

Presents

What is SHIBA?

Speaker:

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- Presentation slides will be posted shortly after the session at: https://www.ohsu.edu/oregon-office-of-rural-health/forum-aging-rural-oregon.
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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 Client Services and Support Unit

Our Mission



- Comprehensive
- Committed
- Consumer-focused counseling

That is:

- Accurate
- Understandable
- Objective
- Personalized

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

SHIBA Counseling Network

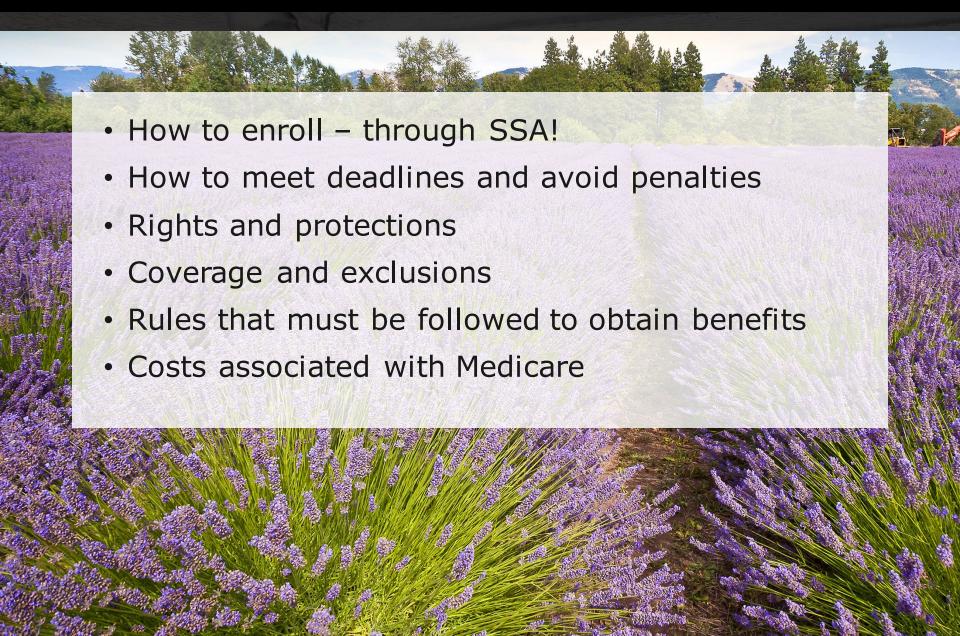
- SHIBA provides federal SHIP, SMP and MIPPA subgrant funds to local organizations that sponsor the SHIBA program
- Currently, 14 contracted community partners providing local SHIBA counseling services to 30 of 36 counties through volunteer management and outreach.
 - 135 certified Medicare counselors
 - 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

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

We Explain Medicare

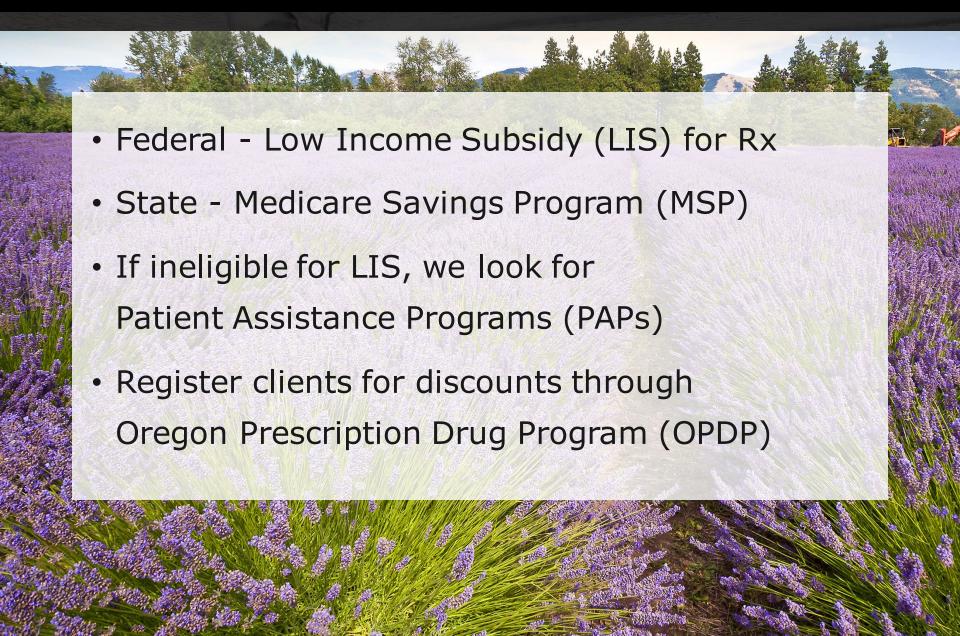


We Provide Insurance Counseling

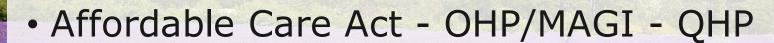
In 2022 there are:

- 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

We Find Assistance Programs



We Clarify Information

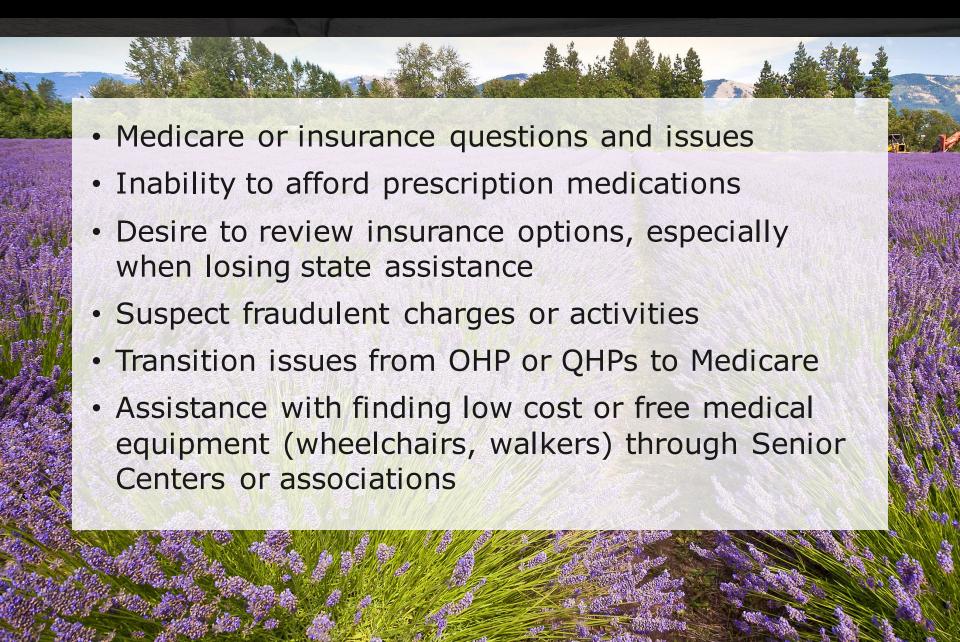


- Clarification on how ACA affects Medicare benefits and/or beneficiaries
- Liaise with other state and local offices to:
 - Assist those age 65 and over, NOT eligible for Medicare, obtain health insurance
 - Assist those becoming eligible transition into Medicare
 - Assist with resolving issues with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

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 state payment of Medicare premium (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

When to Refer to SHIBA



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

Thank you!

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