Monthly OHIC* Programs COVID-19 Call

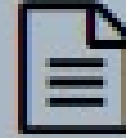May 26, 2020

*OHIC = Office of Healthcare Information and Counseling

Closed Captioning for This Event

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	SHIPs	MIPPAs
• Senior Medicare Patrol	• State Health Insurance Assistance Program	• Medicare Improvements for Patients and Providers Act

Questions about working COVID-19? Use your Resources!

SMPs

- www.smpresource.org > SMP Login

SHIPs

- www.shiptacenter.org > SHIP Login

MIPPAs

- www.ncoa.org > Professionals > Key Resources for Professionals

Tip sheets are available on a wide variety of topics related to COVID-19! Medicare coverage and enrollment, Medicare fraud, working remotely, outreach, virtual volunteering, etc.

Panelists: ACL and the Centers

Maggie Flowers

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!)

a) What's next?

   o As each state begins to re-open, what **challenges and strategies** should SMPs, SHIPs, and MIPPAs consider?

b) Using technology

   o What **challenges and strategies** do you have related to technology when working with volunteers and/or reaching older adults?

c) Working remotely

   o What other **challenges and strategies** (beyond using technology) do you have working with volunteers and beneficiaries remotely?

d) Other

   o If none of these topics is your highest priority, please send your suggested topic in the chat to "All panelists".

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

> Participants

> Chat

> Polling

Poll: What's next... Where is your agency or program in re-opening? (Select one!)

Our office is…

a) Open and we're seeing clients in person.

b) Open, but we're not seeing clients in person.

c) Planning to open in the next month.

d) Planning to open in the next two months.

e) Online, and we're planning on doing everything online for the foreseeable future.

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

> Participants

> Chat

> Polling

Agenda

ACL Updates & Reminders

Sharing of COVID-19 strategies and practices

Resources from the Centers

ACL Updates & Reminders

- **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.**

Sharing Challenges and Strategies
Raise your hand to share a comment about the topic being discussed.

What's next?

- As each state begins to re-open, what **challenges and strategies** should SMPs, SHIPs, and MIPPAs consider?

Using technology

- What **challenges and strategies** do you have related to technology when working with volunteers and/or reaching older adults?

Working remotely

- What other **challenges and strategies** (beyond using technology) do you have working with volunteers and beneficiaries remotely?

Other

- If none of these topics is your highest priority, please send your suggested topic in the chat to "All panelists".

COVID-19 Resources from the Centers

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

https://www.ncoa.org/

COVID-19
RESOURCE CENTER

OLDER ADULTS & CAREGIVERS ➤ | PROFESSIONALS ➤

Key Resources about COVID-19:

www.ncoa.org/covid-19/covid-19-resources-for-professionals-1/key-government-resources-for-professionals/

Key Resources for Professionals

Find key resources and tools developed by NCOA's national partners in aging and disability and the federal government.
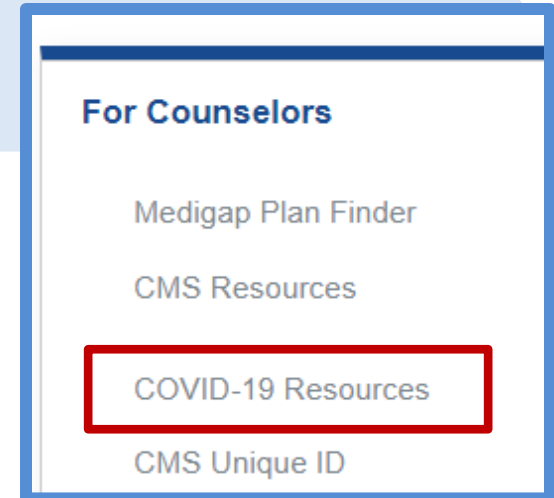
Explore

The SHIP National Technical Assistance Center

ship state health insurance assistance programs
NATIONAL NETWORK

www.shiptacenter.org > SHIP Login

For Counselors

Medigap Plan Finder

CMS Resources

COVID-19 Resources

CMS Unique ID

- COVID-19 in Toolbox > For Counselors
- COVID-19 Events
- COVID-19 News (from ACL, CMS, etc.)
- Resource Library:
  - COVID-19 Fact Sheets and Facebook images
  - COVID-19 resources from other SHIPs
- **Tip**: Use "Type for Search" – keyword "Covid"

☰ Type for search...

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 > SMP Login
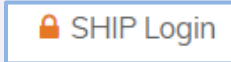
- COVID-19 web events
- SMP Consumer Fraud Alert: COVID-19 Fraud Resources (includes several Spanish-language resources)
- SMP Resource Center Infographics – COVID-19
- **Tip:** Search for keyword "COVID".

Webinar Resources in the Libraries

SMPs

- Step 1: Login at www.smpresource.org (click the blue SMP Login padlock). 🔒 SMP Login
- Step 2: Search for keyword "COVID".

SHIPs

- Step 1: Login at www.shiptacenter.org (click the orange SHIP Login padlock). 🔒 SHIP Login
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword "COVID".

MIPPAs: Resources will be emailed to the MIPPA listserv.

Tip: Also register for upcoming events!
The next Monthly OHIC Programs COVID-19 Call is June 24 at 3pm ET.