



2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX



Collaboration
NOT COMPETITION
SMP-SHIP Partnership

Wednesday, July 12th

8:30 and 10:30

CENTERS' BACKGROUND AND COLLABORATION EFFORTS



Centers Contact Information

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Massachusetts Partnership Example

- New SHIP Counselor training with SMP presentation (processing claims, fraud, errors and abuse)
- Joint SMP/SHINE Community Presentations
- Extensive SMP training for SHINE Counselors
- Sharing materials such as Personal Health Care Journals





Ask the Experts – Massachusetts

I am trying to find out if the Medigap Open Enrollment Period takes precedent over a Guaranteed Issues Right. I have a beneficiary who is turning 65 and wants to delay enrolling in Part B. According to the Guaranteed Issue Rights he is only eligible if his employer coverage pays first. He also wants to enroll in part D but has an issue with his pharmacy over charging for his medications. Can you provide me a good starting point?



Ask the Experts – Massachusetts

A dual-eligible beneficiary called you because they are being billed by a physician for what Medicare and Medicaid didn't cover and they can't afford it. They received a notice that their Part A benefits have ended and unsure if this is related. Where would you go from here?



Massachusetts Contact Information

Massachusetts SMP

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★ Elder Services of the
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★ Executive Office of
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Build

Your Own Beneficiary Experience



Illinois Role Playing



Illinois Partnership Examples

- 1988 IL SHIP began with the Department of Insurance
- 1995 Operation Restore Trust (SMP) at Age Options
- 1996 Red Tape Cutters at Age Options (AAA)
- 2006 Make Medicare Work Coalition at Age Options
- 2013 SHIP moved to Department on Aging
- Joint Advocacy and Education





Ask the Experts – Illinois

Do disabled Medicare beneficiaries have another opportunity to make changes to their current Medicare coverage upon turning 65? I was provided a flyer from an insurance agent that knocked on my door and suggested I enroll in a new plan with him today and thought I better check.



Illinois Contact Information

Illinois SMP

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Illinois SHIP

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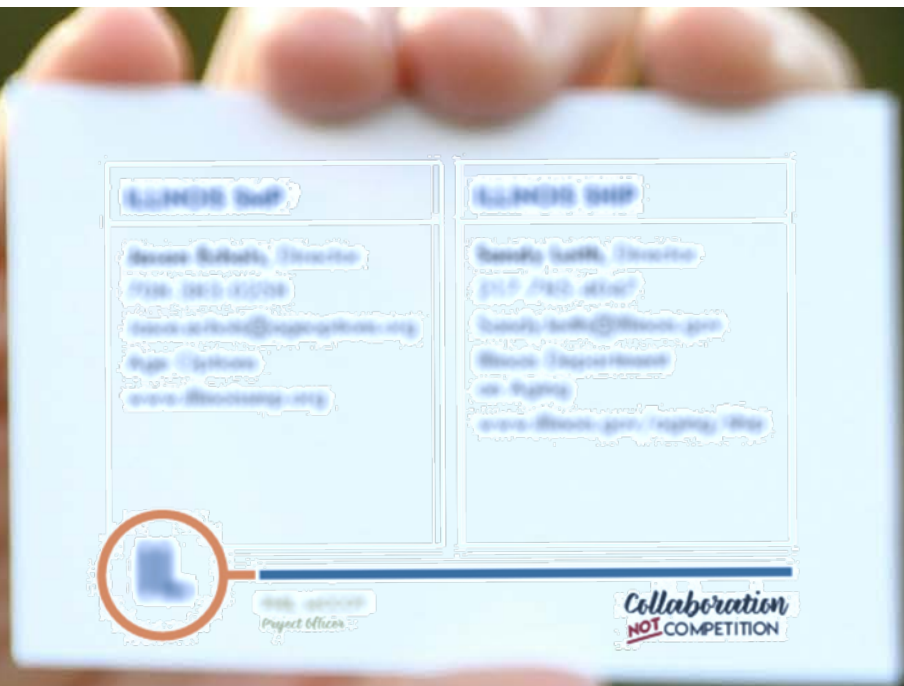
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SMP/SHIP Contact Cards



Session Wrap-Up/Questions?

- Resources available in both Centers Libraries



Resources Add New

Search: [Advanced Search](#)

Status: ACL Project Officer Approval: Obtain Permission of Resources: Gave proper recognition:

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Welcome to the SHIP Resource Library!

Search here for resources created by SHIPs or for SHIPs.

Keyword Search: Date From: Date To:

Exact Match

Subject: Activity: Type: Audience: Source:

The production of this webinar was supported by Grant No. 90ST1001 and No. 90NP0003 from the Administration for Community Living (ACL). Its contents are solely the responsibility of the SHIP TA Center and do not necessarily represent the official views of ACL.