



Inter-Tribal Council of Arizona, Inc.
Area Agency on Aging, Region 8
State Health Insurance Assistance Program (SHIP)
30 hour Initial Training
November 18 – 22, 2019
9:00A.M. – 4:00 P.M.

Public Benefits Outreach Project Training Description

The Public Benefit Outreach Project (PBO) is a State Health Insurance Program that provides a no cost Medicare counseling service to beneficiaries by utilizing volunteer counselors. Through the SHIP Technical Assistant Training Modules, the PBO Project will be hosting a ***no cost*** 30 Hour Initial Training on Medicare, Arizona Health Care Cost Containment System (AHCCCS), and other Benefit.

When: November 18 – 22, 2019

Where: Inter-Tribal Council of Arizona – Conference Room 2
2214 North Central Avenue, Suite 100
Phoenix, Arizona 85004

What: Topics of discussion:

- 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



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- Senior Medicare Patrol:
 - Medicare Fraud, Waste and Abuse Prevention
 - American Indian / Alaskan Natives Fraud Toolkits
- Indian Health Service
 - Importance of Coverage – Medicare and Indian Health Services

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

Why: SHIP Counselors will be able to assist elders, caregivers and people with disabilities by offering benefits assistance and cost savings information, that could potentially help pay for medical costs & daily living expenses. In addition, benefits such as Medicare and Medicaid contribute to Indian Health Services revenue, leading to expanded services.

To register, complete the attached registration form and return by Friday, November 15, 2019. ***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.***



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Registration Form

1. Participant Information

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

2. Race / Ethnicity Please check all that apply

- | | |
|--|--|
| <input type="radio"/> Native American | <input type="radio"/> Native Hawaiian / Pacific Islander |
| <input type="radio"/> African American | <input type="radio"/> Hispanic / Latino |
| <input type="radio"/> Asian | <input type="radio"/> White, Non-Hispanic |
| <input type="radio"/> Alaska Native | <input type="radio"/> Other Race / Ethnicity |

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
- Other: _____

3. **Registration Information** : You can email your registration forms to Stephanie.Barehand@itcaonline.com or Fax to (602) 258—4825 Attn: Stephanie Barehand

4. **Registration Deadline** : Friday, November 15, 2019
Registration is limited to 16 individuals

Participant Signature: _____

(By signing, I have read and agree to the Volunteer Benefit Counselor Job Description and Guidelines)

*** 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, November 18, 2019

1:00 pm	Welcome & Introductions	Stephanie Barehand, Public Benefit Independent Living Support (PBO/LIS) Specialist
1:10 pm	PBO Overview – SHIP A Valuable National Resources	
2:00 pm	Medicare and Indian Health Services – Importance of coverage	Jackie Edwards, Family Caregiver Support Program (FCSP) Coordinator
2:30 pm	Health Insurance Terms	
3:00 pm	Break	
4:00 pm	Medicare Overview	
5:00 pm	End of Day One	

Day Two – Tuesday, November 19, 2019

9:00 am	Overview of Day One	Stephanie Barehand, PBO/ILS Specialist
9:15 am	Medicare Options	
10:00 am	Break	
10:15 am	Medicare Enrollment Periods	
11:00 am	Medicare Coverage Rule – Part A Hospital Insurance	
11:45 am	Lunch (on you own)	
1:00 pm	Medicare Coverage Rule – Part B Medical Insurance	
2:30 pm	Medicare Coverage Rule – Part D Medicare Prescription Drug Benefits	
3:00 pm	Break	
3:10 pm	Medicare Coverage Rule – Medigaps	
3:45 pm	Case Study Activity	
4:00 pm	End of Day Two	

Day Three – Wednesday, November 20, 2019

9:00 am	Overview of Day 2	Stephanie Barehand, PBO/ILS Specialist
9:15 am	Medicare Coverage Rule – Medicare Advantage Plans	Jackie Edwards, FCSP Coordinator
9:50 am	Break	Stephanie Barehand, PBO/ILS Specialist
10:00 am	Appeals and Penalties – Original Medicare Appeals	
10:30 am	Appeals and Penalties – Medicare Advantage Appeals	
11:00 am	Appeals and Penalties – Part D Appeals	
11:30 am	Lunch	
1:00 pm	Appeals and Penalties – Late Enrollment Penalties and Income	



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1:30 pm	Related Monthly Adjusted Amount (IRMAA) Other Insurance and Assistance Program – Medicare and Employer Insurance
2:00 pm	Other Insurance and Assistance Program – Medicare and Other Insurance
2:20 pm	Break
2:30 pm	Other Insurance and Assistance Program – Medicare & Medicaid
3:00 pm	Other Insurance and Assistance Program – Medicare Assistance Program
3:45pm	Case Study Activity
4:00 pm	End of the Day

Day Four – Thursday, November 21, 2019

9:00 am	Overview of Day 3	Stephanie Barehand, PBO/ILS Specialist	
9:15 am	Special Topics- Medicare and End-Stage Renal		
9:50 am	Break		
10:00 am	Special Topics – Medicare Coverage of Durable Medical Equipment		
10:30 am	Special Topics – Medicare and Hospital Discharge Planning		
11:00 am	Medicare Rights and Protection		
12:00 pm	Lunch		
1:00 pm	Medicare Preventive Services		Jackie Edwards, FCSP Coordinator
2:00 pm	Medicare Coordination of Benefits		
2:50 pm	Break		
3:00 pm	CMS Program Resources		
3:45 pm	Case study Activity		
4:00 pm	End of the Day		

Day Five – Friday, November 22, 2019

9:00 am	Overview of Day 4	Stephanie Barehand, PBO/ILS Specialist
9:15 am	Medicare and Medicaid Fraud Waste and Abuse Prevention	
10:00 am	Break	
10:15 am	American Indian / Alaskan Native (AI/AN) – Senior Medicare Patrol (SMP) Toolkit	
11:00 am		
11:30 am	Training Evaluation / Certificate	
12:00 pm	End of Training	