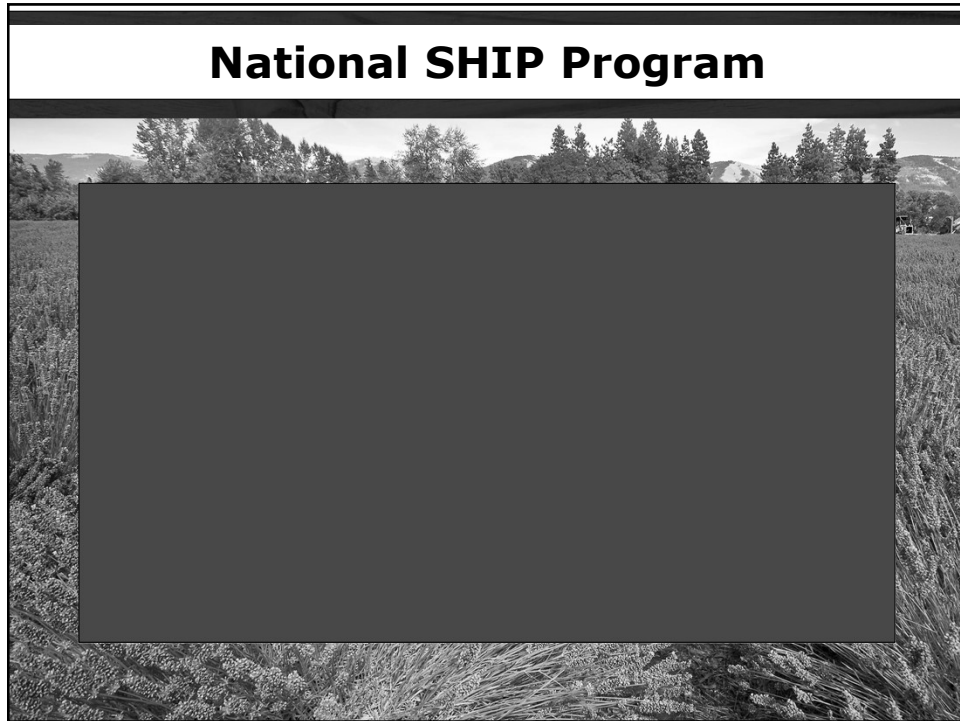




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SHIBA Organization

- SHIBA is an acronym for Senior Health Insurance Benefits Assistance
- Nationally, we are a part of the SHIP network (State Health Insurance assistance Programs) available in every state and four territories
- We receive grant funds from the Administration for Community Living
- As of July 1, 2021, we are now a part of the ODHS APD Community Services and Support Unit (CSSU)

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Our Mission

To ensure Medicare beneficiaries have:

- Comprehensive
- Committed
- Consumer-focused counseling

That is:

- Accurate
- Understandable
- Objective
- Personalized

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Program Objectives

- Promote awareness, knowledge and visibility of the program
- Efficiently engage beneficiaries in statewide public forums through community outreach
- Recruit, train and retain a diverse sufficient and effective workforce at all levels

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SHIBA Counseling Network

- SHIBA provides federal SHIP, SMP and MIPPA sub-grant funds to local organizations that sponsor the SHIBA program
- Currently, 14 contracted community partners providing local SHIBA counseling services to 30 of 36 counties through volunteer management and outreach.
 - 135 certified Medicare counselors
 - 32 currently in the process of becoming certified
 - 59 support staff (paid and volunteer)
- Statewide, in CY2021, we had 15,196 client contacts and nearly 12,000 counseling hours

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SHIBA Counseling Network

To become a SHIBA-certified Medicare Counselor

- Must complete 14 online modules from the SHIP TA Center counselor certification training and SMP Resource training on fraud education and prevention
- Pass all 14 knowledge checks with 80% or better correct answers
- Attend six, 2-hour live or recorded webinars on orientation, Medicare A, B, C, D, Medigap, Financial Assistance and STARS data entry requirements
- A 10-hour minimum internship with certified counselor
- Pass comprehensive background check
- Complete 12 hours (min) of continuing education annually

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We Explain Medicare

- How to enroll – through SSA!
- How to meet deadlines and avoid penalties
- Rights and protections
- Coverage and exclusions
- Rules that must be followed to obtain benefits
- Costs associated with Medicare

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We Provide Insurance Counseling

In 2022 there are:

- 23 stand-alone Medicare prescription drug plans
- 119 Medicare health-only or health & drug plans plus 16 D-SNPs, I-SNPs and C-SNPs
- 29 companies offering Medicare Supplement policies (Medigap)
- 10 Medigap coverage choices, with or without Innovative or Select variations
- Annual election period (AEP), MA OEP, SEPs, GEP, and Guaranteed Issue
- EGHP, FEHB, PERS, Retiree, VA, TFL, Champ VA, COBRA etc. that work with Medicare

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We Find Assistance Programs

- Federal - Low Income Subsidy (LIS) for Rx
- State - Medicare Savings Program (MSP)
- If ineligible for LIS, we look for Patient Assistance Programs (PAPs)
- Register clients for discounts through Oregon Prescription Drug Program (OPDP)

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We Clarify Information

- Affordable Care Act - OHP/MAGI - QHP
 - Clarification on how ACA affects Medicare benefits and/or beneficiaries
 - Liaise with other state and local offices to:
 - Assist those age 65 and over, NOT eligible for Medicare, obtain health insurance
 - Assist those becoming eligible transition into Medicare
 - Assist with resolving issues with OHP/MAGI or QHPs and Medicare

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We Clarify Information

- Medicare Savings Programs:
 - Explain levels of benefit
- Liaise with local Aging & Disability offices to:
 - Determine state benefits, if any
 - Refer to VEC/ADRC/APD for MSP applications
 - Emails to Buy-in Unit for set up for Medicare premium buy-in (A or B or both)
 - Refer for services eligibility determination
 - Referrals from APD to assist clients ineligible for state benefits
 - Referrals from APD to assist clients with insurance choice counseling

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When to Refer to SHIBA

- Medicare or insurance questions and issues
- Inability to afford prescription medications
- Desire to review insurance options, especially when losing state assistance
- Suspect fraudulent charges or activities
- Transition issues from OHP or QHPs to Medicare
- Assistance with finding low cost or free medical equipment (wheelchairs, walkers) through Senior Centers or associations

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SHIBA refers to others

- For determining eligibility for state assistance
 - Oregon Health Plan
 - Waivered In-home Services
 - Medicare Savings Programs (QMB, SMB, SMF)
- Assistance with services are not covered by Medicare
 - Glasses (not medical)
 - Lion's Club may be a resource
 - Dental (we do have a list of dental insurance plans)
 - Oregon Dental Association community resources
 - Donated Dental programs
 - Hearing aids
 - Lion's Club may be a resource

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Thank you!

Oregon SHIBA Contacts:

- Statewide toll-free phone 800-722-4134
 - To reach a local SHIBA counseling office, enter a ZIP code at the prompt
 - To reach the state office call center, do not enter a ZIP code

www.SHIBA.Oregon.gov

Counseling Sites brochure:

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/de3985A.pdf>

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Thank you!

Community Services and Supports Manager

- Ann McQueen
 - 503-930-7293
 - Ann.e.mcqueen@dhsoha.state.or.us

Interim SHIBA Program Director

- Donna Delikat
 - 971-719-6166 (work cell)
 - Donna.f.delikat@dhsoha.state.or.us

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