

Age+Action Sessions of Note for MIPPA/BEC/SNAP Grantees

All conference sessions will be recorded and available for registered attendees to watch on demand throughout the month of June.

Monday, June 8

11:00 am ET **BEC Technology & Reporting Tools / Using BenefitsCheckUp at Work: A Demonstration and Discussion**

Benefits Enrollment Centers and SNAP grantees are encouraged to attend this session to get answers to common questions about NCOA reporting requirements, get a firsthand demonstration of a new reporting tool (WizeHive), and discover important changes coming to BenefitsCheckUp®

MIPPA State Grantees Learning & Networking

The MIPPA network has seen rapid changes over the past few years, with many new directors taking the helm. Join us for an opportunity to meet (virtually) your Center for Benefits staff leads and project officers from the Office of Health Insurance Counseling at ACL; discover developments in store related to TA, training, and reporting/performance measures; and participate in an interactive getting to know you exercise.

12:30 pm ET **Why We're Here: MIPPA Today & Tomorrow**

This session will bring together the full network of MIPPA state grantees, Benefits Enrollment Centers, and Senior SNAP grantees to meet one another virtually, discover how COVID-19 has affected our current work, and learn up-to-date developments on MIPPA funding and how you can educate policymakers about your work.

2:00 pm ET **Advances in Research from NCOA**

Get the lowdown on recent research our Center for Benefits Access team has supported that looks at: estimates of the number of people missing out on LIS & MSP; knowledge of integrated care models for dually eligible individuals among the aging/disability network; how access to benefits affects well-being; and outreach & messaging to diverse elders

Tuesday, June 9

10:00 am ET Finding Those Most Vulnerable: New Data on Older Adults Least Likely to Access MSP, LIS, and SNAP

This session will provide an overview of the current state of senior poverty in the country, after which we will drill down on why older adults are missing out on valuable benefit programs. We will present new data about the older adults least likely to access the Medicare Savings Programs, Extra Help, and SNAP.

11:30 am ET Data, Data, Data: The How, What, and Why of Data Exchange Between States, Medicare/ Medicaid, and Social Security

What happens after clients apply for Medicare Savings Program benefits at their local Medicaid agency? How does the information get verified and sent to the Centers for Medicare & Medicaid Services (CMS)? Why does it take so long for the Social Security Administration (SSA) to stop withdrawing the Medicare Part B premium from individuals' benefit checks? Presenters from CMS and NCOA will provide an overview of the complex data exchange and processes between states, CMS, and SSA to ensure clients receive their benefits in a timely manner. Examples of common client problems will be provided and how attendees can help troubleshoot these issues.

1:00 pm ET It's All About Time: Saving Time Collecting Client Information

The Area Agency on Aging of Palm Beach, Treasure Coast serves a five-county area in South Florida as a Benefits Enrollment Center (BEC). The agency's helpline collects initial client information and makes appointments for the BEC based on an online platform called Timetap. This innovative technology has provided our local BEC program with the ability to monitor clients who show up for appointments, follow up with those who do not, help clients prepare for application assistance appointments, and run reports monthly while retaining client information as password protected. If you have a high volume of clients and need to collect information in a uniform and efficient way, this system may be something to consider as the support and cost are exceptional.

2:30 pm ET Medicare Advantage: Laying the Groundwork for Emerging CBO Opportunities

Join Medicare experts to learn about the basics of Medicare Advantage Plans (MAPs) – types of plans, landscape of supplemental benefits, structure, quality ratings, accreditation, and more. Attendees will gain an understanding of the new Medicare Advantage Special Supplemental Benefits for the Chronically Ill and other opportunities for community-based organizations (CBO) to partner

with MAPs. Considerations and issues for CBO readiness for engagement with MAPs will also be explored.

National Health Care Fraud Trends

This session will discuss common and emerging health care fraud schemes impacting the Medicare, Medicaid and private health insurance programs. It will cover the use of sophisticated data analytics and field intelligence by law enforcement and support agencies to rapidly identify and respond to fraud schemes. Significant enforcement work, including recent national take-downs will be discussed. Specialty areas will also be highlighted - including criminal enterprises, medical identity theft, and patient harm. Detailed information will be provided regarding ways that individuals can prevent and avoid being victims of health care fraud schemes and preview emerging fraud schemes for 2020.

4:00 pm ET

Opportunity for Collaboration: The Intersection Between the Work of a Veterans Services Officer and a Benefits Enrollment Center

The goal of this presentation is to inform and encourage Benefits Enrollment Centers (BECs) to pursue relationships with their area Veterans Services Officers (VSOs) and to pursue certification as a VSO to help enhance the services they provide to aging Veterans. In this presentation participants will hear from a panel of experts to include: two BECs who specialize in serving veterans and who have on staff VSOs who work for the BEC. The panel will also include a state veterans administration VSO, who will speak on how he works closely with the BEC, and a local Veteran from Texas who will share his view on the needs of aging veterans from a Veterans perspective. The target audience for this session includes: BEC staff, Veterans service providers and federal agency partners involved in benefits for Veterans.

The Impact of the Opioid Epidemic on Older Adults and Persons with Disabilities

To gain insight into how the opioid epidemic is affecting the aging service network and the older adults they serve, NCOA surveyed its aging services network of grantees and partners. The survey was intended to understand how older adults and their caregivers are affected by the opioid epidemic and identify new resources and tools needed for organizations to better serve their communities. This session will present the study findings, recommendations and next steps. The Administration for Community Living will also highlight the key activities they are engaged in to address the opioid crisis as it relates to older adults and persons with disabilities.

Wednesday, June 10

10:00 am ET Medicare Plan Finder: The Devil is in the Details

The session will provide an overview of the recent changes to Medicare plan finder and most commonly reported problems. Attendees will learn proactive steps to help beneficiaries identify plan sorting issues, coverage and cost details, and plan restrictions that determine if a plan provides optimal coverage. Lastly, the session will explain the Special Enrollment Period available to Medicare beneficiaries who enrolled into a sub-optimal plan due to information provided by plan finder. The session will be conducted by 1-2 SHIP directors/staff and NCOA staff familiar with the MPF and changes impacting the most recent Medicare open enrollment. The session is designed for anyone that counsels or works with Medicare beneficiaries and is interested in improving their financial well-being through improved Medicare plan choice.

Can I Get into Your Virtual Door?: How Accessible Are You?

This session is intended for any entity that has a web-based presence and is communicating with their constituency through electronic methods. During this session we will review the common barriers found on websites, social media platforms and multi-media programs and discuss best practices and established guidelines for accessibility of information technology. Participants will be provided with resources and tools for evaluating their own agency/organizations accessibility and instructions on how to develop an action plan to ensure that they are equipped to address accessibility not only in their physical environments but also in their virtual environments.

11:30 am ET Honoring Those Who Serve: Veterans Aging in Place

For our nation's military veterans and service members age 65 or older, numbered in excess of 12.4 million, it takes a network, a village, and collaborative effort that never ends. To help support them, a vast network support those who have served in conflicts around the world - including World War II, the Korean War, the Vietnam War, and in the Persian Gulf War and others. Join us in learning more about how organizations, agencies, and service providers are helping veterans to age in place.

Digital Empowerment: Online Banking Classes for Older Adults

Financial empowerment is critical to aging well. But as the banking world becomes more and more digital, millions of older adults are being left behind. Are the older adults at your center equipped to handle their all-important banking needs online? What if they are homebound or have never used a computer? What if they are Spanish speakers? Where can they get the training they need—

and how can you avoid re-inventing the wheel in designing a program from scratch? This presentation from Northwest Side Housing Center in Chicago will address all of those questions.

1:00 pm ET **Older Immigrants: Access to Public Benefits and "Public Charge"**

Last year, the federal administration finalized a significant change to the “public charge” law that may profoundly impact the receipt or potential receipt of certain public benefits for older adult immigrants. Even before the “Public charge” regulation was finalized, community-based organizations reported the chilling effect of the regulations on immigrants applying for or renewing public benefits. During this workshop, presenters will inform attendees about the public charge law and how it affects, and does not affect, older immigrants. Presenters will provide updates on the status of the implementation of the “public charge” law, including nationwide litigation, and how community-based organizations have worked to provide accurate information, reduce the negative effect in their communities, and counter the misperception of the effects of the law.

2:30 pm ET **Extending Your Reach: Innovative Partnership Strategies**

AgeOptions innovates, partners, and advocates to improve systems and services in order to strengthen communities so people can thrive as they age. In this presentation we will share the strategies used by AgeOptions’ Benefits Enrollment Center (BEC) to extend our reach throughout our service area with innovative use of community partnerships. We will discuss: The evolution of public libraries and how AgeOptions is engaging the local library system; the ways in which “café model” projects widen outreach to specialized populations (GLBT); what our BEC does to raise awareness of benefits for older adults with state/local legislators through trainings; and how involvement on advocacy-based workgroups (SNAP Advocates, DHS Community Quality Council) has positioned us to more effectively serve our clients. Participants will learn about the challenges and successes of bringing benefits access work into these areas and provide tips on how you can replicate our efforts in your own service area.

NC SHIP: Rebranding the Brand

Times have changed, along with the dynamics of our clients. But have we, as an organization, taken a step back to look at our marketing messages and outreach strategies? Can one word really make a difference in marketing for Extra Help? How do you respond as a program when leadership changes? How can connecting with partners that support social determinants of health in local communities have a positive impact on your program? Learn more in this presentation from the North Carolina Seniors Health Insurance Information Program.

4:00 pm ET

Increasing Access and Overcoming Barriers: Strategies to Connect Older Adults to Public Benefits, Healthy Food, and Supportive Services

This presentation will target professionals who engage in benefits enrollment and outreach efforts as well as those who are interested in increasing strategic partnerships and marketing efforts. Learn how to enhance engagement to older adults by utilizing senior specific marketing, meaningful referrals, age-friendly programming and targeted outreach efforts. Gain knowledge on the Greater Cleveland Food Bank's (GCFB) mission to increase seniors' access to SNAP as well as healthy food supports within the community. This presentation will demonstrate how to successfully utilize holistic outreach efforts along with successful aging partnerships to increase the well-being of older adults.

Navigating the Intricacies of Benefits Enrollment in Indian Country

In this presentation we will go over the intricacies of working as a Benefits Enrollment Center (BEC) in a border-town which also provides services to Native Americans on and off the reservation. We be covering the five core benefits and how to navigate benefits issues affecting Native Americans. We will also go over the community benefits waiver in New Mexico and how that helps older adults of the Pueblos community. We will discuss MSP and how Native Americans are enrolled in one of the MSP programs while they wait to receive their waiver approval. Lastly, we will highlight Medicaid/Medicalized Adult Day Care in Rio Arriba County, where the BEC will be partnering with the City of Española and Santa Clara Pueblo to provide services for non-natives and urban natives. This session is for benefits enrollment staff, SNAP grantees and anyone interested in the intricacies of navigating benefits related issues when assisting individuals on and off Native American reservations.

Thursday, June 11

10:00 am ET A Conversation with Retired MIPPA Directors

Former state MIPPA directors Darlene Sampson (PA) and Kris Gross (IA) share the lessons they learned over several decades of leading benefits outreach and enrollment efforts in their states.

11:30 am ET Busting Myths About the Senior Nutrition Program

The OAA provides the authorizing legislation for the senior nutrition program. Did you know that there is a lot of misconceptions about the program and the flexibility written into the law to allow a vibrant program that engages older adults and meets the nutrition and health needs of older adults? This flexibility allows State and local level to administer the program in a way that best meets the needs of seniors in their communities. The senior nutrition program provides basic food security, a model for healthy eating, and engagement in nutrition education. During this session, you will gain basic understanding of the Act. You will hear about some common misconceptions. You will hear examples about how colleagues across the network are addressing declining congregate participation, perceptions of the congregate program, increasing access to nutrition programs by healthcare, increasing access to food assistance such as SNAP and evidence-based programming through the nutrition program.

1:00 pm ET Feeding the Desert: A Collaborative Approach to Address Senior Hunger

The goal of the presentation is to focus on approaches, innovations, and opportunities to combat food insecurity and advance advocacy strategies for addressing food insecurity. One innovative solution to addressing this issue is called "Feeding the Desert". The initiative focuses on providing seniors living below the poverty line with access to fresh produce, nutrition education and alternative shopping resources on a biweekly base. Fulton County Department of Senior Services (GA) and the Friends of Mills Inc. (a nonprofit organization) collaborated on a feeding the desert pilot program in 2019. Hear about their experiences and lessons learned in this session.

2:30 pm ET Benefits Screening as a Building Block for Relationships with Health Care Entities

Looking for new ways to connect with health care providers and payers? Hear from two AAAs that have tested offering benefits screening as a service to connect with health plans and Accountable Care Organizations. Learn about their experiences, the value proposition they developed, and how you can try this in your community. We'll also discuss conflict of interest issues AAAs need to be aware of and policies and procedures that can address them.

Integrated Care for Dually Eligible Beneficiaries

Individuals dually eligible for Medicaid and Medicare have several options available to receive their coverage from these programs. Integrated care plans are a mechanism by which dual eligible can receive this coverage, along with long-term services and supports, in a coordinated manner. Join the Medicare Rights Center as we review the different types of integrate care plan models and for whom they might be a good option.

4:00 pm

Social Security: Critical Services and Supports for Seniors and People with Disabilities

Social Security touches the lives of millions of older Americans and people with disabilities. Our programs serve as a vital financial protection during times of hardship, transition, and uncertainty. As baby boomers age and an unprecedented number of Americans enter their most disability prone years, it is critical that SSA collaborate with aging organizations. Join us for a fun and interactive session about our key programs and new initiatives. Participants will learn about SSA's work to prevent elder financial exploitation, examine Social Security programs and how they play a vital role in financial protection to millions of older people; and understand the top areas of fraud and abuse while discussing best practices for preventing financial exploitation of seniors through partnership.