

# ALL THINGS SHIP

ECIAAA Quarterly SHIP Newsletter



## *In this newsletter:*

MIPPA Outreach Ideas

Page 02

Events

Page 03

CMS Guide & Covid-19

Page 03

Spotlight: Pride Month

Page 04



## **SUMMER 2021**

**Dear SHIP Counselors,**

As more people are getting vaccinated and in-person activities are starting to resume, we hope that this provides an exciting opportunity to get back out into the community and reach seniors who may have been particularly isolated during the pandemic. This means community events, outdoor gatherings, and most importantly, opportunities for outreach! In this newsletter you will find resources to help spread the word about important benefits, engage older adults through technology, address vaccine hesitancy, and support LGBTQ individuals.



# MEDICARE IMPROVEMENTS FOR PATIENTS & PROVIDERS ACT

The MIPPA grant is available until August 31st. This grant provides a unique opportunity to engage seniors during outreach and enrollment events to help them learn about and sign up for assistance including MSP, LIS, and Medicare Part D.

## Community Outreach Event

The purpose of an outreach event is to inform and educate people about eligibility for benefits including LIS, MSP, the BenefitsCheckUp, and Part D enrollment.

Activities to consider:

- set up a booth at the grocery store, senior housing, gyms, community recreational centers, doctor's offices, or any other location in your community that seniors frequently visit
- coordinate with your local library to set up a booth or do a presentation
- incorporate outreach into your caregiver or GRG support group sessions
- for tech savvy seniors, hold Facebook Live events or livestream your presentations
- Keep an eye out for events in your community where you could set up a booth or do a presentation

## Enrollment Event

Enrollment events are specifically for assisting individuals and caregivers with completing and submitting their applications and ensuring that proper documentation is in place.

Activities to consider:

- Post a calendar of available appointments on your agency's website and social media
- Send flyers via mail to advertise available appointments
- Distribute flyers of available appointments at frequently visited locations
- Coordinate with your local library, community center, or senior housing to set up enrollment events



# EVENTS:

## Coming Up: Older Adults and Technology Training Series - Part Three **July 22nd, 2021**

During the Covid-19 pandemic, service providers had to adapt to online platforms to provide services to older adults. It is expected that the need for online services will continue even as in-person activities resume. This three-part series examines the challenges of using technology to provide services and how they can be overcome by addressing barriers, examining attitudes toward technology, and promoting innovative solutions.

Part 3, Developing Aging Services Technology Programs, will be focusing on addressing barriers and strategies to promote the development, adoption, and use of technologies in aging services. [Click here](#) to register!

[Click here](#) to access the recording of Part 1: Engaging Older Adults with Technologies  
[Click here](#) to access the recording of Part 2: Teaching Older Adults How To Use Technologies

## SHIP TA CENTER RESOURCE: COUNSELING TIPS

### Original Medicare and Medicare Advantage Appeals (June 2021)

This month's counseling tips cover what to do if someone is denied coverage for health care services, how to begin the appeal process for an Original Medicare denial, and how to begin a pre- or post- service appeal for a Medicare Advantage Plan. [Click here](#) to access the resource.



# FEATURED TOOL

## CMS Guide to Consumer Mailings

Click [here](#) to access a comprehensive guide of mailings that CMS sends out to consumers periodically throughout the year. Use this guide to help inform consumers about what to look out for so that they can better avoid scams.



### Guide to consumer mailings from CMS, Social Security, & plans in 2020/2021

(All notices available online are hyperlinked, but note that current year versions for many notices aren't posted until fall. You can also visit [Medicare.gov/forms-help-resources/mail-you-get-about-medicare](https://www.cms.gov/forms-help-resources/mail-you-get-about-medicare) to view this information.)

| Mail date       | Sender               | Mailing/color   | Main message   | Consumer action   |
|-----------------|----------------------|---|--|---|
| Mid-May         | Social Security      | Social Security LIS and MSP Outreach Notice (SSA Pub. Forms L447 & L448)        | Notifies people who may be eligible for Medicare Savings Programs (MSPs) about MSPs and the Extra Help available for Medicare prescription drug coverage.  | <ul style="list-style-type: none"> <li>If you think you qualify for Extra Help, you should apply.</li> <li>Apply for Extra Help through Social Security.</li> </ul> |
| Early September | Social Security      | Social Security Notice to Review Eligibility for Extra Help (SSA Form No. 1026) | Notifies people selected for review that they should see if they continue to qualify for Extra Help. Includes an "Income and Resources Summary" sheet.   | If you get this notice, you must return the enclosed form in the enclosed postage-paid envelope within 30 days or your Extra Help may end.                          |
| September       | Plans                | Plan Annual Notice of Change (ANOC) and Evidence of Coverage (EOC) Model ANOC   | By September 30, people will get a notice from their current plan outlining 2021 formulary, benefit design, and/or premium changes.  | Review changes to decide whether the plan will continue to meet your needs next year.   |
| September       | Plans                | Plan LIS Rider Model LIS Rider  | By September 30, all people who qualify for Extra Help will get an LIS rider from their plan telling them how much help they'll get next year towards their Part D premium, deductible, and copayments.            | Keep this with your plan's "Evidence of Coverage" (EOC), so you can refer to it if you have questions about your costs.   |
| September       | CMS                  | Loss of Deemed Status Notice (Product No. 11138) (GREY Notice)                  | Notifies people that they no longer automatically qualify for Extra Help as of January 1, 2021.  | Apply for Extra Help through Social Security (application and postage-paid envelope enclosed) or a State Medical Assistance (Medicaid) office.                      |
| Late September  | CMS                  | "Medicare & You" Handbook   | Mailed to all Medicare households each fall. Includes a summary of Medicare benefits, rights, and protections; lists of available health and drug plans; and answers to frequently asked questions about Medicare. | Keep the handbook as a reference guide. You can also download a copy online at <a href="https://www.medicare.gov">Medicare.gov</a> .                                |
| Early October   | Employer/union plans | Notice of Creditable Coverage   | By October 15, employer/union and other group health plans must tell all Medicare-eligible enrollees whether or not their drug coverage is creditable.   | Keep the notice.  |

As of January 2021. Available at: <https://www.cms.gov/Medicare/Prescription-Drug-Coverage/UnitedIncomeandResources/Downloads/Consumer-Mailings.pdf>

| Mail date                   | Sender | Mailing/color  | Main message  | Consumer action  |
|-----------------------------|--------|--|---|--|
| October                     | Plans  | Plan Marketing Materials   | On October 1, plans begin sending marketing materials for next year.  | Use this information to compare options for next year.   |
| October                     | Plans  | Plan Non-Renewal Notice  | By October 2, people whose current plan is leaving the Medicare Program next year will get notices from plans.  | You must look for a new plan for coverage next year.   |
| October                     | CMS    | Change in Extra Help Co-payment Notice (Product No. 11139) (ORANGE Notice) | Notifies people that they still automatically qualify for Extra Help, but their copayment levels will change starting January 1, 2021.  | <ul style="list-style-type: none"> <li>Keep the notice.</li> <li>No action, unless you believe an error has occurred.</li> </ul>   |
| Late October                | CMS    | Consistent Poor Performer Notice (Product No. 11627)                       | Notifies people that they're enrolled in a plan that has been identified as a consistent poor performer (i.e. fewer than 3 stars for 3 or more consecutive years) and encourages them to explore other plan options in their area.  | <ul style="list-style-type: none"> <li>Visit <a href="https://www.medicare.gov/find-a-plan">Medicare.gov/find-a-plan</a> to find and compare plans in your area.</li> <li>You can change plans during the Open Enrollment Period (October 15–December 7). Call 1-800-MEDICARE (1-800-633-4227) to change plans outside of this period. TTY users can call 1-877-486-2048.</li> </ul> |
| Late October                | CMS    | Reassignment Notice – Plan Termination (Product No. 11208) (BLUE Notice)   | Notifies people that their current Medicare drug plan is leaving the Medicare Program and they'll be reassigned to a new Medicare drug plan effective January 1, 2021, unless they join a new plan on their own by December 31, 2020.   | <ul style="list-style-type: none"> <li>Keep the notice.</li> <li>Compare plans to see which plan meets your needs.</li> <li>Change plans, if you choose, in early December.</li> </ul>   |
|                             |        | Reassignment Notice – Premium Increase (Product No. 11209) (BLUE Notice)   | Notifies non-chooser LIS members that because their current Medicare drug plan premium is increasing above the regional LIS premium subsidy amount, they'll be reassigned to a new Medicare drug plan effective January 1, 2021, unless they join a new plan on their own by December 31, 2020. | For more information, call 1-800-MEDICARE, check "Medicare & You," visit <a href="https://www.medicare.gov">Medicare.gov</a> , or contact the State Health Insurance Assistance Program (SHIP) for free, personalized help.  |
| Late October/Early November | CMS    | MA Reassignment Notice (Product No. 11443) (BLUE Notice)                   | Notifies people who get Extra Help and whose current Medicare Advantage (MA) plan is leaving the Medicare Program that they'll be reassigned to a Medicare drug plan effective January 1, 2021, if they don't join a new MA or PDP plan on their own by December 31, 2020.                      | <ul style="list-style-type: none"> <li>Keep the notice.</li> <li>Compare plans to see which plan meets your needs.</li> <li>Change plans, if you choose, in early December.</li> <li>For more information, call 1-800-MEDICARE, check "Medicare &amp; You," visit <a href="https://www.medicare.gov">Medicare.gov</a>, or contact the SHIP for free, personalized help.</li> </ul>   |

As of January 2021. Available at: <https://www.cms.gov/Medicare/Prescription-Drug-Coverage/UnitedIncomeandResources/Downloads/Consumer-Mailings.pdf>

## COVID-19 RESOURCES & VACCINE INFO

### Uber and Lyft are providing rides to vaccine appointments

- [Uber](#): The Road to 70%. Available through July 4th. Covers up to \$25 per ride.
- [Lyft](#): Join the ride of the century. Ongoing. Covers up to \$15 per ride. For Seniors: [click here](#) for an NCOA promo code to cover \$25 per ride, valid through December 31st, 2021.

### Vaccine Messaging Guide:

This guide was developed by the Yale Institute for Global Health and UNICEF to help understand and address the factors driving vaccine hesitancy and how to effectively target vaccine messaging. [Click here](#) to access the document.

Yale Institute for Global Health





# SPOTLIGHT: PRIDE MONTH

## UPCOMING WEBINAR:

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**Serving LGBTQ Older Adults:  
Innovative Approaches to Help  
LGBTQ Older Adults Engage**

Tune in for a webinar hosted by engAGED and the SHIP  
TA Center on June 22nd from 2PM - 3PM. Register [here](#).

## AIRS TRAINING:

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**SERVICE DELIVERY: LGBTQ+  
CLIENTS**

Register [here](#) to learn more about the  
unique needs of those who identify as  
LGBTQ+

## RESOURCE SPOTLIGHT: SAGE

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Check out [SAGE](#) for information and resources on  
supporting LGBTQ older adults