

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

January 27, 2021

\*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](http://www.smpresource.org) > SMP Login

## SHIPs

- [www.shiptacenter.org](http://www.shiptacenter.org) > SHIP Login

## MIPPAs

- [www.ncoa.org](http://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.**

# SHIP TA Center: Updated Medicare and Coronavirus Coverage Fact Sheets and Accompanying Social Media Posts

## 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 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.

Medicare also covers other medically necessary services, such as inpatient and outpatient hospital care or skilled nursing facility (SNF) care.

If you think you are being discharged from a hospital or SNF too soon, you can appeal that decision. Call your State Health Insurance Assistance Program (SHIP) for help. Contact information for your SHIP is on the next page.

Medicare Advantage Plans must cover everything that Original Medicare does, but they can do so with different costs and restrictions.

This document was supported, in part, by grant number 90SATC0001 from the Administration for Community Living (ACL), Department of Health and Human Services, Washington, D.C. 20201. [December 2020]

## How to access care during a public health emergency

During a public health emergency, Medicare Advantage and Part D plans must work to maintain access to health care services and prescription drugs.

### Medicare Advantage Plans must:

- Allow you to receive health care services at out-of-network doctor's offices, hospitals, and other facilities
- Charge in-network cost-sharing amounts for services received out-of-network
- Waive referral requirements
- Suspend rules requiring you to tell the plan before getting certain kinds of care or prescription drugs, if failing to contact the plan ahead of time could raise costs or limit access to care

### Part D plans must:

- Cover formulary Part D drugs filled at out-of-network pharmacies
  - Part D plans must do this when you cannot be expected to get covered Part D drugs at an in-network pharmacy
- Cover the maximum supply of your refill at your request

Contact your State Health Insurance Assistance Program (SHIP) if you need help understanding what Medicare covers and how to access care.

### Local SHIP contact information

SHIP toll-free:

SHIP email:

SHIP website:

To find a SHIP in another state: Call 877-639-2675 or visit [www.shiptacenter.org](http://www.shiptacenter.org)

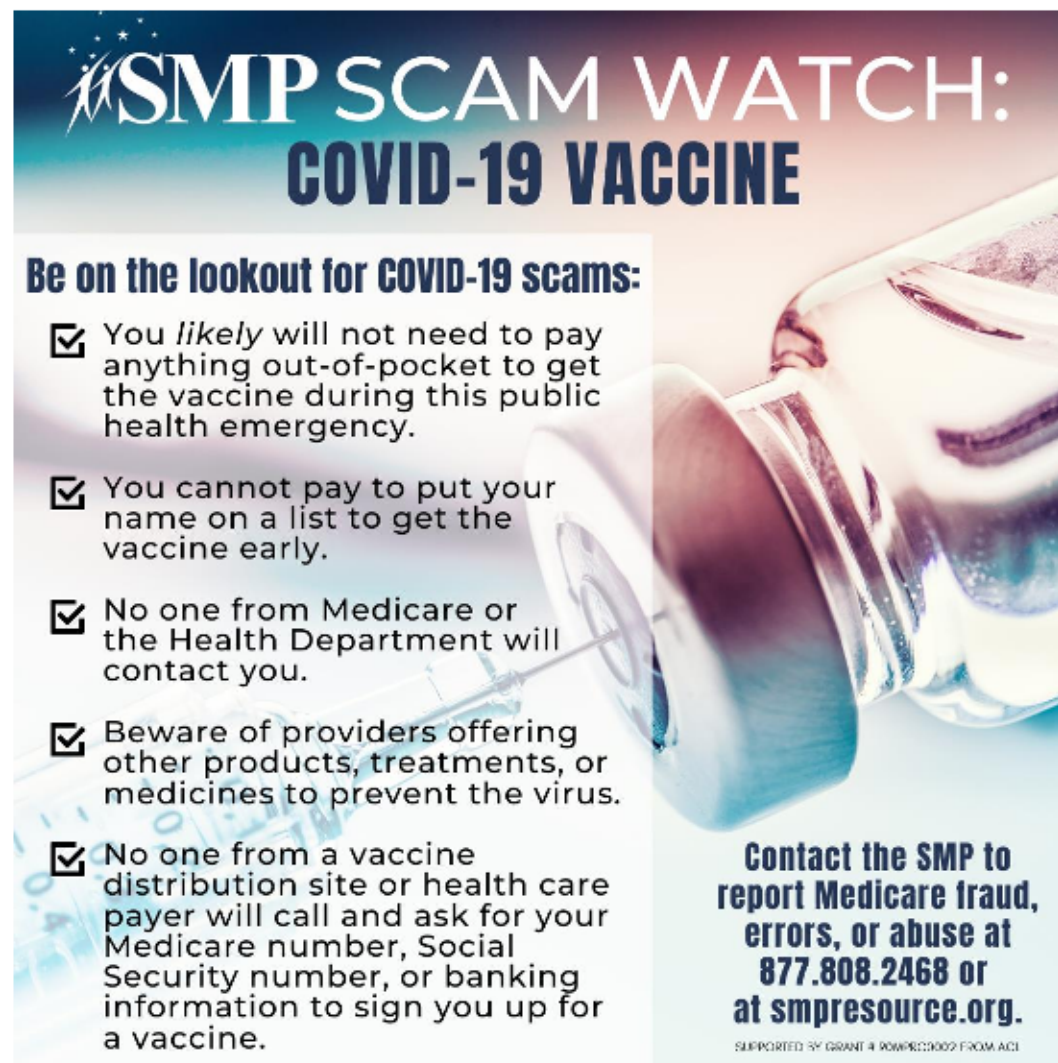
This document was supported, in part, by grant number 90SATC0001 from the Administration for Community Living (ACL), Department of Health and Human Services, Washington, D.C. 20201. [December 2020]

# SMP Resource Center: New and Updated COVID-19 Fraud Resources in English and Spanish

[www.smpresource.org/Content/Medicare-Fraud/Fraud-Schemes/COVID-19-Fraud.aspx](http://www.smpresource.org/Content/Medicare-Fraud/Fraud-Schemes/COVID-19-Fraud.aspx)

- New resources
  - COVID-19 Vaccine Scams Infographics (light or dark backgrounds)
- Updated resources
  - SMP Consumer Fraud Alert: COVID-19
  - COVID-19 Consumer Tip Sheet
  - Common COVID-19 Medicare Scams Video
  - COVID-19 Medicare Coverage: Medicare Beneficiary Questions & Answers

Note: Additional SMP-only resources are available in the SMP Resource Library. See the SMP Consumer Fraud Alert: COVID-19 Fraud Resources entry.



**SMP SCAM WATCH:  
COVID-19 VACCINE**

**Be on the lookout for COVID-19 scams:**

- ☑ You *likely* will not need to pay anything out-of-pocket to get the vaccine during this public health emergency.
- ☑ You cannot pay to put your name on a list to get the vaccine early.
- ☑ No one from Medicare or the Health Department will contact you.
- ☑ Beware of providers offering other products, treatments, or medicines to prevent the virus.
- ☑ No one from a vaccine distribution site or health care payer will call and ask for your Medicare number, Social Security number, or banking information to sign you up for a vaccine.

**Contact the SMP to report Medicare fraud, errors, or abuse at 877.808.2468 or at [smpresource.org](http://smpresource.org).**

SUPPORTED BY GRANT # H00PRC0009 FROM ACP

# MIPPA Resource Center: Updated COVID-19 resource

[https://www.ncoa.org/ncoa\\_acf/covid-19-resources-for-professionals/](https://www.ncoa.org/ncoa_acf/covid-19-resources-for-professionals/)

- [Congress' Final Legislative Package of 2020: What's In It for Older Adults](#)
- [How COVID-19 is Impacting Community Based Organizations](#)



# 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



**Maggie Flowers**

Administration for  
Community Living



# Today's Presenters



**Sonja Landry**

Program Manager  
LA, MS, GA SMP



**Nadine Walter**

Programs  
Administrator  
OK MIPPA

# Agenda

## **Successes and difficulties of connecting to audiences through technology**

- Sonja Landry, SMP Program Manager, LA, MS, and GA

## **Adjusting outreach efforts and overcoming challenges with technology and community partners**

- Nadine Walter, Programs Administrator, OK MIPPA

## **Questions and discussion**



**Sonja Landry**

Program Manager,

Louisiana, Mississippi, and Georgia SMP

Your Partner in Quality Health Solutions



Connecting Audiences through Technology:  
The Successes and Difficulties

## OUTREACH METHODS

- Virtual Medicare Fraud Bingo
- Webinar Wednesdays
- Podcasts





# Virtual Medicare Fraud Bingo

# SAMPLE INVITATION



## Let's Play Virtual BINGO!!!

Tuesday, May 19<sup>th</sup> from 10:30 am to 11:00 am

We're going virtual! Please join our GoTo Meeting & Invite your friends and family to play virtual bingo with Senior Medicare Patrol.



**ACL DISCLAIMER:** This project was supported, in part by a grant (Nos. 90MPPG0023, 90MPPG0024 and 90MPPG0049), from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

SMP is sponsored by eQHealth Solutions and funded in part through a grant from the U.S. Administration on Aging



## PREPARING FOR GAMES

- Selecting a date
- GoToWebinar
- Registration and cards
- Determine presenters and assistants
- Practice





## PLAYING BINGO

- Brief SMP presentation
- Provided clear instructions
- Used an Online Bingo Caller Website –
  - Let's Play Bingo
- Played 4-5 rounds
- Winners & prizes



## BARRIERS TO OVERCOME

- Technology
  - Email Issues
  - Audio Issues
- Sending prizes
- Attendance



## RESULTS

- Hosted 9 games
- 112 people registered
- 55 participated



## SURVEY RESPONSES



- ❖ As a senior and shut-in, nice to hear friendly voice, and nice to be challenged again playing BINGO.
- ❖ It was very informative and timely.
- ❖ Introducing Virtual Bingo to my mother-in-law. She loves to play bingo and really misses playing it now!
- ❖ It was absolutely awesome and needed during this pandemic!
- ❖ It was fun & easy. Very Organized!





Webinar Wednesdays

## TOPICS DISCUSSED



- COVID-19 Fraud
- Genetic Testing
- DME Fraud
- Opioid Safety and
  - SMP Program
  - Open Enrollment Fraud
  - Medical Identity Theft

All included SMP Program Information & Volunteer Recruitment



# SAMPLE INVITATION



## Webinar Wednesdays with SMP

**COVID-19 Fraud**

*July 29<sup>th</sup>*

**Genetic Testing  
Fraud**

*August 5<sup>th</sup>*



**DME Fraud &  
Scams**

*August 12<sup>th</sup>*

**July 29<sup>th</sup> · August 5<sup>th</sup> · August 12<sup>th</sup>**

11:30 am EST | 10:30 am CDT

## THINGS TO CONSIDER



- Attend online presentation skills class
- Current fraud or scam trends
- Schedule multiple sessions
- Encourage sharing of registration links
- Partners
- Offering a giveaway to participants





## RESULTS

- Hosted 6 webinars
- 132 people registered
- 69 participated
  
- Search Webinar Wednesdays in SMP Resource Center for presentations.

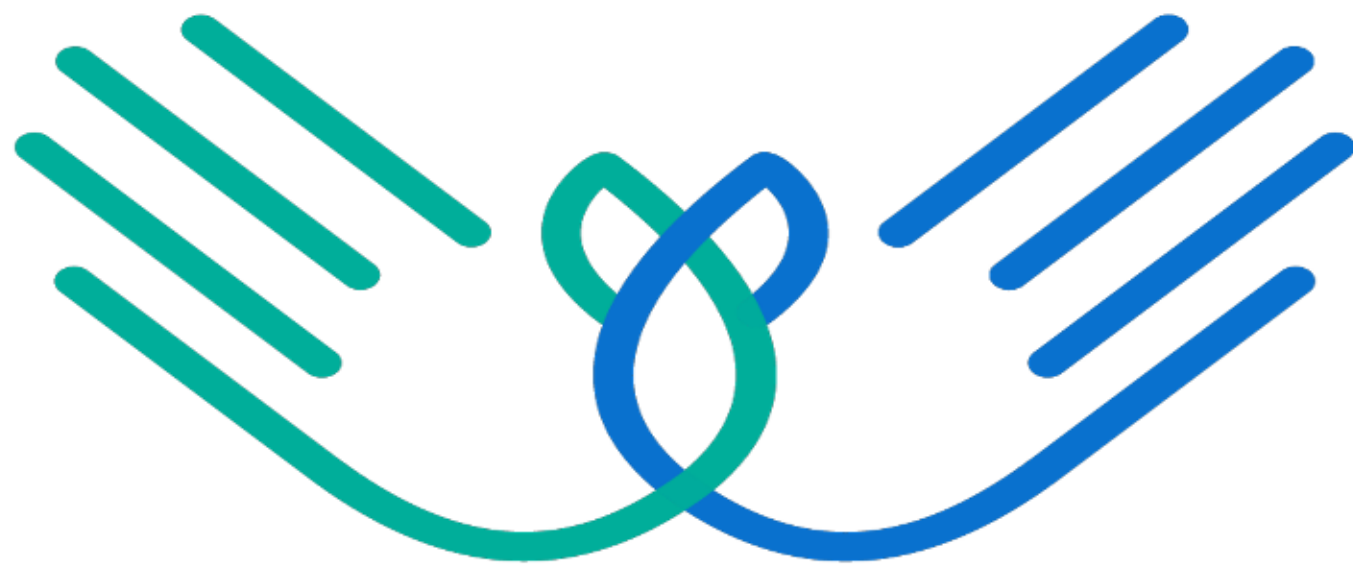


## SURVEY QUESTIONS



- ❖ How did you find out about this webinar?
- ❖ Was the way we presented this webinar easy for you to navigate?
- ❖ Did you find the subject matter interesting?
- ❖ Would you continue to participate in other SMP webinars, virtual presentations and/or virtual BINGO games?
- ❖ What other topics would you like to learn about in regards to Medicare or healthcare fraud and scams?





Podcasts

## TOPICS DISCUSSED

- Intro to SMP
- Genetic Testing
- DME
- Open Enrollment
- Covid 19 Scams
- Understanding MSNs and EOBs

All include SMP Program & Volunteer Recruitment



# SAMPLE ANNOUNCEMENT



**Sip & Learn w/ Senior Medicare Patrol**



**Please take the time to listen to our podcast and learn different topics regarding fraud and scams.**

**Toll-free Hotline: (877) 272-8720**

**[www.stopmedicarefraud.org](http://www.stopmedicarefraud.org)**

## PREPARING FOR PODCASTS

- Pre-determined Q&A
- Use two presenters
- Practice – Practice – Practice
- New topics every 3-4 weeks
- Keep it short
- Don't forget the ACL disclaimer



## RESULTS

33 listeners from Podcast vendors

FB Boost numbers

- LA 2,158 reached      68 engagements
- MS 1,773 reached      44 engagements
- GA 1,608 reached      60 engagements



## FINAL THOUGHTS



- 244 people reached with registrations
- 124 people educated
- Increased traffic to social media/website





## Podcast Link



[https://anchor.fm/senior-medicare-patrol?fbclid=IwAR0vGbdYmWWVSVffivEMa\\_PhBPjG9gkkfdGXeIz2thFJfVRV0F7GW\\_jhmF4](https://anchor.fm/senior-medicare-patrol?fbclid=IwAR0vGbdYmWWVSVffivEMa_PhBPjG9gkkfdGXeIz2thFJfVRV0F7GW_jhmF4)





# Nadine Walter



OKLAHOMA  
Human Services

**Aging Services**

Community Engagement  
and Coalitions Unit



# OKLAHOMA Human Services

## Aging Services

### Community Engagement and Coalitions Unit

- Communications - State
- Lifespan Respite Grant – ACL and State
- Adult Day Services – State
- ADRC COVID-19 Pandemic Response Grant – ACL
- Adult Protective Services Self-Neglect Grant – ACL
- MIPPA AAA Priority 2 - ACL
- MIPPA ADRC Priority 3 - ACL

# Office of Healthcare Information and Counseling (OHIC) COVID-19 Program Call

## Oklahoma MIPPA Outreach Concerns



- Cease Face-to-Face Outreach Efforts
- Brainstorm Sessions
- Technology Opportunities
  - Staff
  - Potential Medicare Eligible Clients
  - Caregivers
  - Community Partners

# Outreach Plan

## *Social Media Campaign*

*(FB, Twitter, Instagram, eBlasts)*

Gathered community partner's email addresses

- Pharmacies
- Food Banks
- Indian Health Centers
- Area Agencies on Aging Meal Sites
- County Extension Offices
- Adult Day Services
- Rural Electric Cooperatives
- Oklahoma Caregiver Coalition Partners

**Did you know?**

okdhs Do you know an elderly Oklahoman who has limited resources or income or who has to choose between their monthly prescriptions and other expenses?

#ourOKDHS offers programs that may be able to help!

Please visit [www.okdhs.org/MedicareAndMeds](http://www.okdhs.org/MedicareAndMeds) for more information!

13w

beabutterfly ❤️❤️  
13w Reply

Like Comment Share Save

Liked by ok.Taxcommission and 4 others

SEPTEMBER 28

Add a comment... Post

OKLAHOMA Human Services

# #MedicareAndMeds

## #ourOKDHS

Needing to save money on  
**MEDICARE & MEDICINES?**

#ourOKDHS offers programs to help low-income seniors and persons with disabilities to apply for two programs that help pay for their Medicare expenses.

Visit our website to learn more today!

okdhs To find out how you can save on Medicare and medicines, visit <http://www.okdhs.org/medicareandmeds/Pages/MIPPA.aspx> today!

2w

Like Comment Share Save

5 likes

DECEMBER 9

Add a comment... Post

OKLAHOMA Human Services

**WANT TO SAVE MONEY ON Medicare?**

**Extra Help Assistance (LIS)**  
Low Income Subsidy

Pays Medicare prescription drug premium costs (Part D). Prescriptions may cost less. The average person's savings equals thousands of dollars.

**Medicare Savings Program (MSP)**

Could increase your Social Security check. Helps pay for hospital and doctor visits.

Medicare provides these programs. Let us help you find out if you qualify!

okdhs Do you have limited resources or income? Do you have to choose between your monthly prescriptions and other expenses? Oklahoma Human Services offers programs to help low-income seniors and persons with disabilities to apply for two programs that help pay for their Medicare expenses: Low Income Subsidy (LIS) and Medicare Savings Programs (MSP).

To learn more about these programs and to find out how you can apply, please visit: <http://www.okdhs.org/medicareandmeds/Pages/MIPPA.aspx>

8w


Like Comment Share Save

Liked by oklahomaomes and 2 others

OCTOBER 30

Add a comment... Post

OKLAHOMA Human Services



# Outreach Plan

## *User Friendly Website*

[www.okdhs.org/MedicareAndMeds](http://www.okdhs.org/MedicareAndMeds)

- Explain Program In Simple Terms
- Reach Target Audiences
- Available Publications Online and Mailable Copies
- Who To Call For Help



# Outreach Plan

## *Additional Efforts*

- Connections with newspaper, newsletter, magazine editors and publishers
- PowerPoint Presentation
- Weekly staff meetings
- Strong partnership with Oklahoma SHIP staff



ACL's COVID Toolkit



[www.okcares.org](http://www.okcares.org)

## ***Target Family Caregivers***

- Inquire about MIPPA program
- Willing to do the research
- Loved one may not want to ask for help
- Maybe more likely to find our program online
- In the community to hear about the program
- More likely to have access to electronics
- Lean more on community resources

# MIPPA Performance Measures Report

*Percent Increase*

*2019 vs. 2020*

Overall MIPPA Contacts – 63%

Beneficiaries Under 65 – 152%

Rural Beneficiaries – 20%

Native American Beneficiaries – 14%

ESL Beneficiaries – 114%

Contacts with Applications Submitted – 104%

think  
outside

the box



Nadine Walter

Oklahoma MIPPA

[nadine.walter@okdhs.org](mailto:nadine.walter@okdhs.org)

405-885-5469



**OKLAHOMA**  
**Human Services**

# 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”.

A rectangular button with a blue border, containing a blue padlock icon followed by the text "SMP Login" in blue.

## 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”.

A rectangular button with a blue border, containing an orange padlock icon followed by the text "SHIP Login" in orange.

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

# Additional 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 “resilient”.

 SMP Login

## 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 “resilient”.

 SHIP Login

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

# Questions and Discussion

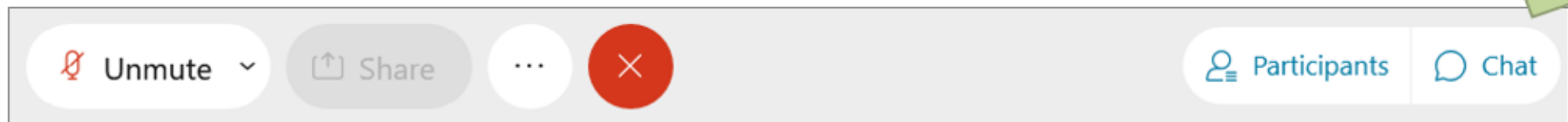


*This project was supported, in part by grant numbers 90SATC0002 and 90MPRC0002 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.*

# Wellness Time

**How do you support yourself?  
For example...**

- Messages
- Meditation
- Prioritize positive thoughts





# Wellness Time

## How can you support others? For example...

- Let someone vent to you
- Send complimentary messages

