Using New Technologies

Minnesota SMP/SHIP, Nebraska SMP/SHIP, and South Dakota SMP/SHIP
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**
    - Live Chat and Resource database
  - [www.DB101.org](http://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
Minnesota uses Revation Linklive®

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 well that are integrated into the robust LinkLive reporting suite.
Email is sent from Linklive
My personal and secure in box
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.
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
To access a user just needs the link

https://docs.google.com/spreadsheets/d/1olawgMjLq1NQ2YHfhawwU6BefH1H1uejUF EWAnYx3oY/edit#gid=2009825530
# AEP Appointments 2016

**Eisley Library, Lincoln**  
1530 Superior Street  
**Tuesday, November 1, 2016**

<table>
<thead>
<tr>
<th>Time</th>
<th>Name</th>
<th>Phone No</th>
<th>How did you hear?</th>
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<tr>
<td>10:00 AM</td>
<td>John Doe</td>
<td>402-471-2841</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Jane Doe</td>
<td>402-471-2841</td>
<td></td>
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<tr>
<td></td>
<td>Steve Doe</td>
<td>402-471-2841</td>
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<td>Susan Doe</td>
<td>402-471-2841</td>
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</tr>
<tr>
<td>10:30 AM</td>
<td>John Doe</td>
<td>402-471-2841</td>
<td>Part D</td>
</tr>
<tr>
<td></td>
<td>Jane Doe</td>
<td>402-471-2841</td>
<td>Part D</td>
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<td>Steve Doe</td>
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<td>Susan Doe</td>
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<tr>
<td>11:00 AM</td>
<td>John Doe</td>
<td>402-471-2841</td>
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Names Redacted

Monday, November 28

Tuesday, November 29

(ANN)
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!
• 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
<th>Time (CST)</th>
<th>Role</th>
<th>Sign Up</th>
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<tbody>
<tr>
<td>10/19/2016 (Tue.)</td>
<td>Jefferson Community Health Center - 2200 H St - Fairbury, NE</td>
<td>9:00am - 3:00pm</td>
<td>Counselor (5)</td>
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<td>Counselors will assist clients in comparing Medicare Part D plans.</td>
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<td>Check-In</td>
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<td>Check-in boxes for their appointment and assist with paperwork.</td>
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<td>Alternate (2)</td>
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<td>Alternates will be called if needed for counselor or check-in.</td>
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<td>Shadow</td>
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<td>One person per event can shadow a more experienced counselor.</td>
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<td>Hebron Seacrest Library - 146 N 4th St - Hebron, NE</td>
<td>9:00am - 2:00am</td>
<td>Counselor (3)</td>
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<td>Counselors will assist clients in comparing Medicare Part D plans.</td>
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<td>Check-In</td>
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<td>Check-in boxes for their appointment and assist with paperwork.</td>
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<td>Alternate (2)</td>
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<td></td>
<td>One person per event can shadow a more experienced counselor.</td>
<td></td>
</tr>
<tr>
<td>10/19/2016 (Wed.)</td>
<td>Bryan East Campus - 1600 S 48th St - Lincoln, NE</td>
<td>9:00am - 3:00am</td>
<td>Counselor (8)</td>
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<td>Counselors will assist clients in comparing Medicare Part D plans.</td>
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<td>All slots filled</td>
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<td></td>
<td>Mike Ottak</td>
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<td>Janice Taylor</td>
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<td>Gina Goodiro</td>
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<td>Dave Karr</td>
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</tbody>
</table>
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
• 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
• 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
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
• What is WebEx?
  – WebEx is an online meeting center
  – This tool allows you to meet, interact and share documents with a person anywhere
• 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
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: 4huioewum

[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.

<email content>

Hello,

Alicia Jones invites you to join this WebEx meeting.

SHIIP Webex

Wednesday, August 31, 2016
11:55 am | Central Daylight Time (Chicago, GMT-05:00) | 1 hr
Meeting number (access code): 926 384 914
Meeting password: RsS3pxV4

Add to Calendar

When it’s time, join the meeting.

Join by phone
+1-855-797-9485 US Toll free
+1-415-655-0002 US Toll
Toll-free calling restrictions

Can’t join this meeting?

Or

Only use this option if you do not have access to a computer.
### Prescription Drug Plans

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

#### Sort Results By
- Lowest Estimated Annual Retail Drug Cost

<table>
<thead>
<tr>
<th>Plan Name</th>
<th>Organization</th>
<th>Estimated Annual Drug Costs</th>
<th>Monthly Premium</th>
<th>Deductibles</th>
<th>Drug Coverage</th>
<th>Overall Star Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Humana Walmart Rx Plan (PDP) (S5884-171-0)</td>
<td>Humana Insurance Company</td>
<td>$204.00</td>
<td>$17.00</td>
<td>$400</td>
<td>All Your Drugs on Formulary: N/A</td>
<td>3 out of 5 stars</td>
</tr>
<tr>
<td>AARP MedicareRx Walgreens (PDP) (S0522-072-0)</td>
<td>UnitedHealthcare</td>
<td>$270.00</td>
<td>$22.50</td>
<td>$400</td>
<td>All Your Drugs on Formulary: N/A</td>
<td>2.5 out of 5 stars</td>
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<tr>
<td>Humana Preferred Rx Plan (PDP) (S5884-145-0)</td>
<td>Humana Insurance Company</td>
<td>$180.00</td>
<td>$15.00</td>
<td>$300</td>
<td>All Your Drugs on Formulary: N/A</td>
<td>3 out of 5 stars</td>
</tr>
</tbody>
</table>
• 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 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:

NM State Fiscal 16 to State Fiscal 17 Year Quarter 3 Comparison

<table>
<thead>
<tr>
<th>Month</th>
<th>FY16</th>
<th>FY17</th>
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<tr>
<td>January</td>
<td>83</td>
<td>137</td>
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<tr>
<td>February</td>
<td>96</td>
<td>128</td>
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<tr>
<td>March</td>
<td>102</td>
<td>142</td>
</tr>
</tbody>
</table>
Topics Addressed Via NM Web Chat
3rd Quarter Fiscal Year 2017

- Adult Protective Services: 42
- Alzheimer’s: 3
- Caregiving: 55
- General ALSD Info: 24
- Housing: 14
- Legal: 16
- Medicare: 61
- Medicaid: 66
- Medicare/Medicaid: 46
- 50+: 5
- Ombudsman: 7
- Prescription Drug Assistance: 10
- Public Benefits: 40
- Other: 37
- Transportation: 8
- Volunteer Opportunities: 4
- Two or more topics: 84

2017 SMP/SHIP National Conference
Welcome

Do you need help with health care, home delivered meals, transportation, assisted living or independent living centers? The Aging & Disability Resource Center can guide you to these services and more.

Call us toll-free at 1-800-432-2080. It’s free and confidential.

I NEED HELP. WHERE DO I START? Call us. 1-800-432-2080

2017 SMP/SHIP National Conference
Scheduling Tool

Jamie Seiner
South Dakota
www.SHIINE.net

SHINE
Senior Health Information
& Education Assistance

Helping You Understand Medicare

About Medicare
New to Medicare
Event Listing
Publications
Find Help in Your Area
Volunteer

SHINE Can Help You Understand Medicare and Your Benefits

Providing free, confidential, and unbiased counseling to Medicare beneficiaries in South Dakota.

Sign up for our mailing list.
Medicare Beneficiaries Can Locate a Counselor

FIND HELP IN YOUR AREA
Click on Any County
Once you Click on a County All Available Sites are Listed


Eastern SHINE - Active Generations Senior Center
2300 W 46th Street
Sioux Falls, SD 57105
6053333314 or 18005368197
Clicking the Location of Your Choice Pulls Up a Calendar

June

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Request An Appointment

Name

Phone

Preferred Time

08:00

Close
Send Request
## Counseling Sites Can Indicate Availability

### My Schedule Tools

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<tr>
<th>Sunday</th>
<th>Monday</th>
<th>Tuesday</th>
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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