The Medicare Maze (Advanced or Part II) Workshop

This workshop is designed to build on information shared in Day 1 addressing in more detail how the My Care Ohio program interfaces with Medicare. Using case examples, the appeals process will be reviewed and guidance on navigating this process provided. There will be an opportunity to delve into some of the nuances of how Medicare works in various settings including hospitals and long term care settings. Participants will learn about new Medicare initiatives and how the pandemic has impacted the system with new technology on the horizon.

 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:

- Review MyCare case studies to enhance understanding of how program fits with Medicare
- Recognize and outline the appeals process
- Identify when Medicare pays primary vs secondary benefits
- Discuss new ongoing Medicare initiatives
- Provide information regarding Medicare and the public health emergency
- Introduce resources & self-service technology options

Hours

3.0 Social Work Clock Hours (#RSX059002)  
3.0 BELTSS (36958-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.

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 10/6/20)

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.

Zoom webinar link will be emailed the day before the training to the email address with which you registered.

Registration Form

The Medicare Maze: Part II

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 10/6/20)

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.