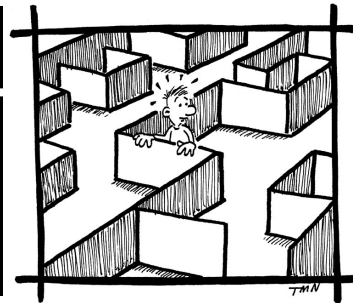


# COAAA Professional Education September 26, 2018

9:00AM - 4:15PM Registration begins at 8:30AM



**The Medicare Maze 2019:** 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 (OSHIPP) 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.

**John LaMotte** joined COAAA as a member of the Community Education and Outreach Division in the spring of 2016 after retiring from the Social Security Administration. He had been with Social Security Administration for 30 years serving as a field representative and claims representative. He holds a Master's degree in Public Administration from The Ohio State 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
- Describe any known changes in the program for 2019 and in the future
- 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
- Recognize and outline the appeals process
- Identify when Medicare pays primary vs secondary benefits
- Identify key sites on the web to find general Medicare information

## Hours

6.0 Social Work Clock Hours (#RSX059002) 6.0 BELTSS (Application has been made)  
6.0 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](http://www.coaaa.org) [coaaa@coaaa.org](mailto:coaaa@coaaa.org)

*Your Aging and Disability Resource Network*

# COAAA Professional Education September 26, 2018

9:00AM - 4:15PM  
Registration begins at 8:30AM

## Fee \$90.00

The workshop fee includes coffee, tea, and handouts. Lunch is not included.

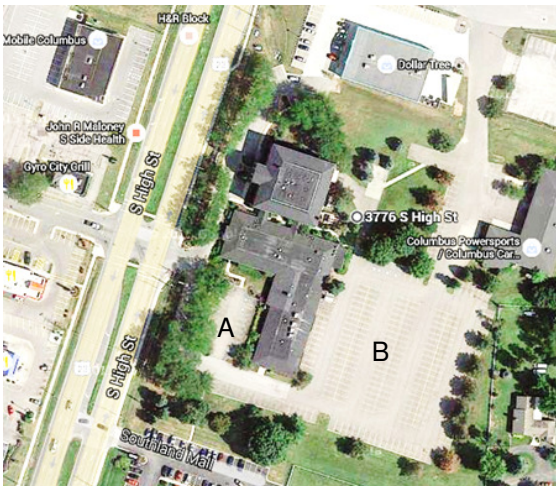
### LATE REGISTRATION: \$100.00 (after 9/19/18)

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.

## Please Note

Room temperatures can be difficult to control; dressing in layers adaptable to warm and cool temperatures is recommended. **This training will be held at the NEW COAAA LOCATION, 3776 S. High St., Columbus, OH 43207.** The entrance to the training facility is in the low rise building to the far right when you enter the grounds. Parking is free, and light refreshments are available.

## Directions



COAA is located at 3776 S. High St., Columbus, OH 43207. When you arrive, please park in front of the low rise building to the far right when you enter the grounds (Parking Lot A). If this lot is full, please park in the back of the building in the larger lot (Parking Lot B) and then return to the Education Center entrance.

Directions from 315 S/71 S: Continue onto 71 S. Take I-71 S to 270 E. Take exit 52 from I-270 E, and merge onto US-23 N/S High St. The new facility will be on your right.

Directions from 270 E: Take exit 52, and merge onto US-23 N/S High St. The new facility will be on your right.

Directions from 270 W: Take exit 52A, and merge onto US-23 N/S High St. The new facility will be on your right.

Please Note: US-23 and S. High St. run concurrently.

## Registration Form

**Deadline September 19**

### Medicare Maze 2019

Name: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_

Agency: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

City/St/Zip: \_\_\_\_\_

Special Accommodations needed due to disability: \_\_\_\_\_

**Registration Fee: \$90.00** (lunch is not included)

**Late Registration Fee: \$100.00** (after 9/19/18)

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.