



Inter-Tribal Council of Arizona, Inc.  
Area Agency on Aging, Region 8  
State Health Insurance Assistance Program (SHIP)  
30 Hour Initial Training  
January 22 – 26, 2024  
9:00A.M. – 3:00 P.M.  
Virtual Zoom Training

## ***Public Benefits Outreach (PBO) Project***

### **Training Description**

The Public Benefits Outreach Project (PBO) is composed of three vital programs to assist older adults through education, outreach and advocacy. State Health Insurance Program (SHIP), Senior Medicare Patrol (SMP), and the Medicare Improvement for Patient and Provider Act (MIPPA), provides a no cost counseling service to beneficiaries by utilizing volunteer counselors through the SHIP Technical Assistant Program. The PBO Project will be hosting a ***no cost*** 30 Hour Initial Training on Medicare, Arizona Health Care Cost Containment System (AHCCCS), and other benefits.

**When:** January 22 – 26, 2024 from 9:00 AM – 3:00 PM

**Where:** Virtual Zoom Meeting:  
<https://itcaonline.zoom.us/join/9tZUqcOCurTMtEtKwUUZahIRTcdSyUW3hDd6C>

Meeting ID: 817 7963 8786

Passcode: 244704

Daily attendance will be taken to verify the 30 hour training requirement is met. Those attending should be prepared to share their screen, video and audio to ensure participation in the training. To enhance understanding, interactive polling and quizzes will be conducted throughout the sessions.

**Who:** The 30 Hour Initial Training is offered to volunteers & paraprofessionals who work in Tribal communities to serve elders, caregivers and those with disabilities.

**Why:** SHIP Counselors will be able to assist elders, caregivers and those with disabilities by offering benefits assistance and cost savings information, that could potentially help pay for medical costs & daily living expenses.

*Stephanie Barehand, PBO/LIS Specialist Phone: (602) 258-4822 Email: Stephanie.Barehand@itcaonline.com*

*"This project was supported, in part by grant number 90SAPG0083, 90MPPG0022, 2201AZMISH; 2201AZMIDR; 2201AZMIAA, from the U.S. Administration for Community Living, Department of Health, and Human Services, Washington, D.C. 20201. Grantees undertaking projects with government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official ACL policy."*



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**Topics of Discussion**

Training Modules

- Medicare:
  - Health Insurance Terms
  - Medicare Overview
  - Medicare Options
  - Medicare Enrollment Periods
  - Medicare Coverage Rule:
    - Part A Hospital Insurance
    - Part B Medicare Insurance
    - Part C Advantage Plans
    - Part D Prescription Drug Coverage
    - Medigap Supplemental Insurance
  - Rights and Appeals
    - Original Medicare
    - Medicare Advantage
    - Part D
    - Late Enrollment
  - Other Insurance and Assistance Program:
    - Medicare and Employer Insurance
    - Medicare and other Insurance
    - Medicare and Medicaid
    - Medicare Assistance Program
  - Special Topic:
    - Medicare and End Stage Renal
    - Medicare Coverage of Durable Medical Equipment
    - Medicare and Hospital Discharge Planning
  - Medicare Rights and Protection
  - Preventative Services
  - Coordination of Benefits
  - CMS Program Resources
- Senior Medicare Patrol:
  - Medicare Fraud, Waste and Abuse Prevention
  - American Indian / Alaskan Natives Fraud
- Indian Health Service
  - Importance of Coverage – Medicare and Indian Health Services

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To register, complete the attached registration form and return by Friday, January 19, 2024. ***Individuals who plan to become State certified volunteers are subject to take an online test that must be passed with a score of 80% or better and attend the full 30 hour training.***

### **Registration Form**

1. Participant Information

First Name	Middle	Last Name
<hr/>		
Address	State	Zip Code
<hr/>		
Work / Home Phone Number	Email Address	
<hr/>		
Employer	Title	

2. Please check all that apply

- ☐ I work closely with Tribal Elders and People with disabilities
- ☐ I would like to be a volunteer benefits counselor in my tribal community
- ☐ I am a SHIP Counselor seeking renewal training
- ☐ I am taking training for personal interest
- ☐ Other: \_\_\_\_\_

3. **Registration Information** : You can email your registration forms to [Stephanie.Barehand@itcaonline.com](mailto:Stephanie.Barehand@itcaonline.com) or contact her at (602)361-6411 if you have questions.

**Registration Deadline** : Friday, January 19, 2024

***\* If you are interested in becoming a State Certified Volunteer Benefits Counselor, be prepared to take an online test for State certification.***

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## Agenda

### Day One – Monday, January 22, 2024

9:00 AM	Welcome & Introductions
9:05 AM	Public Benefits Outreach Overview – SHIP A Valuable National Resources
9:30 AM	Medicare and Indian Health Services – Importance of Medical Coverage
10:00 AM	Health Insurance Terms – Important Words to Know
11:00 AM	Medicare Overview – History of Part A, B, C and D and Advantage Plans
12:00 PM	Lunch Break
1:00 PM	Medicare Options (Medicare vs. Medicaid)
2:00 PM	Medicare Enrollment Periods
2:45 PM	Case Study Group Activity
3:00 PM	End of Day One

### Day Two – Tuesday, January 23, 2024

9:00 AM	Overview of Day One
9:05 AM	Medicare Coverage Rule – Part A Hospital Insurance
10:00 AM	Medicare Coverage Rule – Part B Medical Insurance
11:00 AM	Medicare Coverage Rule – Part D Medicare Prescription Drug
12:00 PM	Lunch Break
1:00 PM	Medicare Coverage Rule – Medigaps
2:00 PM	Medicare Coverage Rule – Medicare Advantage Plans
2:45 PM	Case Study Group Activity
3:00 PM	End of Day Two

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**Day Three – Wednesday, January 24, 2024**

9:00 AM	Overview of Day Two
9:05 AM	Appeals and Penalties – Original Medicare Appeals
10:00 AM	Appeals and Penalties – Medicare Advantage Appeals
11:00 AM	Appeals and Penalties – Part D Appeals
12:00 PM	Lunch Break
1:00 PM	Appeals and Penalties – Late Enrollment Penalties and Income Related Monthly Adjusted Amount (IRMAA)
2:00 PM	Other Insurance and Assistance Program – Medicare and Employer Insurance
2:45 PM	Case Study Group Activity
3:00 PM	End of Day Three

**Day Four – Thursday, January 25, 2024**

9:00 AM	Overview of Day Three
9:05 AM	Other Insurance and Assistance Program – Medicare and Other Insurance
10:00 AM	Other Insurance and Assistance Program – Medicare & Medicaid
11:00 AM	Other Insurance and Assistance Program – Medicare Assistance Program
12:00 PM	Lunch Break
1:00 PM	Special Topics- Medicare and End-Stage Renal Disease (ESRD)
2:00 PM	Special Topics – Medicare Coverage of Durable Medical Equipment (DME)
2:45 PM	Case Study Group Activity
3:00 PM	End of Day Four

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Day Five – Friday, January 26, 2024

9:00 AM	Overview of Day Four
9:05 AM	Special Topics – Medicare and Hospital Discharge Planning
10:00 AM	Medicare Rights and Protection
11:00 AM	Medicare Coordination of Benefits
12:00 PM	Lunch Break
1:00 PM	Medicare and Medicaid Fraud Waste and Abuse Prevention
2:00 PM	American Indian / Alaskan Native (AI/AN) – Senior Medicare Patrol (SMP) Toolkit
2:30 PM	What is a Tribal Ombudsman?
2:45 PM	Case Study Activity
3:00 PM	Q&A / End of Training

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