

# **Monthly OHIC Programs COVID-19 Call**

**April 30, 2020**

# WebEx functionality

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1) The **view icon** in the upper right corner changes your view in WebEx.

- **Tip:** Select the middle option so you can see who's speaking!

2) The **toolbar** on the left side of the screen allows you to zoom in and out to show a closer or farther out view of the PowerPoint presentation.

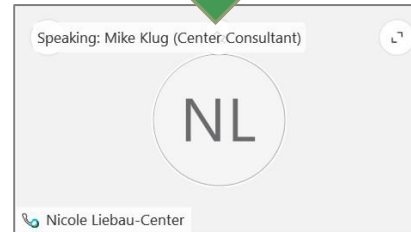
3) The **menu** at the bottom allows you to mute your line, open the participants and chat panels, and leave the event.

4) The **panels** on the right show participant information, chat, and polling (when in use). Use the arrow and x to open and close the panels.



**Tip:** To raise your hand, open the participant panel and click the hand icon in the lower right corner.

1



3



4



# Closed Captioning for This Event



Live Captions



Transcript

## Live Captions

- Provides closed captioning starting from the moment you click the link provided in WebEx Chat.

## Transcript

- Provides the full transcript from the start of the call until the time you click the “Transcript” tab. You can save the transcript for yourself if you’d like a copy.

Save transcript:



# Welcome!

## SMPs

- Senior Medicare Patrol

## SHIPs

- State Health Insurance Assistance Program

## MIPPAs

- Medicare Improvements for Patients and Providers Act



# Panelists: ACL and the Centers



**Marissa  
Whitehouse**

**Administration for  
Community Living**

**Sue Choplin**

**SHIP Technical  
Assistance Center**

**Ann Kayrish**

**NCOA's Center for  
Benefits Access**

**Heather Flory**

**SMP Resource  
Center**

# Poll: Which topic are you MOST interested in discussing today? (Select one!)

- Web conferencing platforms (e.g. Zoom, WebEx, GoToMeeting)
  - What **challenges and strategies** do you have related to your current web conferencing platform (or lack of a platform) when working with volunteers and/or reaching older adults?
- Working remotely
  - What other **challenges and strategies** (beyond web conferencing platforms) do you have working with volunteers and beneficiaries remotely (both low-tech and high-tech)?
- What's next?
  - As each state begins to re-open and allow more opportunities for public interaction, what **challenges and strategies** should SMPs, SHIPs, and MIPPAs consider for transitioning back to in-person work?

When the polling has ended, click the arrow to re-open the Participants panel.

> Participants  
> Chat  
> Polling

# Agenda

**ACL  
expectations  
during COVID-  
19**

**Sharing of  
COVID-19  
strategies and  
practices**

**Resources  
from the  
Centers**

# ACL Expectations

- **Planned outreach activities and meetings**
  - CDC recommends reviewing your planned events, programs, and services to determine if you need to temporarily postpone or cancel anything.
  - ACL encourages you to consult your state health departments and local published guidance to make these decisions.
  - SMP/SHIP National Conference will shift to fully virtual format.
- **Potential program impact**
  - ACL anticipates contact numbers to decrease in the public health emergency. Communicate openly with your ACL Project Officer about any impacts you are experiencing. This knowledge will inform explanations cited in public facing reports like the OIG Report and the SHIP Report to Congress.
  - ACL has extended SHIP/MIPPA reporting deadlines and will continue to monitor further program reporting deadlines as need for extension is identified.
- **ACL will continue to share information via listservs and [acl.gov/COVID-19](https://acl.gov/COVID-19).**



# Sharing Challenges and Strategies

**Topic 1:**

**Topic 2:**

**Topic 3:**

**Other Topic**

I am done talking...for now!

## **To share a comment or question**

- 1) Click the annotation icon on the left to open your tools.
- 2) Click the pointer arrow, then click in the box above.
- 3) Clear your pointer arrow when done.

**Tip:** *If your arrow doesn't work, click the "raise hand" button.*

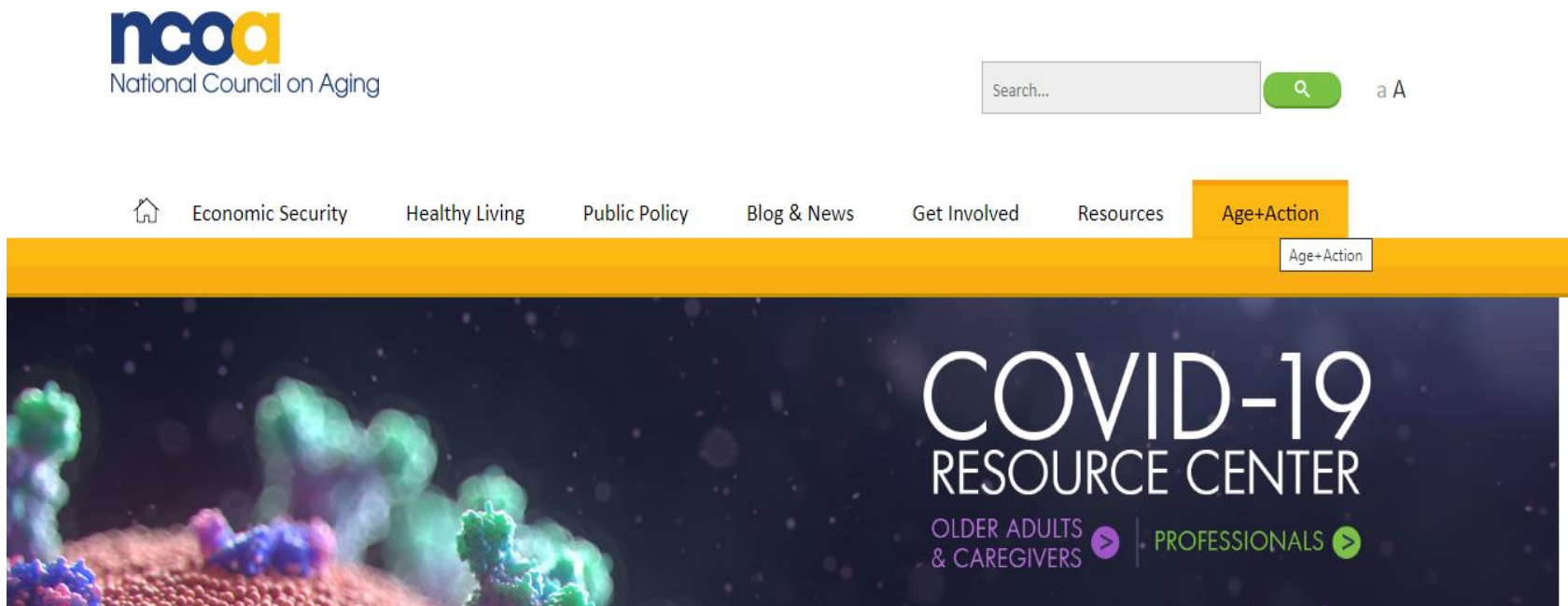
*This webinar was supported, in part, by grant numbers 90SATC0001 and 90MPRC0001, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201.*



# **COVID-19 Resources from the Centers**

# NCOA/MIPPA Center COVID-19 Resources (publicly available)

<https://www.ncoa.org/>: Resources for older adults & caregivers, professionals, and advocates





# SHIP TA Center COVID-19 Resources

## Publicly available

- News item on homepage: [www.shiptacenter.org](http://www.shiptacenter.org)

Password-protected resources for SHIPs:  
[www.shiptacenter.org](http://www.shiptacenter.org) > SHIP Login

- SHIP TA-Center COVID-19 Facebook Images
- **Tip:** Search for keyword “COVID-19”.



# SMP Resource Center COVID-19 Resources

## Publicly available

- COVID-19 Fraud page (includes a Spanish-language fraud alert): <https://www.smpresource.org/Content/Medicare-Fraud/Fraud-Schemes/COVID-19-Fraud.aspx>

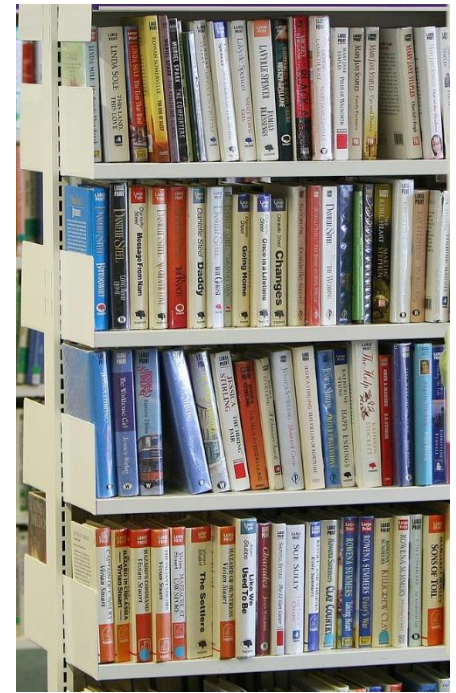
## Password-protected resources for SMPs: [www.smpresource.org](http://www.smpresource.org) > SMP Login

- SMP Consumer Fraud Alert: COVID-19 Fraud Resources (includes several Spanish-language resources)
- SMP Resource Center Infographics – COVID-19
- **Tip:** Search for keyword “COVID-19”.

# Additional Password-Protected Resources from the Centers (for SHIPs and SMPs)

**Log in to the SMP or SHIP Resource Libraries to search for these and many other resources:**

- Outreach Strategies During COVID-19 Webinar
- Living with COVID-19 Webinar: A Guide for Volunteer Programs
- Privacy and Confidentiality Online Course
  - SHIPs: green button titled “Training and Certification (OCCT)”
  - SMPs: TRAX tab > Available Training > Online Course **OR** CMS Unique ID Training Curriculum



**Tip: Also register for upcoming events!**

**The next Monthly OHIC Programs COVID-19 Call is May 26 at 2pm ET.**

# Webinar Resources in the Libraries

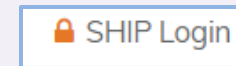
## SMPs

- Step 1: Login at [www.smpresource.org](http://www.smpresource.org) (click the blue SMP Login padlock).
- Step 2: Search for keyword “COVID-19”.



## SHIPs

- Step 1: Login at [www.shiptacenter.org](http://www.shiptacenter.org) (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword “COVID-19”.



**MIPPAs:** Resources will be emailed to the MIPPA listserv.