2018 SMP/SHIP
NATIONAL CONFERENCE
August 20–23 • Chicago, IL

Medicare Training: Building Partnerships and Advanced Skills
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
Presentation Overview

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).
Spring Continuing Education Conference

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
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<th>Time</th>
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<tr>
<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>10:15 – 10:30 a.m.</td>
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<td>10:30 – 10:45 a.m.</td>
<td>National Performance Reporting (NPR)</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>Social Security Updates</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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SHIP Medicare and Medicaid Learning Collaborative

Medicare Basics and Medicaid Bootcamp

SHIP Medicare and Medicaid Learning Collaborative

Senior Health Insurance Program (SHIP)
1-800-252-8066
Aging.SHIP@illinois.gov

Department of Healthcare & Family Services
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) –

JULY, 2018
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
### Chicago Area - Zip Code 60639
Standardized Medicare Supplement Plans Available - Annual Premium Estimates

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- Pre-ex: 3
- App Fee: $50
- Crossover: yes

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- App Fee: $50
- Crossover: yes

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- Crossover: yes

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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
ADVANCED MEDICARE TRAINING: A CLOSER LOOK

• Ship/SMP National Conference
• Chicago
• August, 2018
• Presented by: Anne Smith and Gloria Rhode
HOW THIS TRAINING CAME ABOUT

• In 2017 we were asked by our SHIP/SMP Director to develop advanced Medicare training that would take a targeted, in-depth look at one or more coverage topics. In Maine the SHIP and SMP programs work together and a number of counselors had requested training that would provide them with a deeper understanding of Medicare. We felt this would be a great opportunity for us to try to develop training that would allow staff and volunteers to work together to resolve beneficiary inquisitions. We solicited real cases from staff at the SHIP agencies and developed our training from those.
OBJECTIVES

• Provide advanced training to SHIP and SMP staff and volunteers to enhance their abilities to provide one-on-one problem resolution.

• Use real case scenarios and issues that staff and volunteers may encounter.

• Provide training in a format that will encourage participant involvement.

• Further develop staff and volunteer research skills.

• Build collegiality between staff and volunteers.

• Provide training suitable for all ability levels.
FORMAT

• Cases will be real cases
• Work will be done in a small group format
• Each group will be a mix of staff and volunteers, both seasoned and new
• Training will be 3-4 hours, depending on group size
• Sections of the training will utilize a variety of formats; some will provide each small group with a different case, while others will have all small groups working on the same case
• Groups will have ample time to read and resolve issues; each group will report out with their solutions
A FEW MORE DETAILS…

• We found that often staff tends to group together so after we determine how many groups there will be (we like to keep the groups between 4 and 8 members) we often have attendees count off so we get a nice mix of staff and volunteers in each group.

• We tried having groups work on the same case but attendees liked it better when each group had a different case; they liked the variety better.

• It is important to have a work space that allows for conversations within the small groups without too much distraction.

• Provide each attendee with a copy of all materials needed to find the answers to the presenting issues.
RESULTS

- Staff and volunteers, both seasoned and new, like the group format and felt a real sense of partnership (collegiality).
- Attending this training has built the confidence of counselors to research and resolve more issues.
- Calls to the Medicare Rights Advocate for the most part no longer include simple issues the counselors could have dealt with on their own. Calls now are for more complex issues.
- Strengthened the partnerships between staff, volunteers, the Medicare Rights Advocate and the SMP Statewide Coordinator.
Meet Marge. She’s over 65 and enrolled in Original Medicare. She’s had some health issues recently and has made a few trips to the hospital. Detail the amount she paid under Part A for the following 3 scenarios:
SCENARIO 1

- Marge contracted influenza on Jan. 1 and spent three days in the hospital as an inpatient. She was then discharged on Jan. 4 and sent home.

- Marge pays:
  - $
SCENARIO 2

• Marge has really bad luck and contracted the flu again on April 1. She develops serious complications from the flu that require an extended hospitalization. She’s hospitalized for 65 days and discharged on June 5.

• Marge pays:

• $
FINAL SCENARIO…

• After finally getting over her flu complications, Marge runs into more bad luck. She is injured in a car accident and heads back to the hospital on July 10. Remember, her first day in the hospital to treat her injuries is technically her 66th day in the hospital for this benefit period.
• She’s in the hospital for 10 days and discharged on July 20.
• Marge pays:
  • $
THANK YOU

Questions?

Contact:
Anne Smith, 207-620-3102
asmith@mainelse.org

Gloria Rhode, 207-620-3117
grhode@mainelse.org