A Success Story: Reaching the Non-English Speaking Community of Chicago

Sandy Leith, Grace Nawakowski, Eliza Chan, and Jason Echols
2018 SHIP/SMP Conference

Illinois SHIP:
A Hands-on Approach to Expanding Knowledge and Cultivating Partnerships

Illinois Department on Aging
Senior Health Insurance Program (SHIP)
800-252-8966
Aging.SHIP@illinois.gov

Presenter: Dave Lecik
The best counselors are educated counselors!

Learn how we train a consisted unified message to over 1,000 counselors.

Take away materials used for Open Enrollment, Continuing Education, and Specialized Medicaid training.

Increase your partnerships through reliable desk reference materials for counselors.
Illinois SHIP Overview

Happy 30th Anniversary Illinois SHIP!

- 350 Illinois SHIP Counseling sites
- 1,100 certified SHIP counselors
- Trained approximately 200 new counselors a year for the last 2 years, due to outreach efforts
Illinois SHIP created specialized curricula for a hands-on approach to educating and engagement.

- Goal: Enhanced counseling skills among our existing counselors and expand training to other aging community partners such as, HUD Service Coordinators, FQHC’s, ACA Navigators, Medicaid Waiver service providers and Community Care Program units, etc.

- We’ll look at some past year’s specialized trainings that kept counselors up-to-date and expanded on the role of Medicaid, the Long-Term Care and Home Care Ombudsman programs, Medicaid Managed Care Expansion in Illinois, Social Security updates and the everchanging Medicare updates.

Disclaimer: For many SHIPs, this could be costly, creating and printing these curricula. Fortunately, Illinois SHIP partners with other agencies as a part of a master contract to print our training materials, versus outsourcing.
Specialized Curriculum We’ll Discuss

- New Counselor Certification Training (4-Day)
- Spring Continuing Education Conference
- SHIP Fall Conference
- Medicare-Medicaid Learning Collaborative
- Illinois SHIP Medicare Supplement Guide
- SHIP Main Handout for Training
New Counselor Certification Training

Four days of intense training using Pre-class emailed material, our comprehensive **SHIP Counselor Training Manual** and a 100 question open-book SHIP Counselor Certification exam.

Training is 4 days in length, split between 2 weeks (2 days per week)
AGENDA
Introduction

1. SHIP Counselor Manual Changes
   - “Cheat sheet”
   - NOTE: All coordinators will get an e-mailed manual and be mailed a hard copy at a later date
2. Changes to Medicare for 2018
   - Lifting of Therapy caps
   - Part D Coverage Gap closing earlier
   - Higher Part B & D premiums for higher income earners
   - Extension of Equitable Relief
3. New Medicare Cards Are Coming
   - 10 Things to Know About Your New Card
   - New Card PowerPoint
4. NPR Changing to SHIP Tracking and Reporting System (STARS)
5. Volunteer Risk and Program Management (VRPM) program
6. WebEx to Replace ATT System for Quarterly Coordinator Calls
7. 30th Anniversary of Illinois SHIP – July 2018!
8. 2018 Medicare Numbers
   - Part A & B Charts
   - Part D Chart
   - Extra Help Chart
   - Medicare Savings Programs Chart
   - Income Related Monthly Adjustment Chart
**SHIP Fall Conference**
*(Pre- Medicare Open Enrollment)*

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<td>8:15 a.m. – 9:00 a.m.</td>
<td>Registration</td>
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<td>9:00 – 9:15 a.m.</td>
<td>Welcome – Sandy Leith, SHIP Director</td>
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<td>9:15 – 10:15 a.m.</td>
<td>Medicare Part D Updates</td>
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<td>Kelly Dehlinger, SHIP Trainer</td>
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<td>10:15 – 10:30 a.m.</td>
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<td>10:30 – 10:45 a.m.</td>
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<td>Sergio Mojarro, SHIP Trainer</td>
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<td>10:45 a.m. – 12:00 p.m.</td>
<td>Medicaid Bootcamp</td>
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<td>12:00 – 1:00 p.m.</td>
<td>LUNCH</td>
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<td>1:00 – 1:30 p.m.</td>
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<td>1:30 – 2:00 p.m.</td>
<td>Medicare Supplement Plan Update</td>
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<td>3:15 – 3:30 p.m.</td>
<td>Wrap-up – Sandy Leith, SHIP Director</td>
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This project was supported in part by grant #90SAPG0047-01-00 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 2021.
SHIP Medicare and Medicaid Learning Collaborative

Medicare Basics and Medicaid Bootcamp

Senior Health Insurance Program (SHIP)
1-800-252-8666
Aging.SHIP@illinois.gov

HealthChoice Illinois
Your Health. Your Choice.

Illinois’ new Statewide Medicaid Managed Care Program

JULY 2018

Updates on the Illinois’ Integrated Eligibility System (IES) and Application for Benefits Eligibility (ABE) –
SHIP Medicare and Medicaid Learning Collaborative

State of Illinois Michael A. Bilandic Building
5th Floor Auditorium 160 N. LaSalle Street Chicago, IL 60601

Two sessions available - July 17th or 24th, 2018

9:30 a.m.-9:40 a.m.  Welcome
Sandy Leith, Senior Health Insurance Program Director, IDOA and LaRhonda Williams, Deputy State Home Care Ombudsman

9:40 a.m.-10:00 a.m.  Illinois Home Care Ombudsman Presentation
Clarissa Shea, Illinois Home Care Ombudsman

10:00 a.m.-12:00 p.m.  SHIP Medicare Basics and Medicaid Bootcamp
Dave Lecik, SHIP Trainer

12:00 p.m. -1:00 p.m.  Lunch

1:00 p.m. -2:00 p.m.  SHIP Continued
Dave Lecik, SHIP Trainer

2:00 p.m.-3:30 p.m.  Overview of Medicaid HealthChoice Illinois and IES
Laura Phelan, MCO Account Manager/Medicare-Medicaid Alignment Initiative Manager
Department of Healthcare and Family Services

SHIP Medicare and Medicaid Learning Collaborative

by Illinois Department on Aging
# Illinois SHIP Medicare Supplement Guide

## 2017 – 2018 Medicare Supplement Premium Comparison Guide

### Chicago Area

#### (UPDATED)

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Illinois SHIP Main Handout for Training

Your Medicare Coverage Choices

Medicare Enrollment Periods - Quick Chart

Part A & B
- Initial Enrollment Period (IEP) begins when Medicare eligible
- Initial Coverage Effective Date (ICE) is 3 months before the date Medicare eligibility

Part D
- Initial Coverage Effective Date (ICE) is 3 months after the date Medicare eligibility

Part C
- Initial Enrollment Period (IEP) begins when Medicare eligible
- Initial Coverage Effective Date (ICE) is 3 months before the date Medicare eligibility

Medicare Initial Enrollment Period (IEP)

- Initial 3 months, depending on the date Medicare eligibility
- Initial Coverage Effective Date (ICE) is 3 months before the date Medicare eligibility

Your 7-Month Initial Enrollment Period (IEP)

2018 Original Medicare (Part A)
Inpatient Hospital Insurance
(W ithout Medicare Secondary Coverage)

- First 60 days: All but $1,340.00
- Days 61 to 90: $71.40 per day
- Days 91 to 180: $347.00 per day
- Days 181 to 365: $670.00 per day

- Full cost of services beyond 100 days

Home Health Care
- Value limits to medical necessity and home health services

Skilled Nursing Facility Care
- 100 days

2018 Medicare Savings Programs (QMB, SLib, QI-1)
The Medicare Savings Program (MSP) is a State Medicaid program that can help to pay Medicare premiums.

Program Name | 2018 Monthly Income Limits | Resource/Asset Limits | Program Pays | Effective Date
--- | --- | --- | --- | ---
Qualified Medicare Beneficiary (QMB) | 100% FPL | $1,012 Individual (+ $270) | $1,372 Couple (+ $270) | $1,134 Couple | $7,560 Individual | Part A & B Premiums & deductibles, coinsurance | 2018
Special Low-Income Medicare Beneficiary (SLIB) | 120% FPL | $1,213 Individual (+ $270) | $1,645 Couple (+ $270) | $1,134 Couple | $7,560 Individual | Medicaid Part B premiums | 2018
Qualified Individual-1 (QI-1) | 135% FPL | $1,365 Individual (+ $270) | $1,851 Couple (+ $270) | $1,134 Couple | $7,560 Individual | Medicaid Part B premiums | 2018

1-800-252-8966
TTY 1-888-206-1327

13

- 102x9 to 342x175
- 474x179 to 677x440
- 19x460 to 237x451
- 256x180 to 455x443
- 607x520 to 720x498
Results and Real Life Take-Aways

We’ve work hard at building partnerships and the achieving results through our trainings and sharing materials:

- **HUD Service Coordinators**: Spoke to 150 housing coordinators at their annual conference and are a major part of their curriculum each year.

- **ACA Navigators**: We have trained several of these folks working through various agencies such a FQHCs

- **FQHCs**: We have 10 rural health centers and 6 FQHC’s in Cook county as SHIP sites. These partners meet with the low income and hard to reach population who trusts these clinics with their healthcare.

- **LTC and Home Care Ombudsman**: We partnered with these folks and are introducing their community services to the SHIP network. This gives in home advocacy with regard to our Medicaid waiver and Duals Demonstration programs.

- **Aging and Waiver Service Community Care Units (CCU)**: We’ve partnered to cross train CCUs to take on the SHIP counseling efforts. These partners are proficient in Medicaid application processes yet relay on SHIP training to help their clients make the most of their healthcare benefits to lower out of pocket costs and enhance the beneficiaries qualify of life.
Training material is available for participants

ANY QUESTIONS?

Illinois SHIP

Phone: 800-252-8966
Web Link: www.state.il.us/aging/SHIP
Email: Aging.SHIP@illinois.gov