordi...
Resource Development (1/0/8)
Community Supports Policy (3/1/10)
Sue Wenberg (Community Services Sp...
Jolene Kohn (Strategic Planner)
Gail Carlson (Research Analyst Special...
Michael Saindon (MFP Planner)
Libby Rossett-Brown (Community Ser...
Jennifer Kirchen (Adult Protection Co...
Melissa Vongsy (Adult Protection)
Kelli Klein (Adult Protection) (away)
Mary McGurran (Adult Protection)
Doug Silverman (Assessment & Aging...
Other MBA Staff (0/0/2)
Nursing Facility Policy Rates (0/1/4)
Crisis Link Navigators (0/0/5)
Moving Home Minnesota (0/0/2)
Disability Services Division (5/4/18)
Econ Assistance and Employment Sup...
Transportation MinnesotaHelp Network
Data Management Program (13/0/15)
DEED Partnership (1/4/8)
Other (5/7/27)
MN Help DLL Central (0/4/6)
MN Help DLL Metro (1/12/15)
MN Help DLL Northern (1/5/6)
MN Help DLL Northeast (0/5/5)
MN Help DLL Southern (0/9/15)
MN Help VLL (2/1/14)
Veteran Directed Home & Community...
SLL Secure (1/0/1)
Essentia (0/0/1)
Learn More (0/0/2)
HealthPlanContacts (0/0/29)
OneStopContacts (82/134/422)
VolunteerOneStopContacts (92/126/710)
MNHelp Network Vendors (3/7/16)
ManagementContacts (2/2/4)
ITAdmin (3/0/13)
Transportation Operations MinnesotaHe...
Minnesota Counties (A-E) (27/24/203)
Minnesota Counties (F-L) (17/18/145)
Minnesota Counties (M-P) (28/24/214)
Minnesota Counties (Q-Z) (17/21/214)
CCTHuddleContacts (14/1/15)
Huddles (14/1/15)
Krista (87117)
Kelli Jo (87120)
Stephanie (87115)
David (87122)
Elissa (87114)
Darci (87119)
Chris (87125)
Matt (87124)
Andrew (87123)
Bonnie (87126)
Suzanne (87128)
Jane (87132) (busy - 4 participants)
Rachel (87116)
Kjersta (87140)
Jennifer (87141)
Referral Quality Assurance Report (3/75/...
Consumer Choices Team (13/5/18)
Krista Boston (Director, Consumer Assista...
SLL and MN Help Policy (2/1/3)
Kelli Jo Greiner (Health Care (Medicare a...
Stephanie Minor (PAS Policy Lead and B...
Darci Buttke (Care Transitions Policy An...
MN Help Network Operations (7/4/11)
Elissa Schley (MNHelp Network Lead) 8...
Jane Olson (MinnesotaHelp Network Dat...
Jennifer Strei (SLL Quality Assurance) 87...
Kjersta Meium (DSW Registry) 87032
Suzanne Martin (MNHelp Command CT...
Dave Hill (MNHelp Command CTR) 87...
Chris Benson (ADRC/LTCCE) 87026
Matt Whitmore (Dashboards, Analytics a...
Bonnie Martin (SLL Operations Outreach...
David Wallace (MNHelp Network LTSS ...
Rachel Hanson Phillips
Consumer Ch
Referral a
Live Websites (0/0/56)

Contacts

Krista Boston
Director, Consumer Assistance Programs
krista.boston@state.mn.us
651-431-2605

Nebraska SHIIP

- **Nebraska Senior Health Insurance Information Program (SHIIP)**
  - A Division of the Nebraska Department of Insurance
  - Nebraska SHIIP administers SHIP, SMP and MIPPA programs
  - 7 locations
  - 350 certified counselors
  - 1-800-234-7119
  - **www.doi.nebraska.gov/shiip**

Issue 1

- Problem: In Nebraska we have multiple offices, most of which are contracted agencies. We also hire temporary staff members to assist during AEP. Contractors and temp staff are NOT granted full access to the state's computer networks. That means they can't access documents our staff creates and cannot access calendars saved in the state network.

- With multiple people (multiple access levels) answering the phone and taking appointments, we needed a better process to book appointments at our events.

Solution 1

- How do we create a system in which all of our counselors (state, contractors and temps) have the same access to book appointments, make changes and have multiple users working at the same time?

Google Docs

- Google Docs is FREE web-based application in which you can create, edit and store files.
  - Word Documents
  - Spreadsheets
  - Presentations

  - If you can use Microsoft Office, you can use Google Docs!

Google Docs

- Why Google Docs?
  - It's FREE!
  - Users don't need permission/access to use it
    - Just share the link to those you want accessing the docs
    - Admin can set permissions for different users
      - Only viewable, editable, etc.
  - Can be used by multiple users at the same time
  - Changes are made in real time
  - Only need internet access and the link

Google Docs

- To access a user just needs the link

- https://docs.google.com/spreadsheets/d/1olawgMjLq1NQ2YHfhawwU6BefH1H1uejUFEwAnYx3oY/edit#gid=2009825530

AEP Appointments 2016

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

Comments Share

Eisley Library, Lincoln

1530 Superior Street

Tuesday, November 1, 2016

	Name	Phone No	How did you hear?
10:00 AM	*John Doe*	*402-471-2841*	
	Jane Doe	*402-471-2841*	
	Steve Doe	*402-471-2841*	
	Susan Doe	*402-471-2841*	
10:30 AM	*John Doe*	*402-471-2841*	
	Jane Doe	*402-471-2841*	
	Steve Doe	*402-471-2841*	Part D
	Susan Doe	*402-471-2841*	Part D
11:00 AM	*John Doe*	*402-471-2841*	Part D
	Jane Doe	*402-471-2841*	
	Steve Doe	*402-471-2841*	
	Susan Doe	*402-471-2841*	

2016 Statewide Appointments | Fairbury 10-18 | Hebron 10-18 | Bryan 10-1

AEP Appointments 2016

File Edit View Insert Format Data Tools Add-ons Help All changes saved in Drive

	A	B	C	D	E	F	G	H
670		Monday, November 28		(ANN)			Monday, November 28	
671		Name	Phone No.	Staff	Notes		Name	Phone No.
672	8:30 AM			ANN		8:30 AM		
673								
674	9:15 AM			ANN		9:15 AM		
675								
676	10:00 AM			ANN		10:00 AM		
677								
678	10:45 AM			ANN		10:45 AM		
679								
680	12:30 PM			ANN		12:30 PM		
681								
682	1:15 PM			ANN		1:15 PM		
683								
684	2:00 PM			ANN		2:00 PM		
685								
686	2:45 PM			ANN		2:45 PM		
687								
688	3:30 PM			ANN		3:30 PM		
689								
690								
691		Tuesday, November 29		(ANN)			Tuesday, November 29	

Names Redacted

Names Redacted

Statewide Appointments | Fairbury 10-18 | Hebron 10-18 | Bryan 10-19 | Seward 10-20 | 2016 Mary Ann's Events | Eisley 11-1 | Lincoln | GI

Problem 2

- Problem: The Lincoln SHIIP office handles over 30 enrollment events, using 200+ counseling opportunities and assists around 1,500 beneficiaries at the events.
- Recruiting, scheduling and reminding volunteers for this many events can be VERY time consuming!

Another Good Answer

- There must be an easier way to handle volunteer management at these events!

SignUp Genius

- SignUp Genius is a free to low cost way to manage volunteer opportunities
  - Allows you to create events, create specific volunteer roles and designated number of need people in each role
  - Once events are ready, send an email to your potential volunteers and they take it from there!
  - Sends reminders to volunteers

2016 Open Enrollment

2016 Open Enrollment Events

Medicare Open Enrollment is quickly approaching! Our Part D enrollment events are scheduled and include several new locations like Fallbrook YMCA, David City and Shelby.

We are looking for volunteers to serve as counselors, check-in and alternates. If you are interested in helping out at any of these events please sign up below.

Please select any/all events in which you are interested in helping. Please limit your initial selection to 10 events or fewer so all volunteers can participate. If more slots become open, we will notify you.

Created by: Alicia Jones

Date (mm/dd/yyyy)	Location	Time (CST)	Role	Calendar View
10/18/2016 (Tue.)	Jefferson Community Health Center - 2200 H St - Fairbury, NE	9:00am - 3:00pm	**Counselor (5)** Counsleors will assist clients in comparing Medicare Part D plans.	**3 of 5 slots filled** Sandra Scott Tammy Marshall Debbie Hellbusch Sign Up
			Check-In Check-in benes for their appointment and assist with paperwork.	Sign Up
			Alternate (2) Alternates will be called if needed for counselor or check-in.	Sign Up
			Shadow One person per event can shadow a more experienced counselor.	Sign Up
	Hebron Seacrest Library - 146 N 4th St - Hebron, NE	9:00am - 2:00am	**Counselor (3)** Counselors will assist clients in comparing Medicare Part D plans.	**2 of 3 slots filled** Sharon Lindgren Rachel Theye Sign Up
			Check-In Check-in benes for their appointment and assist with paperwork.	Lenore Spencer
			Alternate (2) Alternates will be called if needed for counselor or check-in.	Sign Up
			Shadow One person per event can shadow a more experienced counselor.	Sign Up
10/19/2016 (Wed.)	Bryan East Campus - 1600 S 48th St - Lincoln, NE	9:00am - 3:00am	**Counselor (8)** Counsleors will assist clients in comparing Medicare Part D plans.	**All slots filled** Mike Cvitak Janice Taylor Gina Goodro Dave Karr

Submit and Sign Up

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Privacy Policy | Home

-----Original Message-----
From: "Alicia Jones" <info@signupgenius.com>
Sent: Sunday, November 27, 2016 11:18am
To: kim.oliver@jchc.us
Subject: SignUpGenius.com Reminder for 2016 Open Enrollment Events

SignUpGenius

Group Organizing Made Easy!

Hello, Kim Oliver!

This message is to remind you that you are signed up for the following slot(s) on "2016 Open Enrollment Events":

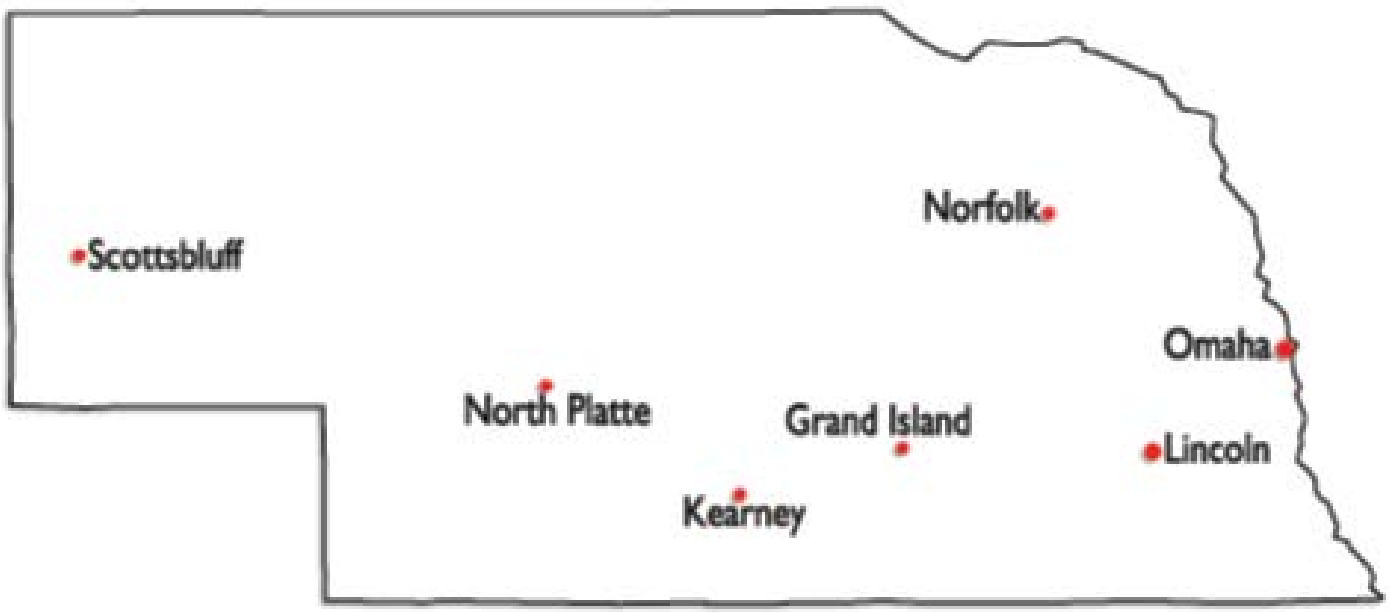
Tue, 11/29/2016 9:00AM - 3:00PM CST at Jefferson Community Health Center - 2200 H St - Fairbury, NE
-- Check-In, Check-in benes for their appointment and assist with paperwork.

View the Sign Up

© 2016 SignUpGenius. All Rights Reserved.
13777 Ballantyne Corporate Pl, Suite 500, Charlotte, NC 28277
Visit SignUpGenius | Privacy Policy | Unsubscribe

Issue 3

- Problem: Nebraska is a very rural state. Currently we have seven offices in which Medicare benes are able to make appointments.
  - Nearest office for some maybe 200 miles



Issue 3

- Problem: The population we are serving has shifted and has different needs
  - Majority of our clients are turning 65 or are older but are now ready to retire
    - Most still work
    - Many are using technology in their current jobs
  - Many adult children are interested in joining the conversation
    - Probably work during the day
    - May live out of town or out of state

Good Solution #3

- How do we accommodate those with substantial travel distances and those who are not able to leave work during the day?

Online Counseling

- Nebraska SHIIP is piloting a WebEx Counseling Program in three of our seven office
  - One-on-one appointment in which bene and counselor speak to each other via computer
  - Web Cams are used so that client can see and interact with the counselor
  - Screens are shared so that they can see exactly what we are doing and which websites we use

WebEx

- What is WebEx?
  - WebEx is an online meeting center
  - This tool allows you to meet, interact and share documents with a person anywhere

WebEx

- Why did we choose WebEx?
  - Inexpensive
  - Easy to use by both host and attendees
  - There are many programs like WebEx that provide a similar service
    - AnyMeeting
    - GotoMeetings
    - ReadyTalk
    - There are some programs that are free

Join WebEx meeting in progress: Karma Boddy Counseling Appointment - Message (HTML)

File | Message

Ignore | Junk | Delete | Reply | Reply All | Forward | Meeting | IM | More | ACL | Team E-mail | Reply & Delete | To Manager | Done | Create New | Move | Rules | OneNote | Actions | Assign Policy | Mark Unread | Categorize | Follow Up | Translate | Find | Related | Select | Zoom

Delete | Respond | Quick Steps | Move | Tags | Editing | Zoom

If there are problems with how this message is displayed, click here to view it in a web browser.

From: Alicia Jones <messenger@webex.com>

Sent: Wed 6/7/2017 1:31 PM

To: Jones, Alicia A.

Cc:

Subject: Join WebEx meeting in progress: Karma Boddy Counseling Appointment

Message | WebEx_Meeting.ics (4 KB)

Hi, Alicia Jones,

My WebEx meeting is in progress.

Karma Boddy Counseling Appointment

Wednesday, June 7, 2017

1:31 pm | Central Daylight Time (Chicago, GMT-05:00) | 1 hr

Meeting number (access code): 926 372 045

Meeting password: 4huicwum

Join Meeting

Join by phone

1-844-740-1264 USA Toll Free

1-240-454-0879 USA Toll

Toll-free calling restrictions

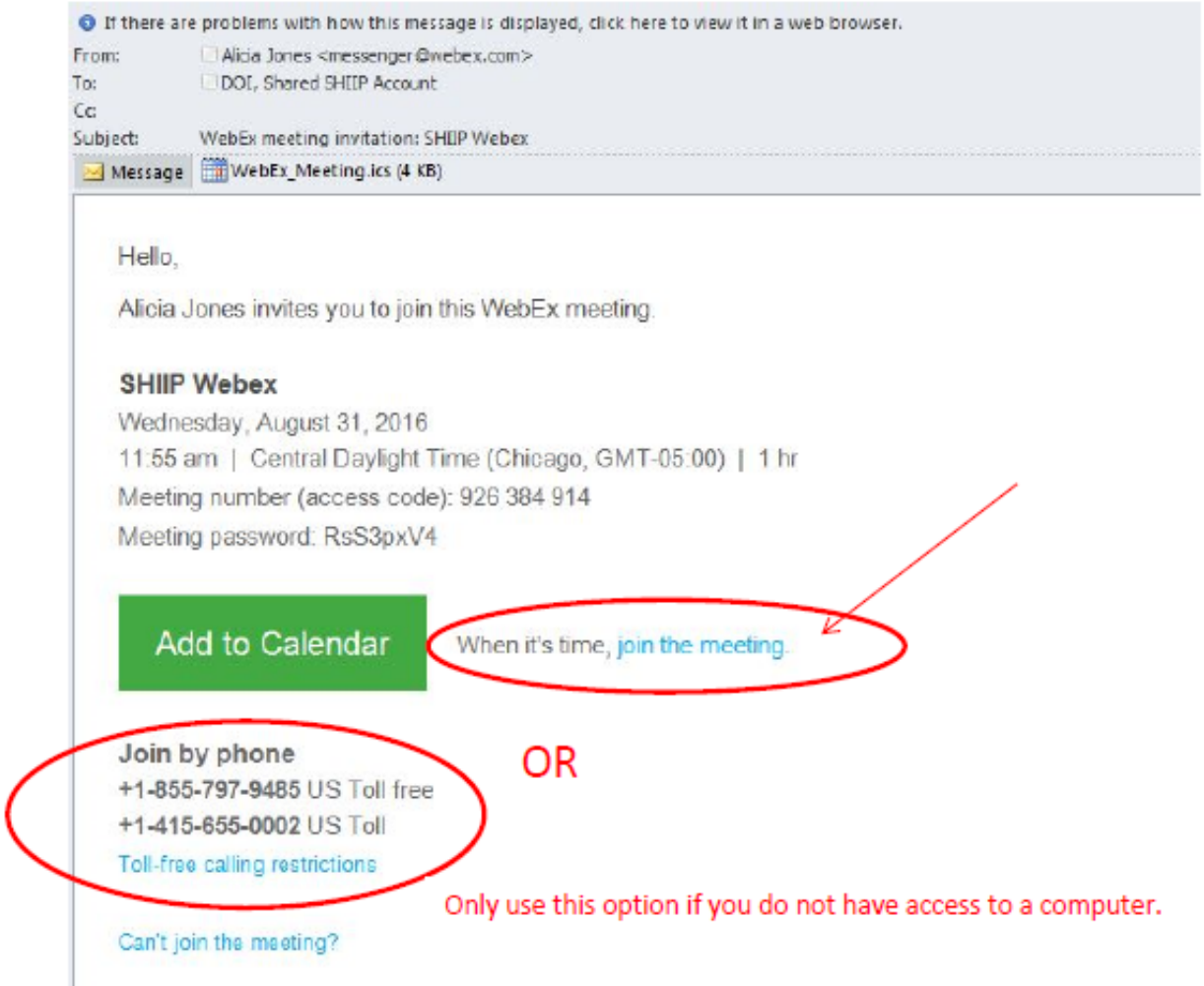
Can't join the meeting?

IMPORTANT NOTICE: Please note that this WebEx service allows audio and other information

How to Join a WebEx Conference

Step 1: Email Invitation

You will receive an email invitation. This invitation can be added to your calendar to remind you about the upcoming meeting. When it's time for the meeting, click on the "join the meeting" link in blue. If you are unable to join by computer you can also call in (you won't' be able to see any PowerPoints or speakers so computer is best) using the number provided in the email.

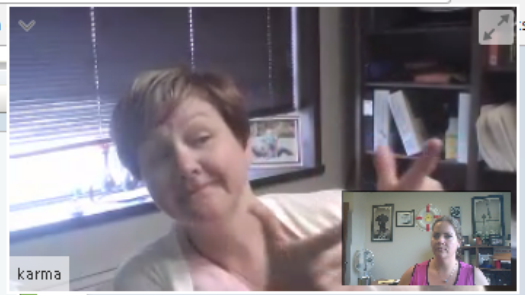


You are now viewing high-definition video.

Results | webex - Google Search | webex - G | You are sharing a web browser | STOP | Shared

icare.gov/find-a-plan/results/planresults/plan-list.aspx

rs.entellitrak | Supplement | State of Nebraska We | A workout at work: 12 | Home | Centers for M | Register | Home | Centers for M | Declaration



Prescription Drug Plans

Star Ratings

22 plans were found in **68506** based on your search criteria. View 10 **View 20** **View All**

Compare Plans

Sort Results By Lowest Estimated Annual Retail Drug Cost Sort

Humana Walmart Rx Plan (PDP) (S5884-171-0)

Organization: Humana Insurance Company

Estimated Annual Drug Costs: [?]	Monthly Premium: [?]	Deductibles: [?] and Drug Copay [?] / Coinsurance: [?]	Drug Coverage [?] , Drug Restrictions [?] and Other Programs:	Overall Star Rating: [?]	
Retail Annual: $204.00 **Mail Order** Annual: N/A	$17.00	Annual Drug Deductible: $400 Drug Copay/ Coinsurance: $1 - $4, 20% - 35%	All Your Drugs on Formulary: N/A Drug Restrictions: N/A **MTM Program [?] : Yes** N	★★★ 3 out of 5 stars	Enroll

AARP MedicareRx Walgreens (PDP) (S0522-072-0)

Organization: UnitedHealthcare

Estimated Annual Drug Costs: [?]	Monthly Premium: [?]	Deductibles: [?] and Drug Copay [?] / Coinsurance: [?]	Drug Coverage [?] , Drug Restrictions [?] and Other Programs:	Overall Star Rating: [?]	
Retail Annual: $270.00 **Mail Order** Annual: N/A	$22.50	Annual Drug Deductible: $400 Drug Copay/ Coinsurance: $0 - $27, 25% - 32%	All Your Drugs on Formulary: N/A Drug Restrictions: N/A **MTM Program [?] : Yes** N	★★½ 2.5 out of 5 stars	Enroll

Humana Preferred Rx Plan (PDP) (S5884-145-0)

Organization: Humana Insurance Company

Estimated Annual Drug Costs: [?]	Monthly Premium:	Deductibles: [?] and Drug Copay [?] / Coinsurance:	Drug Coverage [?] , Drug Restrictions [?] and Other	Overall Star Rating: [?]	

WebEx

- Other WebEx Uses
  - Monthly Volunteer Webinars
    - SSA, VA, RRB, Medicare Ombudsman, NE Hospital Association, KEPRO, CSG Actuarial
  - Online Volunteer Trainings
  - Webinars for professionals working in Medicare related fields
    - HR Professionals
  - Webinars for soon-to-be Medicare benes
    - Hosted by SHIIP and outside organizations

New Mexico Web Chat

Melissa B. Sisneros

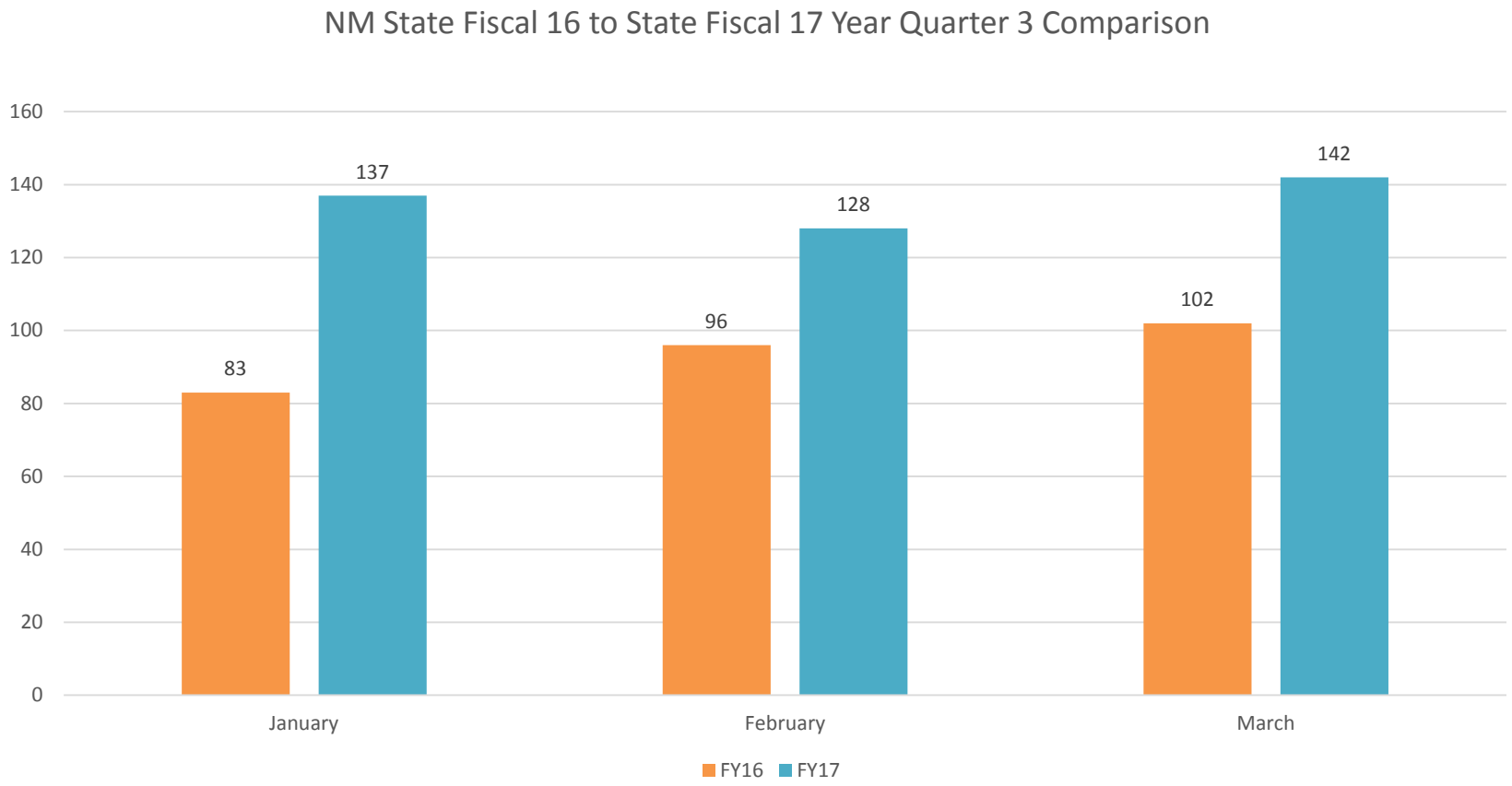
New Mexico ADRC Web Chat

- The NM ADRC reaches out to all of NM's 33 counties and 24 Indian Nations, Pueblos and Tribes by providing access to information, assistance, option's counseling, and advocacy through a telephonic, web-based, web chat, and community-based single-point of entry system.
- The NM SHIP program is a key operating function of the ADRC.

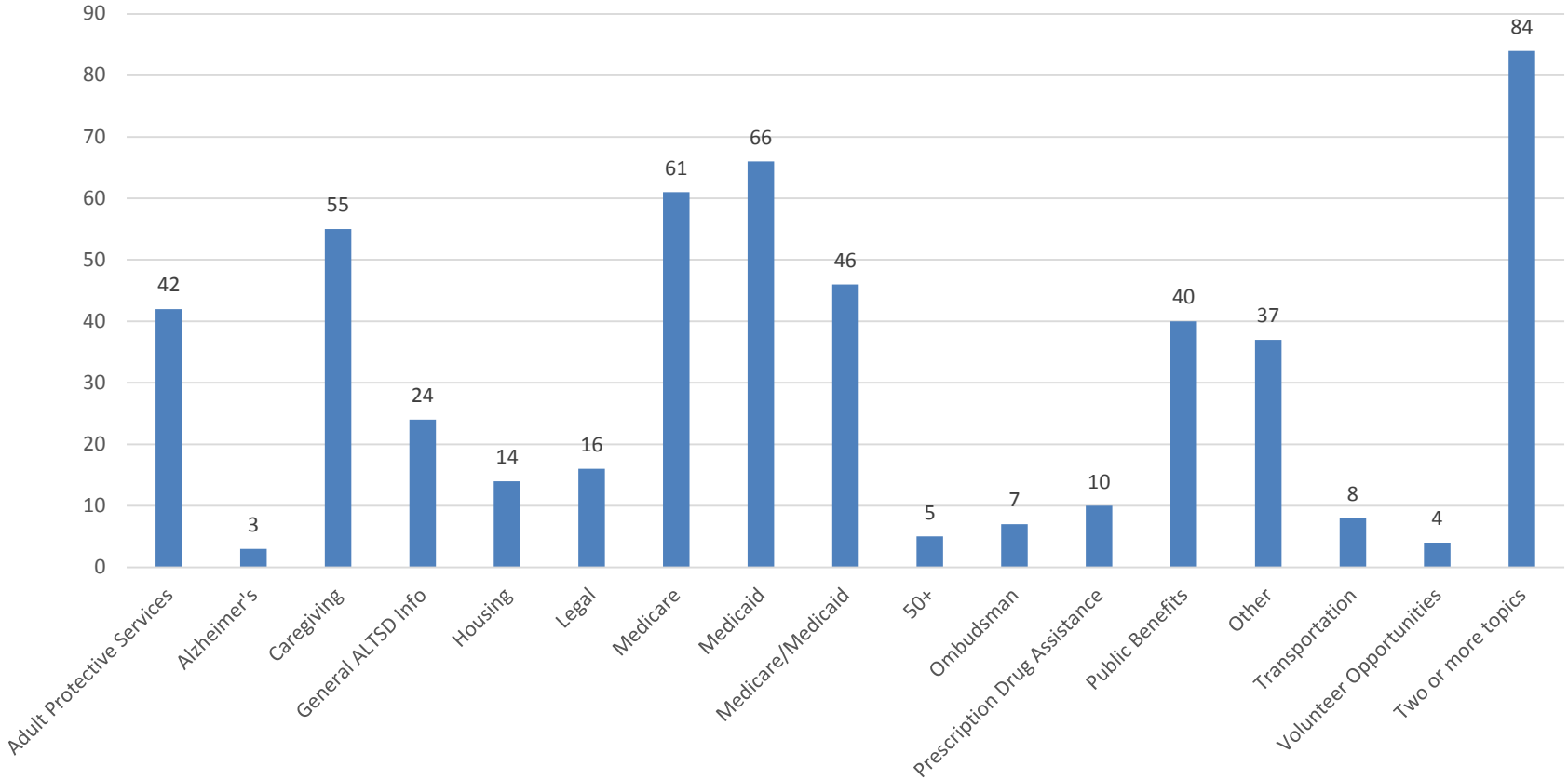
NM ADRC Web Chat

- On November 23, 2015, the NM ADRC Web Chat went live. It focused on simple information and referral inquiries.
- On January 1, 2017, the NM ADRC Web Chat began to offer one-on-one benefit counseling and assistance.
- For complex questions and concerns, referrals are made to the appropriate ADRC staff, who will provide a follow-up phone call.

- NM State Fiscal Year 2017 (3 quarters): 1287
- NM State Fiscal Year 2017 Quarter 3 results that include Medicare Counseling:

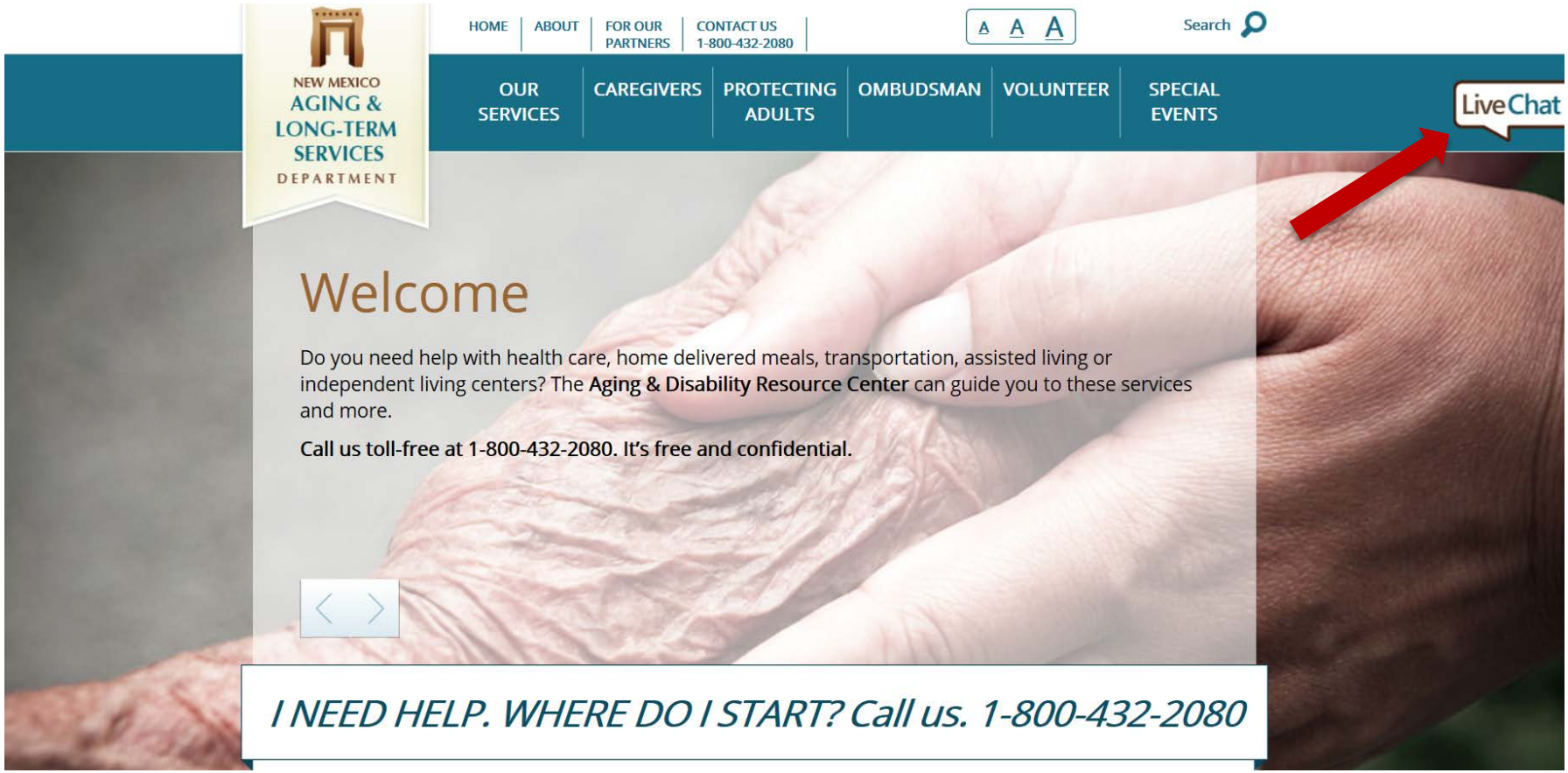


Topics Addressed Via NM Web Chat
3rd Quarter Fiscal Year 2017



NM Web Chat Demo

http://www.nmaging.state.nm.us/



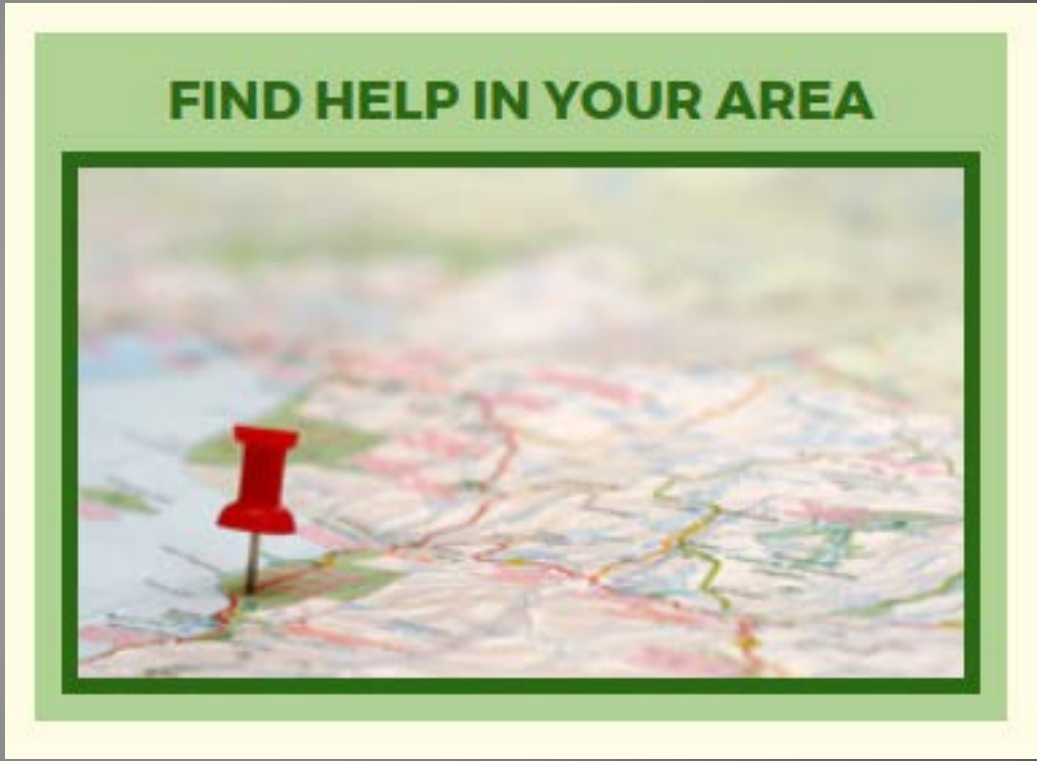
Scheduling Tool

Jamie Seiner

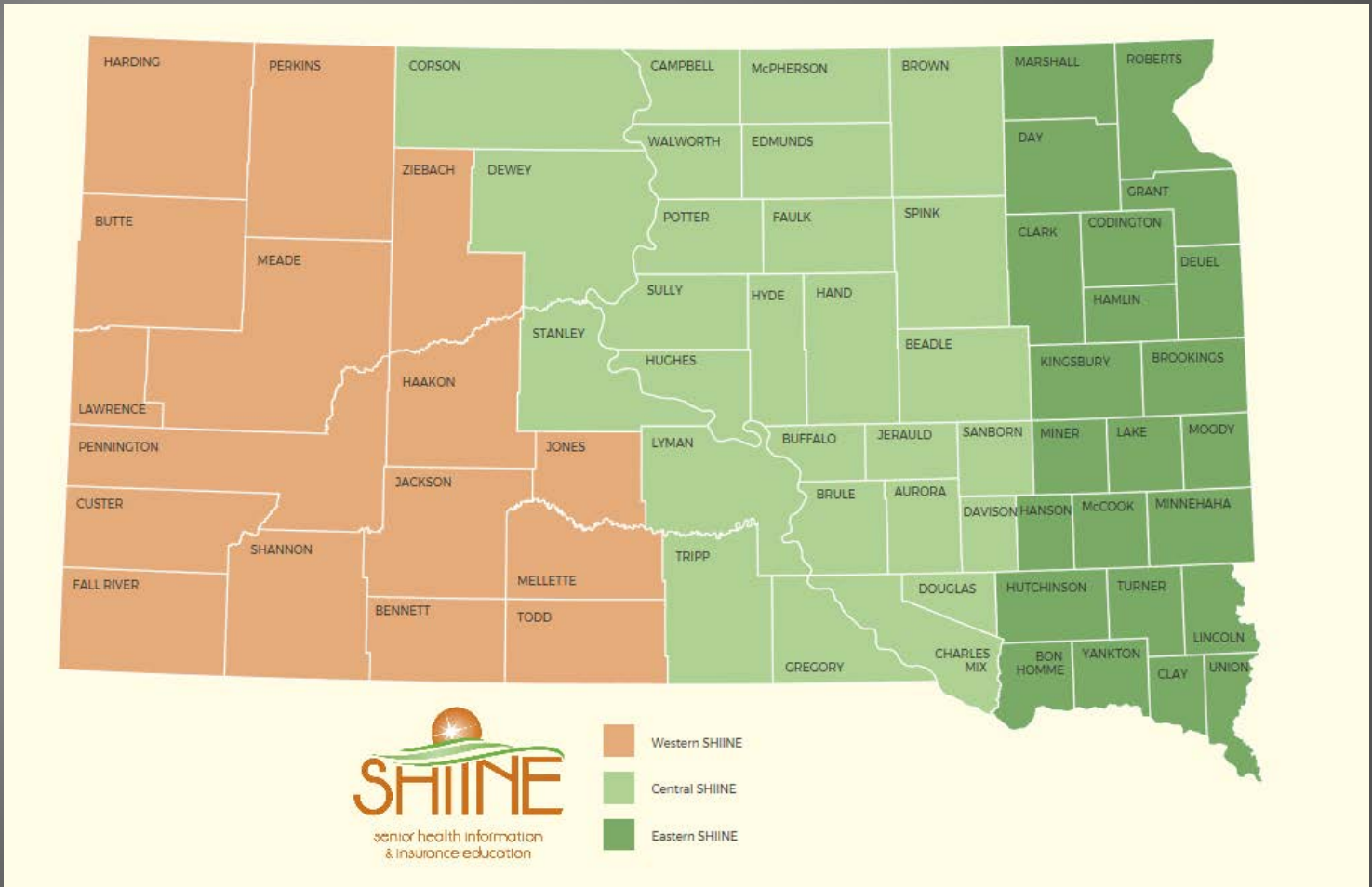
South Dakota

www.SHIINE.net

Medicare Beneficiaries Can Locate a Counselor

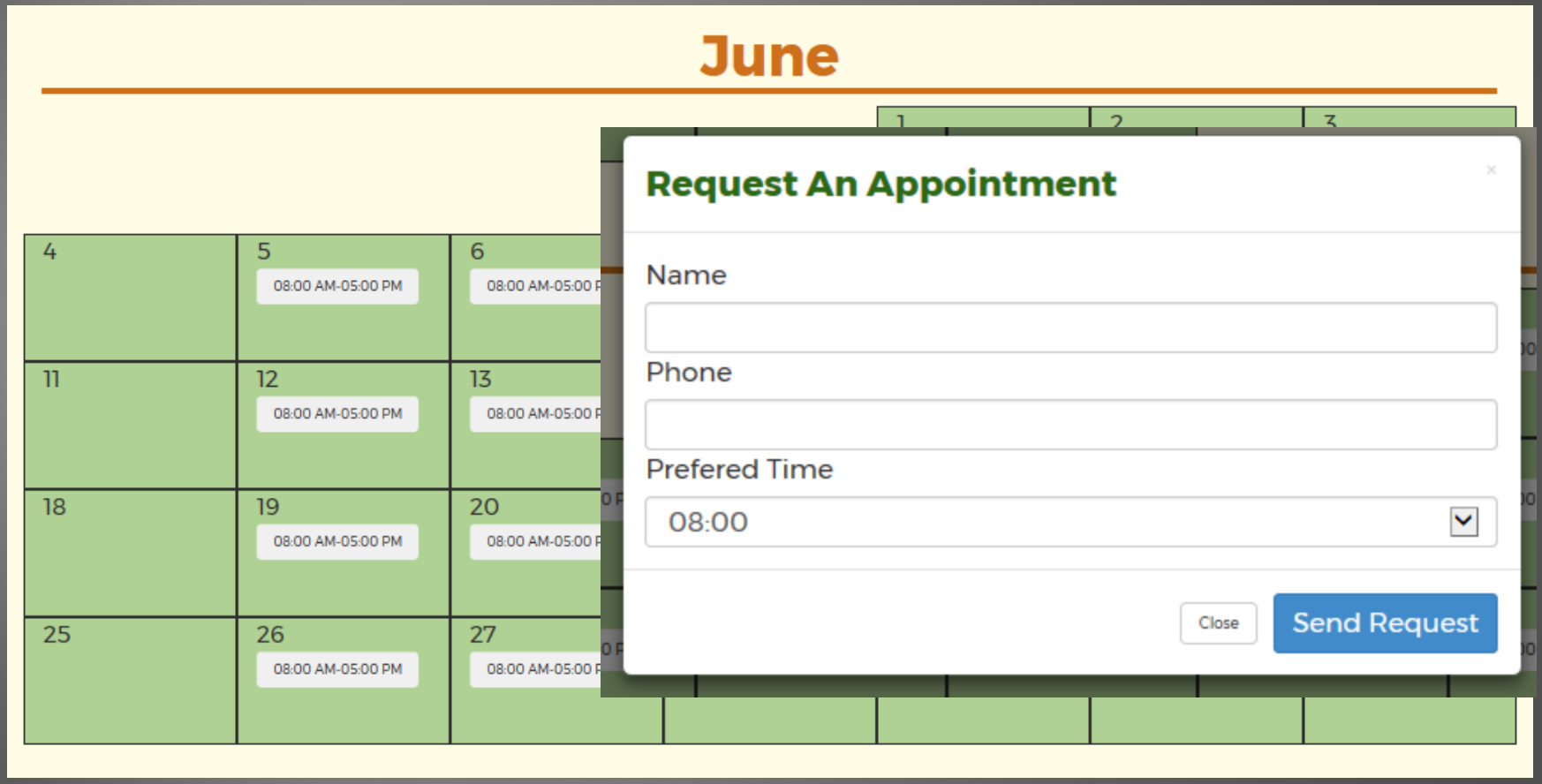


Click on Any County



Once you Click on a County All Available Sites are Listed

Clicking the Location of Your Choice Pulls Up a Calendar



Volunteers Log-in and Set-up Their Schedule

My Schedule Tools

Save My Locations

My Locations

Reports | View My Day | View My Appointments

Spearfish Area Volunteer Spearfish, SD 57783	Belle Fourche Area Volunteer Belle Fourche, SD 57717

Available Locations

Central SHIINE - Avera St Marys 800 East Dakota Avenue Pierre, SD 57501	Eastern SHIINE - Active Generations Senior Center 2300 W 46th Street Sioux Falls, SD 57105	Western SHIINE - Project Solutions 505 Kansas City Street Rapid City, SD 57701

Save My Locations

Counseling Sites Can Indicate Availability

My Schedule Tools

Save Back

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
7:00AM	7:00AM	7:00AM	7:00AM	7:00AM	7:00AM	7:00AM
7:30AM	7:30AM	7:30AM	7:30AM	7:30AM	7:30AM	7:30AM
8:00AM	8:00AM	8:00AM	8:00AM	8:00AM	8:00AM	8:00AM
8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM	8:30AM
9:00AM	9:00AM	9:00AM	9:00AM	9:00AM	9:00AM	9:00AM
9:30AM	9:30AM	9:30AM	9:30AM	9:30AM	9:30AM	9:30AM
10:00AM	10:00AM	10:00AM	10:00AM	10:00AM	10:00AM	10:00AM
10:30AM	10:30AM	10:30AM	10:30AM	10:30AM	10:30AM	10:30AM
11:00AM	11:00AM	11:00AM	11:00AM	11:00AM	11:00AM	11:00AM
11:30AM	11:30AM	11:30AM	11:30AM	11:30AM	11:30AM	11:30AM
12:00PM	12:00PM	12:00PM	12:00PM	12:00PM	12:00PM	12:00PM
12:30PM	12:30PM	12:30PM	12:30PM	12:30PM	12:30PM	12:30PM
1:00PM	1:00PM	1:00PM	1:00PM	1:00PM	1:00PM	1:00PM

All Adjustments are Real Time

- Volunteers and staff can edit their schedules
- They can approve who has signed up
- Regional Coordinators can pull reports
  - If someone gets sick they can help call to cancel or assign a new volunteer
- Volunteers do not have to use the scheduler, it is optional