The Medicare Maze (Foundational or Part I) Workshop:
This workshop is designed for those who are just beginning to learn about Medicare and how they can help their consumers as they navigate the Medicare maze. The reality is that Ohio consumers and their families can find themselves navigating multiple systems including Medicare, Medicaid, and MyCare and trying to process a lot of information. This workshop is designed to clarify current issues and recent changes in Medicare, while providing participants with the tools to navigate the system.

**Speakers**

**Kendra Burford** has been an Ohio Senior Health Insurance Information Program (OSHIIP) Community Liaison with the Ohio Department of Insurance since 2005. She conducts Medicare training for volunteer counselors and educational events for Medicare beneficiaries, their families, and caregivers. Her Bachelor’s degree in Communication Studies was awarded by Ohio University.

**Andy Haggard, MSW, LSW** joined COAAA in 2001 serving initially as a PASSPORT case manager. Currently, as a member of the Community Education and Outreach Division, he plays an integral role in supporting and educating older adults and their families in the enrollment process for the Medicare Prescription Drug Program and Medicare in general. Andy holds undergraduate and master's degrees in Social Work from The Ohio State University. His background includes medical social work in a hospital setting and social services in long term care facilities.

**Becky Hayward** has been a Public Information Officer with OSHIIP since 2006. She conducts Medicare training seminars around the state for a network of volunteer counselors, social service professionals, and Medicare beneficiaries and their families. She oversees the OSHIIP Volunteer Advisory Board and is a volunteer ombudsman. She received her Bachelor's degree from Ohio Wesleyan University in Journalism.

**Patricia “Patsy” Schwenk** is a Senior Provider Education Consultant for CGS Medicare J15. She has over 30 years of Medicare experience, which includes working for several governmental contracting companies in Provider Education, Patient Education, Program Integrity, Claims Correspondence/Appeals and HR Training. She has providing education to physicians, office and facility staff, beneficiaries, caregivers and insurance industry workers on all aspects of the Medicare program. She has a BA in Business Administration from Ohio Dominican University.

**Objectives**

At the conclusion of this workshop, participants will be able to:

- Summarize basic facts about the Medicare program, eligibility requirements and how the program is administered
- Identify benefit categories covered in Part A, B, C and D of the Medicare program
- List preventive benefits covered by Medicare
- Identify other types of health insurance programs, public and private, that work in conjunction with Medicare
- Explain role of Medicare Advantage Plans and process of switching from traditional Medicare to a Medicare Advantage Plan and back again
- Discuss MyCare Ohio program and how it fits with Medicare

**Hours**

3.0 Social Work Clock Hours (#RSX059002)  
3.0 BELTSS (36957-SS-20)  
3.0 Counselor Clock Hours (#RCX109207)  

The Ohio Board of Nursing accepts events approved for Counselors & Social Workers for Continuing Nurse Education Contact Hours.

**COAAA Professional Education**

**October 6, 2020**

**9:00AM - 12:15PM**

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**Central Ohio Area Agency on Aging**

3776 S. High St., Columbus, OH 43207  
614-645-7250  1-800-589-7277  www.coaaa.org  coaaa@coaaa.org  

Your Aging and Disability Resource Network
Fee $60.00  The workshop fee includes handouts.

LATE REGISTRATION: $70.00 (after 9/29/20)

A REFUND will be made ONLY for cancellations received 5 work days prior to the event. If less than 5 days, a credit can be issued for use at another program within the next year. If notice of cancellation is not received before the date of the program, no credit can be issued. Any checks returned will be subject to a $15 bad check fee by the City of Columbus.

We cannot accept credit cards at this time, please mail payment with registration or drop off during business hours.

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Please Note  Zoom link for webinar will be sent the day before the workshop to the email used to register, along with handouts and evaluation forms. Continuing Education Certificates are issued once evaluation forms are completed and returned to ldoob@coaaa.org.

Registration Form  Deadline Sept 29

The Medicare Maze: Part I

Please print legibly

Name:__________________________________________________________________________

Agency:________________________________________________________________________

Address:________________________________________________________________________

Special Accommodations needed due to disability:________________________________________________________________________

Phone: (___)________________________________________

Email:________________________________________________________________________

Licensure (Please circle):  SW   Nurse   NHA (License #_______________)   Other

Registration Fee: $60.00  Late Registration Fee: $70.00 (after 9/29/20)

Purchase Order Attached: #________________________________  $ __________________ Federal ID# __________________

Make checks payable to City of Columbus, & mail with registration form to:
COAAA Training & Education, 3776 S. High St., Columbus, OH 43207

If using a purchase order, please attach a copy to the completed registration form. Questions? Call (614) 645-7250 or 1-800-589-7277; fax (614) 645-6146. COAAA will not accept registrations over the phone or fax without a purchase order number.