



BECs & MIPPA Leads

Technical Assistance Schedule 2026

The National Council on Aging's Center for Economic Well-Being hosts technical assistance (TA) webinars and peer-to-peer learning opportunities throughout the year on the second Wednesday of the month at 2:00pm ET. You can access recordings of past events and register for upcoming ones on [NCOA Connect](#).

This schedule is subject to change.

Wednesday, February 11th at 2:00-3:00pm ET

What's New with Medicare in 2026?

Presenters: Shea Corti & Emily Whicheloe, Medicare Rights Center

This webinar educated MIPPA networks on key Medicare changes in 2026. During this webinar, presenters covered:

Medicare Part D Drug Price Negotiation
Medicare Eligibility Criteria
Telehealth Flexibilities
Prior Authorization
Enrollment Period Reminders
2026 Medicare Costs
Medicare changes each year.

[CLICK HERE TO ACCESS THE RECORDING](#)

Wednesday, February 25th at 2:00-3:00pm ET

Benefits Enrollment Centers (BEC) Orientation

Presenters: NCOA Team

Welcome to our new cohort of BECs! This webinar covered information about this new contract cycle, the role of grantees, and expectations of the BEC-NCOA partnership. We also reviewed reporting services in Cumulus.

[THIS RECORDING IS AVAILABLE ON CUMULUS](#)

Wednesday, March 11th at 2:00-3:00pm ET

Quarterly Peer-to-Peer Call: Using BenefitsCheckUp® to Support Your Work

Presenter: Nicole Knowles, National Council on Aging

Regional breakout rooms facilitated by NCOA Points of Contact

Our first peer-to-peer learning opportunity of the year featured a demonstration of NCOA's BenefitsCheckUp® tool. We will then have an opportunity to discuss how to incorporate it into BECs' day-to-day work and share feedback on how it could be more in your respective service areas.

[CLICK HERE TO ACCESS THE RECORDING](#)

Wednesday, April 8th at 2:00-3:00pm ET

Boost Your Budget Week 2026

Presenters: Ryan Ramsey & Simona Combi, National Council on Aging

NCOA's annual Boost Your Budget Week took place April 13-17, 2026. This annual initiative continues NCOA's commitment to supporting older adults by providing practical tools, trusted resources, and expert guidance to help strengthen financial security and overall well-being. This webinar shares best practices in media engagement and community outreach that can be used during Boost Your Budget Week and beyond.

[CLICK HERE TO ACCESS THE RECORDING](#)

Wednesday, June 10th at 2:00-3:00pm ET

Quarterly Peer-to-Peer Call: A No Wrong Door Approach to Benefits Enrollment

Presenters: Kristie Kulinski, Administration for Community Living (ACL); Christina Neill Bown, Christina Neill Bowen Consulting, LLC; Kristen Vangeloff, Lewin Group
Regional breakout rooms co-facilitated by Presenters & NCOA Points of Contact

June's peer-to-peer learning call will explore how the No Wrong Door system transforms access to community services and supports, why BECs should work within this framework in their own communities, and how this approach creates efficiencies across networks to empower individuals to make informed decisions. After their presentation, our presenters will facilitate breakout room discussions on how to practically apply the No Wrong Door approach to your work.

[CLICK HERE TO ACCESS THE RECORDING](#)

Wednesday, July 8th at 2:00-3:00pm ET

Integrated Care: Serving Dual-Eligible Beneficiaries

Presenter: Daniel Davis, National Council on Aging

July's TA call will feature a presentation on Medicare-Medicaid coordination for Dual Eligibles. We will share information on navigating Medicaid and Medicare intersections, coordinating with state agencies, and addressing beneficiary pain points.

[CLICK HERE TO ACCESS THE RECORDING](#)

Wednesday, August 12th at 2:00-3:00pm ET

Navigating Difficult Conversations

Presenter: Amanda Krisher, National Council on Aging

In August, we will learn effective ways to navigate difficult conversations with clients. This session will explore three main components of effective communication through the lens of benefits access work. Participants will learn practical strategies to navigate emotionally complex conversations, build trust, and respond with empathy and clarity.

[CLICK HERE TO REGISTER](#)

Wednesday, September 9th at 2:00-3:00pm ET

Quarterly Peer-to-Peer Call: Partnerships & Sustainability through AEP

Presenters:

Tim Smolen, Washington State Office of the Insurance Commissioner

Betsy Smith & Darling Garcia, Elder Law of Michican

Regional breakout rooms facilitated by NCOA Points of Contact

September's peer-to-peer learning call will begin with a presentation from peers within the MIPPA network on leveraging partnerships during AEP. We will then split into regional groups to discuss strengthening partnerships during AEP to expand MIPPA impact. Topics will include working with SHIPs, AAAs, CBOs, and Medicaid offices, braiding funding and avoiding duplication, and sustaining outreach year-round.

[CLICK HERE TO REGISTER](#)

Wednesday, October 7th at 2:00-3:00pm ET

Open Enrollment Readiness

Presenter: Ryan Ramsey, National Council on Aging

In our last TA call of the year, NCOA will provide information on supporting beneficiaries during Medicare Open Enrollment, including appropriate MIPPA roles during AEP, managing demand and referrals, and avoiding prohibited activities.

[CLICK HERE TO REGISTER](#)