

## From the DIFP Director's Desk

It's hard to believe that summer is over and we're getting ready for all of the fall events here in the department. Summer has been a busy time for DIFP.

By the end of May, we were completing the longest legislative session under the constitution. Of the bills passed this session, Senate Bill 982 may be of particular interest to you.

Senate Bill 982 started out as a bill to clarify that if an ailment is considered an "emergency medical condition" it depends on the person having sufficiently severe symptoms, regardless of what final diagnosis is given. Along the way through the legislative process the bill grew

Chlora Lindley-Myers

Director of DIFP



to include other provisions that include;

- The establishment of an arbitration process when a health care provider and health insurance company cannot agree to a reasonable reimbursement rate,
- A requirement that health carriers update network information related to dental providers,
- How portable electronics

insurance information may be shared with a consumer, and

- Changes to the fees that are deposited in the insurance dedicated fund.

DIFP is also working on goals established through our strategic priorities process. There are particular aspects of our priorities which outline the importance of educating Missourians so they are more knowledgeable consumers. Our partnership with CLAIM is a great example of how we are working hard to accomplish this goal. We value our relationship with all of our CLAIM volunteers and appreciate all the work you do for Missouri's senior community.

CONTINUED ON P. 7

## A note from Carol

On behalf of all the staff and me, thank you for all you do to make a meaningful contribution by serving people on Medicare. Your assistance helps them make informed decisions, understand their benefits, and to unravel complicated situations of billing, appeals, and enrollment problems.

Through your work, 39,241 volunteer hours were reported

Carol Beahan

Director of CLAIM

[CBeahan@primaris.org](mailto:CBeahan@primaris.org)



from April 2017 through March 2018 by our incredible volunteers. An additional 4,089 volunteer hours were reported

for participation in training, including webinars, conference calls, and in-person training opportunities.

We are proud CLAIM volunteers who come from all backgrounds and walks of life and most often give longer than the six-month

CONTINUED ON P. 7

exCLAIM! is published by CLAIM and the Missouri Department of Insurance for CLAIM volunteers throughout Missouri. If you have suggestions for the newsletter, email Carol Beahan at [cbeahan@primaris.org](mailto:cbeahan@primaris.org) or call 800-735-6776, extension 227.

### September 2018 Training Events

Event Name	Event Date	Event Time
2018 Region 2 Area Initial Training - Day 2	9/11/2018	9 am - 4 pm
September 2018 New Volunteer Webinar	9/12/2018	10:30 am - 11:30 am
Fall 2018 Region 5 Recognition & Education Event	9/14/2018	9 am - 4:30 pm
Fall 2018 Region 3 Recognition and Education Event	9/18/2018	9 am - 4 pm
September 2018 CLAIM Time Webinar	9/19/2018	1:30 pm - 2:30 pm
Fall 2018 Region 7 Recognition & Education Event	9/21/2018	9 am - 4:00 pm
Fall 2018 Region 6 Recognition and Education Event	9/24/2018	9 am - 4 pm
2018 Region 2 Area Initial Training - Day 3	9/25/2018	9 am - 4 pm

### October 2018 Training Events

Event Name	Event Date	Event Time
Fall 2018 Region 2 Recognition and Education Event	10/4/2018	9 am - 4 pm
Fall 2018 Region 1 Recognition and Education Event	10/5/2018	9 am - 4 pm
Fall 2018 Region 4 Recognition & Education Event	10/9/2018	9am - 4 pm

### December 2018 Training Events

Event Name	Event Date	Event Time
December 2018 New Volunteer CLAIM Webinar	12/11/2018	10:30 am - 11:30 am
December 2018 CLAIM Time Webinar	12/18/2018	1:30 pm - 2:30 pm

See the volunteer section of [www.missouriclaim.org](http://www.missouriclaim.org) for more details about training and CMS and ACL trainings

## Partner Profile

### Ozark Action Inc.

Ozark Action, Inc., has been a partner with CLAIM since October 30, 2007.

They operate 6 different offices in 6 different counties in the Southeast part of Region 5.

Throughout these many years, we have enjoyed the great relationship we have both worked to establish.

Vicky Callahan, our CLAIM coordinator at OAI, and also a dedicated CLAIM counselor said, "Partnering with CLAIM has given our agency the knowledge and resources to better assist our current clients. We also feel like it has helped us establish new clients, because of our additional understanding of 'how' to help people save money on their Medicare costs."

Vicky also stated, " For the last couple of years, OAI has held informational meetings within our 6 county area and partnered with other agencies to promote CLAIM and the various assistance programs. By partnering with these other agencies, we can reach groups of individuals that may not have been reached otherwise, helping to bring additional information regarding services available for the elderly and disabled."

Ozark Action, Inc., also sponsors open enrollment events and centers all throughout the 6 counties they serve, working with hundreds of individuals each year.

Stacey Childs, regional liaison and trainer for Region 5 said, "I feel so very blessed to have OAI on my team. They are a very dedicated partner, with 13 certified counselors, who work diligently to ensure their client's needs are met. Our partnership is also supported passionately by the OAI upper management and CEO who understand and support the importance of allowing this team the time needed to provide these services to the communities and the time needed to maintain CLAIM certification. I have enjoyed getting to know and work with each of these thirteen counselors and the management team, and would like to say thank you for all you do for CLAIM and for your communities. We appreciate you very much."

Additional information can be found on their website, [www.oaiwp.org](http://www.oaiwp.org) or follow them on Facebook.

## Partners celebrating CLAIM anniversaries for July - Sept. 2018

SATELLITE SITES ARE LISTED BELOW THEIR MAIN SITE WITH A \* IN FRONT OF THEM.

### 1 Year

- Genesis Homecare
- Parkland Health Mart Pharmacy
- Health Care Collaborative
- Beth Haven Retirement Community
- Curo Health Services dba Avalon Hospice

### 2 Years

- Clarity Healthcare
- Kansas City CARE Clinic
- Randolph County Caring Communities Partnership
- St. Charles City-County Library: Corporate Parkway Branch
- Ozarks Community Health Center
- Ozarks Resource Group
- Samaritan Hospital
- LIFE, Inc. - Center for Independent Living

### 3 Years

- Missouri Ozarks Community Action, Inc.
- University of Missouri Extension - Madison
- Mercy Family Medicine – Neosho
- Guadalupe Centers, Inc.
- Harper Chapel United Methodist Church

### 4 Years

- Ozarks Community Hospital Health System

### 5 Years

- CMH Institute for Pain Management

- Humansville Family Medical Center
- Pleasant Hope Family Medical Center

### 6 Years

- Des Peres Hospital
- Gillespie Village Apts.

### 7 Years

- Wellington Arms
- Cross Trails Medical Center
- Pharmax Pharmacy
- Country Aire Retirement Estates
- St. Louis Area Agency on Aging
- Central MO Area Agency on Aging
- Northeast Missouri Area Agency on Aging

### 8 Years

- The General Council of the Assemblies of God
- Moniteau County Library at Wood Place
- Santa Maria Apartments
- Hermann Area District Hospital

### 9 Years

- Missouri Kidney Program
- Pioneer House
- Kabul Nursing Home, Inc.
- Missouri DIFP

### 10 Years

- Heartland Resources, Inc.
- St. John Neumann Apartments
- Clay County Public Health Center

### 11 Years

- Branson Manor
- Princeton Manor
- Concerned Citizens for the Community, Inc.
- Care Connection Pettis County
- Care Connection Lafayette County
- Care Connection Vernon County

### 12 Years

- OASIS Institute
- Ray County Library

### 15 Years

- Mercy Seat Apartments
- St. Andrews Management Services

### 19 Years

- Northland Shepherd's Center

### 25 Years

- Aging Matters
- APPLE Project
- CORP Administrative Offices
- CORP South County
- Freeman Health System
- Maryland Heights Community Center
- Mercy Hospital Joplin
- Mercy Hospital Springfield
- Primaris
- Shepherd's Center of Kansas City Central
- Southwest AAA - Gainesville

## Volunteers and Staff celebrating CLAIM anniversaries for July - Sept. 2018

### 1 Year

Anita Campbell  
 Darlene Casteel  
 Karen Yoder  
 LeAnn Brown  
 Melissa Oberline  
 Robin Barnett  
 Tina Buchheit  
 Xavier Vaughn  
 Clare "Ann" Mullen  
 Colleen Primmer  
 Jade Jones  
 Kerri Lauterbach  
 Sarah Schafer  
 Brandy Gannan  
 Brent Edmunds  
 Jennifer Moats  
 Jessica Adkins  
 Kimberly Davis  
 Pamela Burnham  
 Hollie Spencer  
 James McCarthy  
 Pamela Buchanan  
 Peggy Illert  
 Tim Cenova

### 2 Years

Nancy Walley  
 Patty Slaughter  
 Philip Black  
 Aaron Luna  
 Angela Claywell  
 Denise Schimweg  
 Kimberley Tanksley  
 Robin Reynolds  
 Theresa Scherer  
 Valerie Hardesty  
 Jamie Gillmore  
 Kumar Tirwa  
 Samira Mujdzic  
 Kathie Thompson

### 3 Years

Christa Johnson  
 Pamela Lewis  
 Claudia Nighswonger  
 Diana Hatcher  
 Rebecca Steffa  
 Dianna Englander  
 John Taliaferro  
 Jonathan Rand  
 Sophie Reynolds  
 Michelle Vickers  
 Jennifer Carroll  
 Ashley Bales

### 4 Years

Betsy Barnes  
 Louise Lemen  
 Rose McNally  
 Cecelia Ross  
 Cheryl Cannon  
 Julia Allen  
 Randy Barron  
 Verna Daniels  
 Edward Hardenburg  
 Heather Williams  
 Jamie James

### 5 Years

Duane Thran  
 Bonnie Thomas  
 Larry Stahlman

### 6 Years

Jean Rosenthal  
 Dorothy Crooks  
 Lori Eggen

### 7 Years

Debra Sparks  
 Diana Hendrix  
 LeVon Baker  
 Christi Sitton  
 Ginny Chapman  
 Liz McClelland  
 Alexandria Homer  
 Thomas Jaskiewicz  
 Anneliese Stoeber  
 Janet Cunningham

### 8 Years

Angie Berry  
 Angie Gimpel  
 Terisa Tooley  
 Kathleen Stice  
 Cindy Gambriel  
 Michael Miller  
 Pat Chambers  
 Tammie Martin  
 Janice Meese

### 9 Years

Bob Murray  
 Tammy Turner  
 Sheila Backer  
 Vicky Callahan

### 11 Years

Laura Squires  
 Laura Miles  
 Marilyn Gunter

### 12 Years

Delores Clayton

### 14 Years

Lana Wattenbarger  
 Kay Barbee

### 15 Years

Dorothy Erickson

### 17 Years

Diana Hoemann  
 Tracey Wetzel

### 22 Years

Kathleen Ross

### 25 Years

Carol Beahan

## News You Can Use

News You Can Use is a new section of the ExCLAIM. In this section you will find a variety of information from our staff. We hope you find the information useful.

### Vaccinations and Immunizations

Stacey Childs, Trainer and Regional Liaison, Region 5

Vaccinations and Immunizations are covered by Medicare, but did you know that it depends on a variety of circumstances, whether they are covered under Part B or Part D?

Cost Sharing will depend upon:

- 1) Type of immunization
- 2) When and why it is Received

#### Covered under Part D

- Most Vaccinations and immunizations are covered under Part D (or under a MA-PD)
- All Part D Plans MUST include these commercially available vaccines

Check with your Plan to find out coverage rules and cost sharing

#### Covered under Part B

- 3 immunizations are considered 'preventive' and covered under Part B
- Flu shot, pneumonia shot, hepatitis B shot (certain requirements will apply)
- IF all requirements are met, these 3 are covered at 100% of the MC approved amount
  - No deductible, copay, or coinsurance
- Certain other types of vaccines are also covered by Part B
  - If a person has been exposed to a dangerous virus or disease (Ex: Rabies)
  - If a person steps on a rusty nail (Ex: Tetanus)
  - In these situations, the person is responsible for the Part B deductible, if applicable, and the 20% Part B coinsurance

### Low-Income Subsidy (LIS) application

Xavier Vaughn, MIPPA Coordinator

When filling out a Low-Income Subsidy (LIS) application, include items that the beneficiary and/or their spouse own with other people (e.g. adult child or sibling). SSA assumes that an applicant has full access to these resources. If the person does not have full access, they will need to consult with SSA. An example might be an adult child who has "hidden" money in their mother's bank account."

Receiving LIS/MSP assistance can affect other benefits like housing and SNAP.

LIS and MSP helps with Advantage Plans that includes Part D coverage.

To read the full tip-sheet, visit [missouryclaim.org](http://missouryclaim.org) Volunteer Page

### Volunteer Information

Natalie Heath, Administrative and Volunteer Assistant

Remember, if you spend time working on CLAIM-related activities that are not recorded in SHIPTalk, you can record those hours on a Volunteer Time Sheet. We know many of our volunteers dedicate a lot of their time to CLAIM, and we want to make sure you get credit for that time! Please feel free to report any time spent on behalf of CLAIM, such as filing, data entry, mentoring new counselors, or general administrative type work. These hours count towards your certification levels each year! You will find the time sheet on the volunteer site on [missouryclaim.org](http://missouryclaim.org).

You can access the Volunteer Time Sheet on our website under 'Forms and Guides' on the 'Volunteer' section. You can email, mail, or fax back to the main office. Please do not include time spent with clients, at events, or training hours on this form, as those are recorded separately.

## From the DIFP Director's Desk continued...

June marked a transition of power in the state and we welcomed Michael L. Parson as the 57th Governor of the State of Missouri. As a department, DIFP staff provided the new governor with information about our agency so that he can get to know who we are and how we serve our citizens.

In state government, we also spent time this summer thanking and recognizing our state employees who work hard for Missouri every day. We participated in the statewide #BUPD (Buckle Up, Phone Down) campaign to reinforce driving safety. And, we just finished participating in the annual summer outreach activities at the Missouri State Fair. It was good to see CLAIM volunteers there as well.

As we gear up for another busy fall, I want to thank you for being there to assist Missourians with their Medicare questions. I know you're already preparing for open enrollment starting October 15th. I wish you much success in your outreach activities and know that our senior citizens and their caregivers are in great hands.

## A note from Carol continued...

commitment. During this same reporting time, CLAIM volunteers have demonstrated their commitment to helping through the service periods listed below:

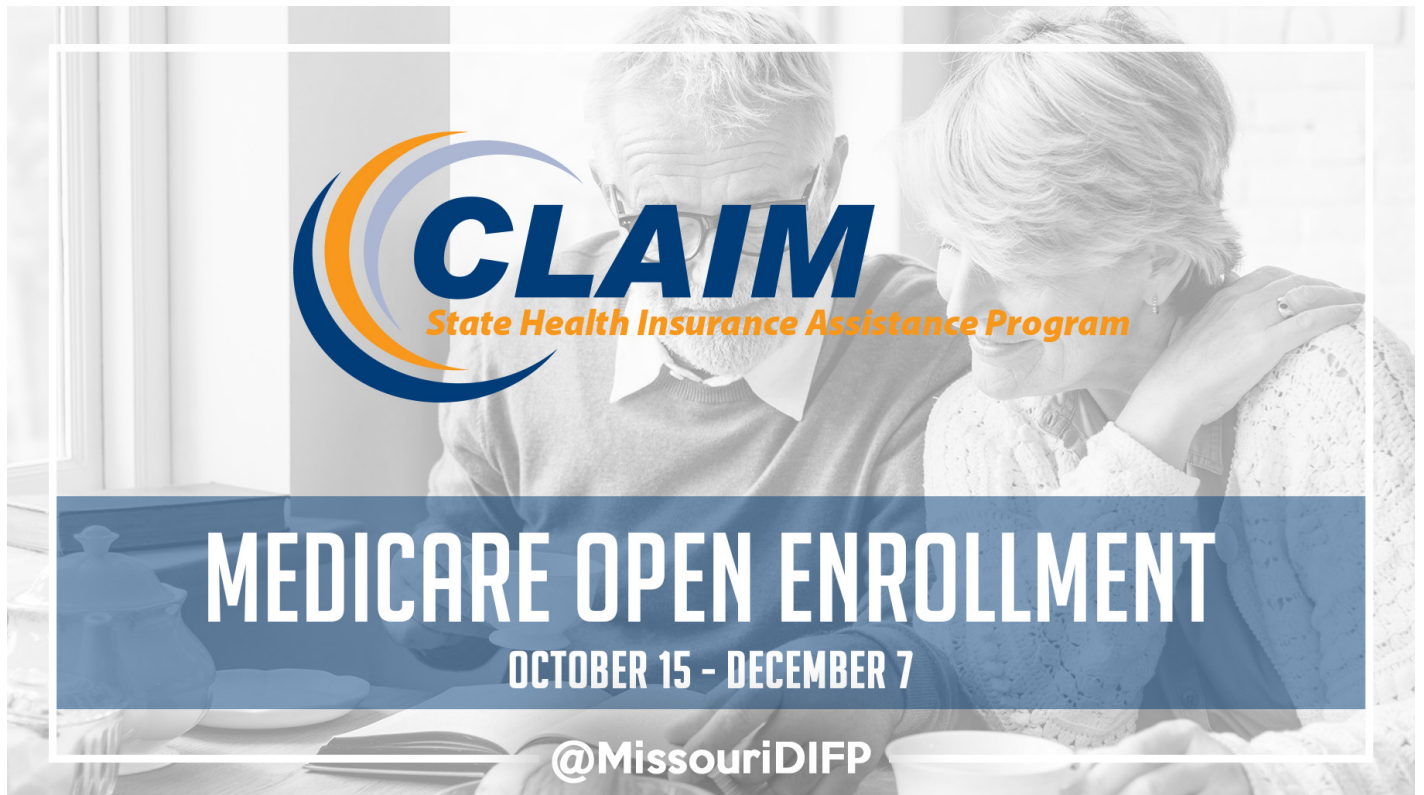
- 58 for less than one year:
- 96 from one to three years:
- 54 for 3 to five years; and
- 108 for more than 5 years.

A total of 197 counselors (66%) are under the age of 65 and 103 (34%) of our volunteers are 65 and older. Sixteen have not shared their age. The majority of CLAIM volunteers, 251, are female and 65 are male. All of you represent superheroes, champions, leaders, problem solvers, listeners, challengers, advocates, mentors, helping hands, difference makers, team players, and friend to many you volunteer with and to those you serve. You are the best!

A lot is happening in the next few months. We are looking forward to our regional 25th anniversary training and recognition events. The packed agenda is being finalized and I hope to see each and every one of you. The "Save the Date" has been sent and I hope you have marked your calendars. As a heads up, be watching for information about a media campaign for August, preparation for open enrollment and discussions on effective ways to reach out and serve baby boomers. One of the ways we are reaching out to Baby Boomers is through Facebook. Please feel free to share a CLAIM post on your own Facebook account. You will find good information about Medicare benefits and tips, along with community partner information, boosts (boost are like Facebook Ads) for recruitment, training and event activities.



200 N. Keene St., Suite 101  
Columbia, MO 65201



**CLAIM**  
*State Health Insurance Assistance Program*

**MEDICARE OPEN ENROLLMENT**  
OCTOBER 15 - DECEMBER 7

@MissouriDIFP

Please "like" and follow us at [facebook.com/missouriclaim](https://facebook.com/missouriclaim)