

From the DIFP Director's Desk

Hello again, CLAIM team and volunteers! It's hard to believe it's already spring and we've put another winter behind us. All of us at DIFP have been hard at work during this legislative session as we conduct the business of the people of Missouri.

Springtime in our state usually means severe weather and this always keeps us busy. Our consumer affairs team recently took part in a multi-agency relief effort in Malden, MO in the aftermath of a tornado there. We are always standing by to assist Missourians who need help putting their lives back together following tornadoes or other catastrophic events.

A note from Carol

I have shared briefly that CLAIM is expanding volunteer policies and has introduced some additions. The Administration for Community Living is requiring all SHIPs nationally, to have standardized policies. We already have many of the required policies in place but of course there is always room for improvement. The updated manual will have our

Chlora
Lindley-Myers

Director
of DIFP



During the month of April, DIFP, along with many other agencies nationwide, helped support National Retirement Planning Week. With over forty percent of our baby boomers lacking any retirement savings, it's important for all of us to get as many resources and information as we can into the hands of all age groups to help them prepare for a happy and healthy retirement. The National Retirement Planning Coalition, a

group of prominent education, consumer advocacy and financial services organizations, was responsible for planning this event and providing some helpful retirement tools at www.retireonyourterms.org.

As the new Medicare cards begin hitting mailboxes, I want to let you know how grateful I am for the many CLAIM volunteers who are assisting consumers with questions and problems they may experience. You make such an important difference to those you serve.

In closing, let me thank you once again for all that you do as volunteers to help those who need you most. Your work is appreciated.

Carol Beahan

Director
of CLAIM

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current policies; will formalize some, while adding some new policies. A policy handbook where volunteers and staff

can reference our policies in one place will be helpful. The ultimate purpose of the policies is to enhance the quality, effectiveness and safety of our program's services.

To provide some background, the policies:

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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 or call 800-735-6776, extension 227.

May 2018 Training Events

Event Name	Event Date	Event Time
Spring 2018 Region 1 Continuing Education - Columbia	5/2/2018	8:30 am - 12 pm
Spring 2018 Region 7 Continuing Education	5/4/2018	12:30 pm - 4:00pm
Spring 2018 Region 2 Continung Education	5/8/2018	1 pm - 4:30 pm
Spring 2018 Region 2 Continuing Education Session	5/9/2018	9 am - 12:30 pm
May 2018 Newer Volunteer Webinar	5/9/2018	10:30 am - 11:30 am
2018 Springfield Area Initial Training (Day 3)	5/10/2018	9 am - 4 pm
May 2018 CLAIM Time Webinar	5/25/2018	1:30 pm - 2:30 pm
2018 St Louis Area Initial Training - Day 1	5/30/2018	9 am - 4 pm

June 2018 Training Events

Event Name	Event Date	Event Time
2018 Region 1 Initial Training - Day 1	6/1/2018	9 am - 4 pm
2018 St Louis Area Initial Training - Day 2	6/12/2018	9 am - 4 pm
June 2018 New Volunteer Webinar	6/13/2018	10:30 am - 11:30 am
2018 Joplin Area Initial Training (Day 1)	6/14/2018	9 am - 4 pm
2018 Region 1 Initial Training -Day 2	6/15/2018	9 am - 4 pm
2018 Spring/Summer West Plains Area Continuing Education	6/19/2018	1 pm - 4:30 pm
2018 Spring/Summer Springfield Area Continuing Education	6/21/2018	1 pm - 4:30 pm
June 2018 CLAIM Time Webinar	6/22/2018	1:30 pm - 2:30 pm
2018 Joplin Area Initial Training (Day 2)	6/28/2018	9 am - 4 pm
2018 Region 1 Initial Training - Day 3	6/29/2018	9 am - 4 pm

July 2018 Training Events

Event Name	Event Date	Event Time
July 2018 New Volunteer Webinar	7/11/2018	10:30 am - 11:30 am
2018 Joplin Area Initial Training (Day 3)	7/12/2018	9 am - 4 pm
July 2018 CLAIM Time Webinar	7/27/2018	1:30 pm - 2:30 pm

See the volunteer section of www.missouriclaim.org for more details about training and CMS and ACL trainings

Partner Profiles

Shepherd Center Central - Kansas City



Shepherd Center Central opened their doors in 1972 in Kansas City and has since grown to three locations. Their mission is “To empower midlife and older adults to live healthy, engaged, and independent lives.” Shepherd Center Central has been a community partner with CLAIM since the beginning in 1993. Currently CLAIM has a presence at two of their locations, with three part time staff and 12 volunteers who are CLAIM trained. One of their successes has been their Shoebox project, funded by MIPPA funds from CLAIM, which assists seniors in sorting through their paperwork and mail to become organized. During this visit, consumers are screened for low income subsidies and Medicare Saving Programs. Other services or programs that Shepherd Center Central offers include adventures in learning, aging in community which is comprised of Meals on Wheels and KC Rakes, care connection, the 50 Forward Club, and senior companion program. In February, Joyce White, Director of Medicare Assistant Program was asked to speak

about their Shoe Box project on a NCOA National Call on MIPPA Promising Practices. The project will be highlighted on NCOA benefit alert newsletter. To learn more about the great services that Shepherd Center Central has to offer visit their website at www.sccentral.org and like their Facebook page at facebook.com/sccentral.

Parkland Healthmart Pharmacy - Desloge

Parkland Healthmart Pharmacy became a Community Partner with CLAIM in September 2017. Two of their staff attended initial training in Cape Girardeau in September. Parkland was very interested in becoming a partner to expand its services to the community. They wanted to be able to answer their patient’s questions about Medicare and be able to enroll them into coverage and to help them decided the coverage that would be best for them. Being a community partner with CLAIM gives them access to answers that used to take days to get, now they can check their manuals or give staff a call for an answer.

Parkland Pharmacy has four pharmacies in the communities of Ironton, Desloge, Fredericktown and a new facility in Farmington. Parkland pharmacies really like to support local events and causes. They host Flu Shot clinics in their stores, go to local schools, senior centers and even local factories to provide the vaccine. They participate in local health fairs, and other community events, host mammogram vans and provide diabetes education classes. Check out their website for other events and activities that the Parkland Pharmacies are participating in www.parklandrx.com.

Partners celebrating CLAIM anniversaries for April - June 2018

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

One Year

Central MO Area Agency on Aging - Laclede County
SW Financial Services
Beauvais Manor Healthcare and Rehab Center
Hillside Manor Healthcare and Rehab Center
Linn Living and Rehab Center
Rancho Manor Healthcare and Rehabilitation Center
Rosewood Health and Rehab Center
Seasons Care Center
Polk County Health Center
Carriage Square Living & Rehab

Two Years

Phelps County Regional Medical Center
Jefferson County Library - Windsor Branch

Three Years

Columbia Housing Authority
Jefferson County Library - Arnold Branch
Mid-East AAA, House Springs
ComForcare Home Care
Liberty Parks & Recreation - Silver Center
Don Bosco Centers
Jack's Sporting Goods and Hardware
RBAssociation

Four Years

Van Buren Nutrition Center
Central Missouri Community Action

Five Years

Holy Angels I & II Apartments
Lincoln County Council on Aging
Light of Christ - Lutheran Chinese Mission
Independent Living Resource Center, Inc.
CMH Health Care Facility
CMH Senior Health Center

Six Years

Mid-Continent Public Library

Seven Years

Monsanto YMCA
Butterfield Residential Care Center

Eight Years

Community Springs Healthcare Facility
St. Peters Senior Center

Nine Years

Rolla Apartments
Pulaski County Health Department
Andrew County Ministries/RSVP
Five Star Senior Center
Paula J Carter Center on Minority Health & Aging
Mid-East Area Agency on Aging

Eleven Years

Douglass Community Services
Village Green Apartments
CoxHealth
Harrison County Community Hospital

Thirteen Years

Cardinal Ritter Senior Services
Alpha Terrace Apts.

Maryville Gardens
Sansone Group Property Management
St. Raymond's Apts.

Fourteen Years

Westport Cooperative Services

Sixteen Years

Barnes-Jewish Hospital

Twenty-Four Years

Barnes Jewish West County Hospital
Christian Hospital Northeast
Care Connection
Care Connection Henry County

Volunteers and Staff celebrating CLAIM anniversaries for April - June 2018

One Year

Janet Moore
Kevin Knox
Patricia Collins
Sally Keene
Sheryl Cully
Thomas Furr
Traci Volcko
Vickie Culver
Gary Fogelbach
Patricia Luther
LaVerna "Dee" Locke
Penny Humphrey
Sheila Wood
Cheryl Allen
Kristin Hansen

Two Years

Jean Mitchell
Kevin McDonough
Krista Miller
Layla Earl
Steve Pantaleo
Marilyn Abrams
Christina Jones
Deborah Ellis
Eli Hoxha
Eunji Koh
Darrell Hendrickson
James House
John Heller
John "Randy" Kiser
Rochelle Hendrickson
Timothy Baker
Brian Henning
Linda Lynam
Shery Fogle
Aimee Watson
Sethanne
Higginbotham
Evelyn "Darlene"
Ornburne
Patricia Kurtzeman
Andrew Bracken

Angela McFadden
Jessica Droste
John "Dennis" Meyers
Kori Ross
Constance Payne

Three Years

Robyn Kistler
Samantha Schnell
Sherry Meyer
Jeffrey Brick
John Vivian
Nancy Wilson
Peter Brake
Peter Mestad
Jamie Saunders
Laurie Justiss
Margie Diekemper
Michele Coleman
Richard Mueller
Ruixia "Bobbie" Liu
Sheila Longsdon
Tamiaka Lewis
Theresa Stepney
Cindy Thompson
Charles Penland
Kelly Hook

Four Years

Liz Yokley
Linda Parsons
Nancy Grafton
Pam Muhlenkamp
Dwight Cobb
Belva Ingram
Melanie Shinn

Five Years

Christine Buckley
Dianne Carty
Emiranda Gace
Judy Leach
Lorna Vaughn
Paul Villhard

Kathryn Schafer

Six Years

Daphne Alcorn

Seven Years

James Chambers
Michele Welker

Eight Years

Melinda Rademan

Nine Years

Deborah Morrissey
Joanie Gillam
Michael Howard
Lisa Knoll

Ten Years

Sherilyn Bender
Jackie Dover
Jean Gooden
Phyllis Smith
Stacey Nicholas

Eleven Years

Loretta Ellis

Thirteen Years

Janie Shockley
David Hooper

Fourteen Years

Gesina Bingaman

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.

New Medicare Cards

Carolyn Prim, Trainer and Regional Liaison, Region 6

The new Medicare Cards will have a Medicare Beneficiary Identifier (MBI) that is unique, randomly generated, and the characters are "non-intelligent," which means they don't have any hidden or special meaning.

The MBI won't change your Medicare coverage or benefits. People with Medicare may start using their new Medicare cards and MBIs as soon as they get them.

The effective date of the new cards, like the old cards, is the date each beneficiary was or is eligible for Medicare.

Once beneficiaries receive their new Medicare cards with an MBI, they can use their new cards to enroll in a Medicare health (Medicare Advantage) or drug plan. Those Medicare beneficiaries who do choose to enroll in Medicare health and/or drug plans will still also receive an insurance card from their health and/or drug plans. As always, while beneficiaries are enrolled in health and/or drug plans, they should use the cards from those plans when they go for health care and/or prescriptions.

At this time we know new Medicare Cards for Missouri will be mailed between June 2018 and April 2019. We will keep everyone up-to-date on when the mailings will happen. Since the new card will be mailed, remind clients to make sure their address is up-to date. Address changes should be made by contacting Social Security at ssa.gov/myaccount or 1-800-772-1213. Emphasize the mailing of new cards will take some time. The card might arrive at a different time from a friend or relative. And, be sure to attend one of the informational trainings about the new Medicare card.

Ordering Materials

Cindy Carr, Regional Liaison, Region 1 and MIPPA Assistant

Community Partner - remember you can order bulk CMS materials (Medicare & You, Preventive/Wellness, and New Medicare Cards, etc.) for free at <https://productordering.cms.hhs.gov>. Just set up an account and you can have the order shipped directly to your office with no cost for material or shipping. Please remember to allow 4-6 weeks to receive the material. If out of stock, we do have inventory at the home office in Columbia, MO. Just email claimcallcenter@primaris.org two weeks before your scheduled event to see if we have what you need for that next presentation or exhibit booth! We will be glad to ship to you.

What do I do if...

Sarah Williams Call Center Team Lead and Administrative Assistant

Beneficiary says, "You have the wrong phone number". We hate this when it happens. We do our best to collect the correct phone numbers but sometimes numbers may get reversed or entered incorrectly. And believe it or not, sometimes people give us the wrong number. The good news is the CLAIM call center's phone system generates a daily report that lists the phone numbers from where the call was made, including a time stamp. What does this mean for you, you may ask? Well, if you have a referral with a wrong phone number, please email me the name of the client and I will do my best to get you the correct number. I can be reached at swilliams@primaris.org.

A note from Carol continued...

1. Are based on the well-tested best practices of many other volunteer programs across America and beyond.
2. Are comprehensive and will ensure that SHIP services are safer for beneficiaries and volunteers.
3. Will provide the infrastructure to better assure what we offer – both directly and through our partners, is high quality.
4. Builds a unified national profile while still allowing the SHIP program to customize policies.
5. Will establish and communicate the national SHIP standard of care for volunteer-based services.
6. Provide an infrastructure for managing volunteers that is responsive to changing conditions and demands.

The manual will be released in the spring. We will have updates throughout the year through webinars, emails, and at regional trainings about the new volunteer manual. It is our goal that you will find the manual helpful in your role as a SHIP (CLAIM) volunteer and that these changes will be positive and helpful.

The ExCLAIM newsletter has a new look including some new sections. We hope you enjoy this edition. In closing, the following quote reminds me of each of you. “The quality of your life will be determined by the quality of your contribution. When you work to improve the lives of others your life improves automatically.” Kurek Ashley, international speaker.

Volunteer Profiles

Karen Yoder - Park Hills

Karen Yoder became a volunteer in September 2017 attending our Cape Girardeau training. Karen works as a pharmacy technician at the Parkland Pharmacy –Desloge location. Karen became interested in CLAIM training because they are always looking for new ways to help their customers. They are always getting questions about drug coverage and wanted to be have more of the answers to the questions.

What she likes best about helping people is to potentially find a way to save some money on their medication costs by comparing Part D plans and helping them make the switch to a new plan. Not everyone has extra money to spend and any small savings can go a long way. The most challenging thing for her is looking for savings in Part D coverage when a person has some high cost medications. It's important to compare or look at all of their options.

Karen has been in customer service for over 30 years and working in pharmacies for over 20. She is always trying to help others in her community. She loves being outdoors, doing just about anything. She also enjoys Sprint Car Racing. She has a son Zachary who is out on his own and a daughter Emylee at home.

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Never misplace another insurance card

If you have trouble keeping your insurance information organized, you're not alone. To help keep track of your coverage information and insurance cards, the Missouri Department of Insurance created the Mo2Go Wallet, an application that stores insurance documents and information on a smartphone.

After a disaster strikes, you may not immediately think about where your insurance documents are located. Sometimes the information can be lost or destroyed in a disaster. The Mo2Go Wallet has a user-friendly interface that will help you save pertinent insurance information onto your phone.



For more information, visit insurance.mo.gov/mo2go