

Monthly OHIC* Programs COVID-19 Call

December 9, 2020

***OHIC = Office of Healthcare Information and Counseling**

Welcome!

SMPs

- Senior Medicare Patrol



SHIPs

- State Health Insurance Assistance Program



MIPPAs

- Medicare Improvements for Patients and Providers Act



Questions about working during 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.

Updated Medicare and Coronavirus Coverage Fact Sheets and Accompanying Social Media Posts

Consumer Fact Sheet

Medicare Coverage and Coronavirus

Original Medicare-covered services related to coronavirus include:

Coronavirus testing

- Your doctor can bill Medicare for testing provided after February 4, 2020. Medicare covers your first coronavirus test without an order from a doctor or other qualified health care provider. After your first test, Medicare requires you to get an order from your provider for any further coronavirus tests you receive. You will owe nothing for the laboratory test and related provider visits (no deductible, coinsurance, or copayment). This applies to both Original Medicare and Medicare Advantage Plans.

COVID-19 antibody treatment

- Medicare covers monoclonal antibodies to treat COVID-19. You will owe no cost-sharing (deductible, coinsurance, or copayment).

Telehealth benefits

- A telehealth service is a full visit with your doctor using video technology. During the public health emergency, Medicare covers hospital and doctors' office visits, mental health counseling, preventive health screenings, and other visits via telehealth for all people with Medicare. You can access these benefits at home or in health care settings. You may owe standard cost-sharing (like a coinsurance or copayment) for these services but contact your provider to learn more. If you have a Medicare Advantage Plan, contact your plan to learn about its costs and coverage.

Prescription refills

- If you want to refill your prescriptions early so that you have extra medication on hand, contact your Part D drug plan. Your plan should remove restrictions that stop you from refilling most prescriptions too soon.
- During the emergency, all Medicare Advantage and Part D plans must cover up to a 90-day supply of a drug when you ask for it. However, plans cannot provide a 90-day supply of a drug if it has certain restrictions on the amount that can be safely provided. These restrictions are called safety edits, and they commonly apply to opioids.



Counselor Fact Sheet

Medicare Coverage and Coronavirus

As the number of cases of COVID-19 (also known as coronavirus) increases, so does the importance of counselors in helping beneficiaries understand what services are covered.

Covered services include:

Coronavirus testing

Coronavirus testing is covered under Medicare Part B as a clinical laboratory test. A beneficiary's doctor can bill Medicare for this test beginning April 1, 2020 for testing provided after February 4, 2020. As of September 2, 2020, and for the rest of the COVID-19 public health emergency, Medicare covers one coronavirus test without the order of a physician or other health practitioner. However, Medicare requires a physician's or other health care practitioner's order for any additional coronavirus tests a beneficiary receives. A beneficiary will owe nothing for the laboratory test and associated provider visits (no deductible, coinsurance, or copayment). This applies to both Original Medicare and Medicare Advantage Plans.

Coronavirus vaccine

There is currently no vaccine for coronavirus. If a coronavirus vaccine is developed, it will be covered by Medicare Part B. Beneficiaries will owe no cost-sharing (deductible, coinsurance, or copayment).

COVID-19 antibody treatment

Medicare covers monoclonal antibodies to treat COVID-19. Beneficiaries will owe no cost-sharing (deductible, coinsurance, or copayment).

Inpatient hospital care

Inpatient hospital care is covered under Medicare Part A, and standard coverage rules and cost-sharing apply. Medicare typically covers a semi-private room, but it should cover a private room when it is medically necessary. For example, if a beneficiary needs a private room in order to be quarantined, they should not be asked to pay an additional cost for the private room. If a beneficiary has a Medicare Advantage Plan, they should contact their plan to learn about its costs and coverage rules.



CORONAVIRUS PUBLIC HEALTH EMERGENCY



CORONAVIRUS TEST WITHOUT PHYSICIANS ORDER

As of September 2, 2020, and for the remaining duration of the COVID-19 public health emergency, each beneficiary may receive Medicare coverage for one COVID-19 test without the order of a physician or other health practitioner. Medicare requires the order of a physician or other practitioner for all further COVID-19 tests.



CORONAVIRUS PUBLIC HEALTH EMERGENCY



COVID-19 ANTIBODY TREATMENT

Medicare covers monoclonal antibodies to treat COVID-19. You will owe no cost-sharing (deductible, coinsurance, or copayment).



The consumer fact sheet is available on the public-facing COVID page on our website. Both the consumer and counselor fact sheets are available for local customizations in the password-protected SHIP Resource Library.

ACL's Managing Through COVID-19 Toolkit

<https://www.shiptacenter.org/covid-19/toolkit>

- 1) Overarching Safety Considerations
- 2) Confidentiality
- 3) Communication and Marketing
- 4) Counseling
- 5) Outreach Events
- 6) Volunteer and Staff Support
- 7) Preparedness Plans for Future Emergencies



Host Panelists: The Centers and ACL



Sue Choplin

SHIP Technical
Assistance Center



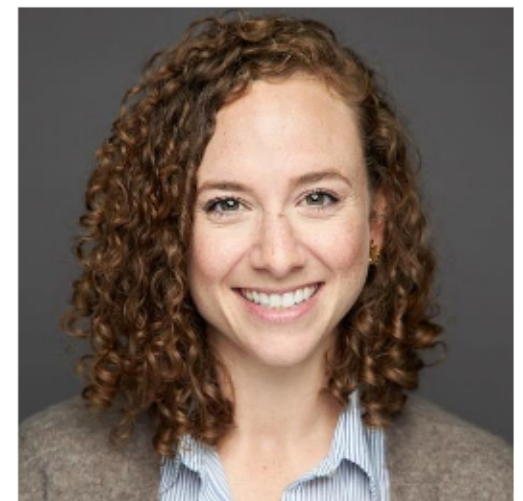
Ann Kayrish

NCOA's Center for
Benefits Access



Heather Flory

SMP Resource Center



**Marissa
Whitehouse**

Administration for
Community Living

Today's Presenters



**Anne
Fredrickson**

Project Manager,
Ohio SMP



Micki Nozaki

SMP Project Director,
California SMP

Building Success through Partnerships

- Anne Fredrickson, Ohio SMP

Keys for Successful Partnerships

- Micki Nozaki, California SMP

Questions and Discussion

Building Success through Partnerships

Relationships are the Key to Success!

Anne Fredrickson
Project Manager,
Ohio SMP, Pro Seniors, Inc.



PROCESS

A series of actions or steps taken in order to achieve a particular end



“Process guarantees success. A good process produces good results.” Nick Saban, coach of the Crimson Tide Alabama football team and is considered by many to be the greatest coach in college football history.



Process Through Relationship Building

- **OSHIIP**
 - **#1 partner**
- The American Association of Service Coordinators (AASC)
 - Service Coordinators task to engage residents and reduce isolation
- Quality Improvement Organization (QIO)
 - Training for volunteers
- Area Agencies on Aging
 - Wellness packets
 - Annual Forum on Aging
- Virtual Consumer Protection/Fraud Forum
 - Panelist providing education and information



More Relationship Building

- Centers for Independent Living (CILs)
- Alliance for Retired Americans in Ohio
 - A nonpartisan organization of retired trade union members affiliated with the AFL-CIO, as well as non-union, community-based members
- Public Retirement Systems
 - In Ohio: PERI, SERS, STRS, OPERS
 - E-mail blasts and monthly newsletters
- AARP (Ohio) & Public Radio – WMKV
 - “Medicare Moment”
 - Real Root Radio-rural Ohio
 - “Boomers & Beyond”





Healthy Halloween!
SENIOR HEALTH & INFORMATION EXPO
A unique and safe way to reach out to our seniors about the services you provide!

Drive Thru Senior Expo & Facebook Live Pumpkin Show

TUESDAY OCTOBER 20, 2020

First, we'll host a pumpkin show on Facebook Live. Then, we'll have a drive thru senior expo. We'll provide a painted pumpkin to represent your company information you want our facebook audience to know about the services you provide. Our pumpkin show host will read the info and will guide your pumpkin down the stage. After the pumpkin show, our staff will conduct the senior expo drive thru event, passing out your marketing materials, we'll sign up our seniors for your prizes and provide a free lunch! Your pumpkin will attend the drive thru event and seniors will vote on their favorite.

The event will be broadcasted (day of event) on Herb Day Radio 1620 AM and HerbDayRadio.com

A graphic of a smiling orange pumpkin with a face. A small sign with the letters "SNIP" is attached to it.

YOU can do it!



Keys for Successful Partnerships

Micki Nozaki,
SMP Project Director,
California SMP



Four C's and a P

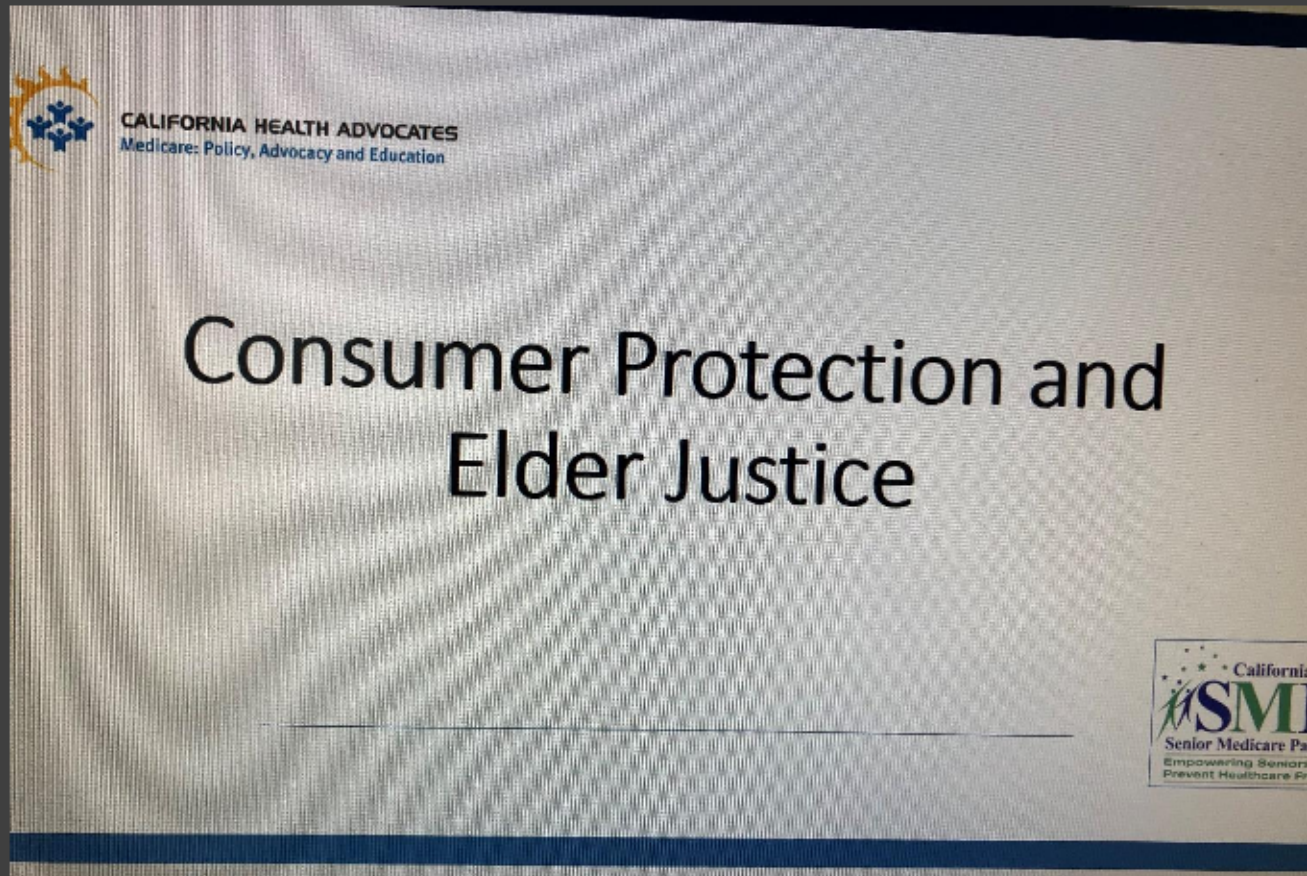
- Copy
- Create
- Collaborate
- Cultivate

Copy

- SMP Resource Center
- SHIP TA CENTER
- ACL COVID 19 Toolkit
 - Outreach
- Sister SMP programs
 - AASC
 - National Church Residences
 - Youtube: https://youtu.be/4qzvEikrE_U



Create Opportunities



- Partnered with a law firm
 - SMP webinar platform
 - Firm conducts webinars
 - SMP includes fraud information
 - 94 attendees
- Pivoted to virtual
 - “COVID 19 Scams and Healthcare Fraud” webinars
 - 95 webinars to date

California
SMP
Senior Medicare Patrol
Empowering Members to
Protect Their Health Plans

COVID-19 SCAM WARNINGS

DO NOT:

- ▶ Give your Medicare number to anyone offering a free, unsolicited COVID test
- ▶ Respond to offers of a "free", or "special virus kit"
- ▶ Fall for scammers posing as contract tracers who ask for your Medicare number, Social Security Number or bank information
- ▶ Share your Medicare number with callers offering free back or knee braces
- ▶ Sign up for hospice to get free supplies or help at home if you are not terminally ill.

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NEED HELP

UNDERSTANDING MEDICARE BENEFITS AND COVID-19?
WITH ELIMINATING MEDI-CAL SHARE OF COST?
ARE YOU "NEW" TO MEDICARE?

The Health Insurance Counseling and Advocacy Program (HICAP) Staff here to help. While working social distancing it results in less in your safety, we're still only a phone call away.

That's right!

ALL IT TAKES IS A PHONE CALL. Appointments are available by telephone or video phone, which means that you don't have to leave the comfort of your home. We'll assist in resolving the quality service that you need from your local HICAP. We know these are difficult times. We are here to inform and answer any questions you may have.

Services provided:

- Educational Direct Benefits
- Part D Plan Enrollment and Counseling
- Medi-Cal Share of Cost (SOC) for Dual Eligible Medicare
- New Enrollee Support (NESP) for Dual Eligible Medicare
- Spanish

NECESITA AYUDA

¿EN COMPRENDER LOS BENEFICIOS DE MEDICARE Y COVID-19?
¿CON LA ELIMINACIÓN DE PARTE DE COSTO DE MEDI-CAL?
¿ES NUEVO A MEDICARE?

El Programa de Consejería de Salud y Ayuda (HICAP) está aquí para ayudarle a entender los beneficios de su seguro social, para asegurarse, estamos también a su servicio. ¡Hámonos llamar telefónica!

LO ÚNICO QUE SE NECESITA ES UNA LLAMADA TELEFÓNICA. Los citas están siendo conducidas por teléfono, lo que significa que usted no tiene que abandonar la comodidad de su hogar, mientras que recibirá el servicio de calidad que merece recibirlo de su proveedor de salud local.

Sabemos que estos son tiempos difíciles. Nos estamos quedando en casa para mantenernos seguros, pero seguimos aquí para contestar cualquier pregunta que usted pueda tener.

Los servicios disponibles son los siguientes:

- Beneficios Directos
- Comparación de Planes de Seguro de Salud
- Asesoramiento de Costos de Medicare
- Soporte para el Seguro de Salud para los Doble Elegibles de Medicare
- Soporte para el Seguro de Salud para los Doble Elegibles de Medicare
- Español

LLÁMENOS 800-434-0222

Haga clic en uno de nuestros consejos terminados y registrados.

Collaborate

- Embrace volunteers
- SHIP/SMP AEP Flyer
 - SHIP Program Managers, SMP
 - 10,000 distributed
- COVID 19 door hanger
 - SMP volunteer marketing team
 - 20,000 distributed

The logo for Village Movement California is a large blue circle with a white border. Inside the circle, the words "VILLAGE", "MOVEMENT", and "CALIFORNIA" are stacked vertically in a white, sans-serif font. Small orange triangles are placed above the letter 'A' in "VILLAGE", above the letter 'I' in "CALIFORNIA", and below the letter 'I' in "CALIFORNIA".

VILLAGE MOVEMENT CALIFORNIA

Cultivate Relationships

- Village Movement California
 - 50 senior communities, 7000 members
 - SMP: webinars; fraud alerts; articles
 - VMC: endorse SMP; link to SMP website; publish articles & fraud alerts
- Sustainable
 - Village Movement SMP Ambassador



It's **P**ersonal

Webinar Resources in the Libraries

SMPs

- Step 1: Login at www.smpresource.org (click the blue SMP Login padlock).
- Step 2: Search for keyword “covid”.

 SMP Login

SHIPs

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

 SHIP Login

MIPPAs: Resources will be emailed to the MIPPA listserv.

OHIC Programs COVID-19 Calls are scheduled through May 2021!

January 2021 – May 2021

- The last Wednesday of each month
- 3:00 p.m. – 4:00 p.m. Eastern Time
- **Update: The April 2021 call is cancelled, since it conflicts with ACL's SMP/SHIP National Conference scheduled for April 27 – 29.**

These calls are available to register for as a series: register once to sign up for all calls!

Questions and Discussion



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