

Health Literacy: What It Is, Why It Matters, Ways You Can Help

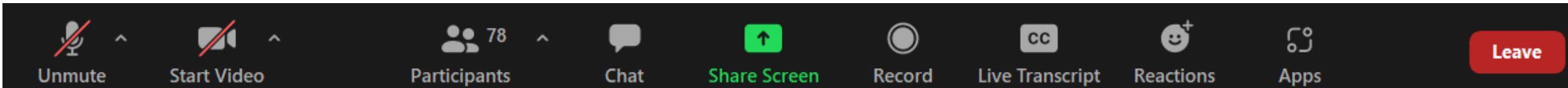
September 6, 2022



Preventing Medicare Fraud

Zoom Tips

Access your menu options on the bottom of the screen (desktop) or tap the screen (tablet/smartphone).



- **Mute/Unmute:** Your line will be muted unless the event host asks you to unmute.
- **Start/Stop video:** Please turn off your video camera unless it's your turn to talk.
 - **If you already started your video camera, please stop video now.**
- **View:** In the upper right corner, choose standard view, side-by-side: speaker view (best for presentations), or side-by-side gallery (best for panelist discussions).
- **Participants:** See who's on the call, rename yourself to include your state abbreviation (if desired), and more.
 - **Confirm your name and state. To update, hover over your name and click "More" > "Rename." Include your name and state abbreviation so everyone on the event can see where you're from.**
- **Chat:** Use the chat for comments, questions, and responses to questions from the presenter.
 - **Chat with care – your chat to Everyone will be seen by everyone on today's event!**
- **Live Transcript:** Use this option (may be under "... More") to select "Show Subtitle" or "Hide Subtitle".

Welcome!

SMP

- Senior Medicare Patrol



Preventing Medicare Fraud

SHIP

- State Health Insurance Assistance Program



Navigating Medicare

MIPPA

- Medicare Improvements for Patients and Providers Act



Today's Speaker



Helen Osborne
Health Literacy Consulting
www.healthliteracy.com

Agenda



Presentation

Resources


Health Literacy: What It Is, Why It Matters, Ways You Can Help

Helen Osborne, M.Ed., OTR/L

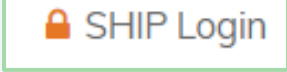
Webinar Resources in the Libraries

Recording, Handout, and Related Resources

SMPs

- Step 1: Login at  www.smpresource.org (click the blue SMP Login padlock).
- Step 2: View the "Recent" list or conduct a search.
 - Tip: Search for keyword "literacy."

SHIPs

- Step 1: Login at  www.shiphelp.org (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library and view "Recent"
 - Tip: Search for keyword "literacy."

Related Resources

CULTURAL COMPETENCY RESOURCE GUIDE

For Beneficiary Counseling & Ombudsman Programs



Developed by the Office of Healthcare Information and Counseling,
Administration for Community Living (ACL)

July 2022

ACL's Cultural Competency
Resource Guide, page 10:
Language Access and Health
Literacy

Health Literacy Out Loud, podcast by Helen
Osborne: <https://www.healthliteracyoutloud.com/>

This is Bad Enough, poem by Elspeth Murray:
<https://www.youtube.com/watch?v=R3tJ-MXqPmk>



Up Next...

**Join us on 9/27/22
for Starting
Strategies for
Writing in Plain
Language!**



Thank you for participating in today's webinar!

The handout that accompanies today's presentation is available for download in the chat panel.

Questions? Send them in the chat, join us on 9/27, or email Nicole Liebau: nliebau@smpresource.org.



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