STORIES FROM THE MIDWEST: INDIANA’S MIPPA PROGRAM 2009-2017
STRUCTURE OF SHIP IN INDIANA

Indiana Department of Insurance
*Program Director
*Office Manager
**Support Staff (Fiscal Manager, Admin Assistant, and up to 5 Call Center staff)
***3 Area Managers
***1 Agency Area Manager
***Training Coordinator
***Medicare Specialist
***Communication Specialist
***LIS/MSP Coordinator
   Approx. 180 Volunteer Counselors
   Approx. 120 Agency Staff Counselors

*State gov’t employees ** Temp agency employees ***Independent Contractors
CHANGES...OF COURSE!

ACL Mandate

April 1, 2017
State divided into 7 areas
7 Volunteer Supervisors- 30 hrs/week
  40% MIPPA
1 Coordinator of Volunteers
1 MIPPA Coordinator
Same office staff
INDIANA STATS TO COMPARE TO YOUR STATE

Over 1 million Medicare beneficiaries

162 Hoosiers turn 65 every day

92 counties

There’s more than corn in Indiana!
  urban
  rural
SHIP SITES
MIPPA...THE BEGINNING

AAAs- 13 out of 16 were SHIP sites in 2009

All direct service dollars “granted” to AAAs

Results
MIPPA PART 2-2011

Performance based contracts for the AAAs

Results
MIPPA PART 3-2013

Additional Partnerships

Enrollment Centers

Performance Based

Results
MIPPA PART 4-2014

Growing Number of Enrollment Centers

Pay for additional outreach
PAID POSTAGE – SHIP will reimburse agencies for postage expense for client mailings specifically for LIS/MSP notices. The mailing must be for LIS/MSP purposes, and your invoice must include a sample of the mailing. Contact Rita at 1-800-452-4800, Ext. 229, if you have questions regarding billing.

EVENT REGISTRATIONS FOR HEALTH FAIRS AND SENIOR EXPOS – SHIP can pay for up to $500 for event registrations if the sponsor is a state vendor. Contact Rita at 1-800-452-4800, Ext. 229 to make these arrangements before registering for the event after completing the Outreach Request Form.

EVENT STIPENDS – Events will be reimbursed at $250 each. Complete and submit an Outreach Request Form to Susan Spilly at susangsl@aol.com for PRIOR approval of the event. A copy of the submitted PAM form is required with the invoice after the event. The event must be LIS/MSP enrollment focused and have an audience of potential eligible people. Application assistance must be available at each outreach event.

GIVEAWAYS – We are now allowed giveaways as long as they serve a purpose. Quantities are also limited. Contact Elizabeth at 1-800-452-4800, Ext. 223, to request giveaways or email her the Order Form at ehewitt@idoi.in.gov. Please allow 2 weeks for the order to be received.

LOCAL NEWSPAPER ADS FOR LOCAL ENROLLMENT EVENTS – SHIP can place local newspaper ads up to $250 to advertise any enrollment event or your Enrollment Center services. After an ad has been agreed upon and approved by you and Rita, she will negotiate with the publication and place the ad.

“Other” examples-Postcards mailed to EC-provided mailing lists, general advertising in newspapers, publications, flyers, handouts
MIPPA6 Outreach Request Form

Agency: __________________________________________ Date: ____________________

Date of event: __________________________ Time of event: __________________________

Location of event: _____________________________________________________________________

Address, including zip and contact information: __________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Open to the public? Yes _____________ No__________________

How many agency staff/volunteers will participate? ____________________

Briefly describe the proposed event:
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

How many people do you anticipate reaching? __________________________________________

Is this in a red-lined county? Yes ______________ No___________________

What are the advertising plans for this event?
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Do you need additional support from SHIP?

Advertising (contact rchambers@idoi.in.gov): ___________________ Yes ____________________ No

Other Support (if YES please specify below):
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

NOTE: Outreach events must have an audience of potentially eligible people and applications must be provided at each event. Our foremost goal is to assist people with applications. Outreach is a way to find those people.

Please email this completed form to Susan at susangsl@aol.com prior to the event.
BEYOND THE SENIOR CENTER: PARTNERSHIP IDEAS

New ideas for partnerships

Jail Project

ASPIN

Justus

Agencies working with people who are homeless

Salvation Army

Hospitals-Navigators and Prescription Assistance workers
BEYOND THE FLYER: OUTREACH TOOLS

Toolkit
Postcard
Poster
Medicare Mondays
Walk-In Wednesdays
Placemats
Magnets
BINGO! And more BINGO!
McDonald’s
Table runner
Dear Colleagues,

As we all know, Medicare can be extremely complex and overwhelming. As an organization who regularly provides assistance to Medicare recipients, we would like to offer you a “toolkit” that offers a wealth of information on Medicare in a simple and easy to understand format. This Medicare Toolkit includes the following items:

- Basic Medicare Information with Definitions
- Low Income Subsidy “Cheat Sheet”
- Helpful Brochures

If you would like additional Medicare Toolkits or specific brochures to provide to other staff within your organization, please contact the State SHIP Office at 1 (800) 452-4800. SHIP representatives are also available to provide Medicare in-service trainings upon request.

Sincerely,

Your Friends at SHIP
TOOLKIT DISTRIBUTION LIST

VAs
CMHCs
Voc Rehab offices
Hospitals-Social Work departments
Township Trustees
Triads
Other Service Providers Identified
SPEAKER CARDS

LOOKING FOR A SPEAKER?

SHIP’s Speakers’ Bureau offers FREE community education programs for people with MEDICARE.

SHIP is part of a federal network of counseling and assistance programs designed to provide free impartial information to people with Medicare.
TOOLKIT PROGRAM INFO

Summary of Benefits & Income/Resource Limits
Medicare Savings Program/Low Income Subsidy
(Revised 02/2014)

2014 Benefits

Qualified Medicare Beneficiary
(QMB)
Pays Medicare Part A & B premiums, deductibles and co-payments and deems you eligible for LIS (helps pay Medicare Part D premiums, deductibles and co-payments and removes the coverage gap)

Specified Low-Income Medicare Beneficiary (SLMB)
Pays Medicare Part B premiums and deems you eligible for LIS (helps pay Medicare Part D premiums, deductibles and co-payments and removes the coverage gap)

Qualified Individuals-1
(QI-1)
Benefits are the same as SLMB

Qualified Individuals-2
(QI-2)
Reimburses a portion of Part B premiums you have paid. Pays a reimbursement check once a year and deems you eligible for LIS (helps pay Medicare Part D premiums, deductibles, and co-payments and removes the coverage gap)

Qualified Disabled and Working Individuals
(QDWI)
Helps pay for Part A premiums only
MEDICARE MONEY SAVING PROGRAMS
SHIP State Office
1-800-452-4800

TOOLKIT FLYER-STILL IN USE!

Money Saving Programs for People with Medicare

Do you know there are money saving programs available to help Medicare beneficiaries? Listed below are three programs available in Indiana. If you have any questions about eligibility or need assistance with filing an application, call the SHIP Office to find an Enrollment Center near you: (800) 452-4800.

Medicare Savings Program (MSP)

What can MSP pay for?
- Part B Premium: $134
- Part A Premium (if you have worked less than 10 years and must pay a premium)
- Part B Deductible: $183
- Part A Hospital Deductible: $1316/benefit period
- Copayments for services (doctor, hospital, skilled nursing facility, etc.)

Who is eligible?

<table>
<thead>
<tr>
<th>Income</th>
<th>Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td></td>
</tr>
<tr>
<td>$1,528</td>
<td>$7,350</td>
</tr>
<tr>
<td>Couple</td>
<td></td>
</tr>
<tr>
<td>$2,050</td>
<td>$11,090</td>
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</tbody>
</table>

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<tbody>
<tr>
<td>Single</td>
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<td>$1,729</td>
<td>$7,350</td>
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<td>Couple</td>
<td></td>
</tr>
<tr>
<td>$2,320</td>
<td>$11,090</td>
</tr>
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</thead>
<tbody>
<tr>
<td>Single</td>
<td></td>
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<tr>
<td>$1,879</td>
<td>$7,350</td>
</tr>
<tr>
<td>Couple</td>
<td></td>
</tr>
<tr>
<td>$2,524</td>
<td>$11,090</td>
</tr>
</tbody>
</table>

Asset limits: Assets include resources such as checking and savings accounts, certificates of deposit, cash value of life insurance, stocks and bonds. Some things you own do not count towards your asset limits, such as your home and furnishings, your car, burial plot, and at least $5,000 in life insurance.

How do you apply?
- Local Enrollment Centers (call Indiana SHIP Office at 1 (800) 452-4800 for locations)
- Your local Division of Family Resources office
- Applications are processed by the Division of Family Resources
- Notification of approval or denial will be offered within 45 days

Extra Help

What does Extra Help assist with?
- Monthly Part D premiums
- Annual deductible
- Reduces co-pays
- No Coverage Gap/Donut Hole
- No late enrollment penalties
- Automatic Special Enrollment Period for selecting Part D coverage (can change once a month)

Who is eligible?

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<tbody>
<tr>
<td>Single</td>
<td></td>
</tr>
<tr>
<td>$1,377</td>
<td>$8,890</td>
</tr>
<tr>
<td>Couple</td>
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<tr>
<td>$1,847</td>
<td>$14,090</td>
</tr>
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</table>

<table>
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<tr>
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<th>Assets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single</td>
<td></td>
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<tr>
<td>$1,528</td>
<td>$13,920</td>
</tr>
<tr>
<td>Couple</td>
<td></td>
</tr>
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<td>$2,050</td>
<td>$27,600</td>
</tr>
</tbody>
</table>

* Assets include resources such as checking and savings accounts, certificates of deposit, cash value of life insurance, stocks and bonds. Some things you own do not count towards your asset limits, such as your home and furnishings, your car, burial plot, and at least $5,000 in life insurance.

How do you apply?
- Contact a local Enrollment Center (call Indiana SHIP Office at 1 (800) 452-4800 for locations)
- Apply online at https://secure.state.in.us/1020/start (fastest way to apply)
- Request an application from the Social Security Office

Hoosier Rx

Indiana’s State Pharmaceutical Assistance Program (SPAP), Hoosier Rx, can help pay the monthly Part D premium, up to $70 per month, for members enrolled in a Medicare Part D Plan working with Hoosier Rx. To apply for Hoosier Rx, call 1-866-257-4679 or SHIP 1-800-452-4800.

To be eligible for Hoosier Rx you must……
- Be an Indiana resident, 65 years old or older.
- Have a yearly income of $18,090 or less for a single person, or $24,300 or less for a married couple living together. Assets are not considered.
- Have applied for the “Medicare Extra Help” through Social Security to pay for your Medicare Part D plan, and received either a “Notice of Award” or “Notice of Denial” from Social Security.
POSTCARD-STILL IN USE

Need Help with Medicare Costs?

If your income is less than $1,835 per month and you have limited assets, you may qualify for help with medical costs not covered by Medicare and with prescription drug expenses.
Walk-In

Get Help

WEDNESDAYS
The State Health Insurance Assistance Program (SHIP) is here to offer you free and unbiased counseling about your Medicare choices, coverage, and ways to afford your care and medications when you need it most.

Did you know the Medicare **Annual Wellness Visit** covers:
- Comprehensive health risk assessment
- Personal prevention plan
- Health advice and referral to education and preventive counseling

This service is available every 12 months (after the first 12 months of initial Part B coverage). There is no deductible or coinsurance if you go to a doctor who accepts assignment. There may be copayments if you are in an Advantage Plan or other Medicare Plan.

Other Medicare-covered preventive care services:
- Vaccines
- Cardiovascular Screening
- Diabetes Screening
- Glaucoma Examination
- Smoking Cessation
- Prostate Screening
- Screening Mammogram
- and more

If you have questions about your Preventive Care benefits, call SHIP at 1-800-452-4800.

www.medicare.gov    (800) 452-4800    TDD (866) 846-0139

**ANNUAL COUNSELING PHYSICAL**
**COUNSELING PREVENTIVE**
**DIABETES SCREENING**
**EXAM VACCINE**
**GLAUCOMA WELLNESS**
**HEALTH**

**LOCAL HELP FOR PEOPLE WITH MEDICARE**
The State Health Insurance Assistance Program (SHIP) is here to offer you free and unbiased counseling about your Medicare choices, supplement options and ways to afford your care and medications when you need it most.

**2015 Income and Resource Limits**

This chart shows countable income and resource limits for various assistance programs. Each program has its own criteria for what is counted as income or resources and what is excluded. If you would like help applying for one of these programs, call a SHIP Enrollment Center at 1-800-452-4800.

<table>
<thead>
<tr>
<th>Program</th>
<th>Income Limit</th>
<th>Resource Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SSA Extra Help</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full Subsidy</td>
<td>Single $1,331*</td>
<td>Single $8,660</td>
</tr>
<tr>
<td></td>
<td>Married $1,790*</td>
<td>Married $13,750</td>
</tr>
<tr>
<td><strong>SSA Extra Help</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partial Subsidy</td>
<td>Single $1,478*</td>
<td>Single $13,440</td>
</tr>
<tr>
<td></td>
<td>Married $1,986*</td>
<td>Married $26,860</td>
</tr>
<tr>
<td><strong>QMB</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Qualified Medicare Beneficiary</td>
<td>Single $1,480*</td>
<td>Single $7,160</td>
</tr>
<tr>
<td></td>
<td>Married $1,987*</td>
<td>Married $10,750</td>
</tr>
<tr>
<td><strong>SLMB/QI</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Specified Low-Income Medicare Beneficiary</td>
<td>Single $1,674*</td>
<td>Single $7,160</td>
</tr>
<tr>
<td>QI-Qualified Individual</td>
<td>Married $2,249*</td>
<td>Married $10,750</td>
</tr>
<tr>
<td></td>
<td>Single $1,820*</td>
<td>Single $7,160</td>
</tr>
<tr>
<td></td>
<td>Married $2,445*</td>
<td>Married $10,750</td>
</tr>
</tbody>
</table>

*The above amounts are subject to change each year when new Cost of Living Allowances (COLA) and Federal Poverty Level (FPL) are announced.

www.medicare.gov  (800) 452-4800  TDD (866) 846-0139
Did you know you could receive help paying for your Medicare prescription drug costs?

At your Local Agency on Aging (800) 986-3505
EVERYONE’S FAVORITE

Medicare BINGO

Get answers to your Medicare questions. Trained SHIP counselors will provide information about Medicare and more.

Learn about Medicare, special programs to help with expenses, what’s new for 2016, and more while playing Medicare Bingo! Prizes will be awarded!

If you are on Medicare, will soon be, or know someone who is, this is a great way to learn about the benefits. Everyone is welcome.

Date:
Location:
Time:
My Medicare, My McDonald’s

Get answers to your Medicare questions. Trained SHIP counselors will provide information about Medicare and more.

Learn about Medicare, special programs to help with expenses, what’s new for 2013, and more while playing Medicare Bingo! Prizes will be awarded!

If you are on Medicare, will soon be, or know someone who is, this is a great way to learn about the benefits. Everyone is welcome.

LOCAL HELP FOR PEOPLE WITH MEDICARE

Sponsored by SHIP in conjunction with

CICOA Aging and In Home Solutions

Date:

Location:

Time:
GREG’S EXPERIENCE

➢ Worked at the local Area Agency on Aging for 8 ½ years
  -ADRC Mgr. & SHIP Local Coordinator

➢ Started a new position with Older Americans Services 2 ½ years
  -Accts. Receivables Mgr. & SHIP Local Coordinator.

➢ Outreach Efforts & Events
➢ Pending Contract with Senior Housing
➢ What has been positive from an Enrollment Center perspective
➢ What has been challenging from an EC perspective
➢ What would make it easier to reach more people to assist
HELP!

Ideas from the group
Contact info

Susan Spilly
Special Populations Coordinator
Indiana SHIP
800-452-4800
317-626-1454 cell
susangsl@aol.com

Greg Tanner
SHIP Local Coordinator
Older Americans Services
800-258-8786
gtanner@oasc.us