



Dual Eligible Special Needs Plans (D-SNPs)

Materials

- This PowerPoint presentation.
- Workbook.

Housekeeping

There will be specific question times.

- Mute your microphone.
- Use the "raise your hand" function for questions.
- Limit your questions to the material we are covering.

Learning outcomes

By the end of this training, participants will be able to effectively counsel clients on plan choices, including D-SNPs.

A glimpse of what's to come

Section 1: April CE Review

Section 2: Tools & rules

Section 3: Counseling session prep

Section 4: Counseling session

Section 5: Counseling session & STARS

Section 6: Conclusion

Section 1: April CE review & reminders

April CE overview

- Counseling Case.
- MSP (SLMB) & LIS enrollment benefits.

Counseling session scenario

Laura is 67 years old and lives in Pierce Co. She is currently enrolled in a Medicare Advantage plan. Laura has received letters indicating her eligibility for the SLMB and LIS programs and her counselor Brian explained her new benefits.

Extra Help basics

Applies to both Part D (PDP) and Medicare Advantage (MAPD) plans:

- \$0 plan premium for benchmark PDP plans, reduced premiums for other plans.
- \$0 Part D deductible.
- Maximum co-pays of \$4.50 for generic and \$11.20 for brand-name drugs on plan formulary.

LIS/Extra Help beyond cost-savings

LIS/Extra Help information:

- Allows change of plan with Part D once per calendar quarter in the first three quarters of each year.
- Beneficiaries use Open Enrollment (October 15 – December 7) to choose Part D coverage for following year.

Section 2: Tools & rules

D-SNPs

Dual-Eligible Special Needs Plans (D-SNPs) are for beneficiaries with both Medicare and Medicaid.

Like all Medicare Advantage plans, D-SNPs are required to cover everything Original Medicare (Parts A & B) covers.

Benefits, providers, and drug formularies are designed to meet the specific needs of eligible groups.

SLMB & D-SNP – Costs to consider

Plans may charge a monthly premium.

Plans may set their own deductibles, copayments, and other cost-sharing for services.

Reminder: The SLMB program covers the Part B premium.

D-SNP providers

D-SNP plan options include:

- HMO
- PPO
- HMO-POS

Clients may pay more for out-of-network services.

Encourage clients to check with the plan before seeing an out-of-network provider.

D-SNP benefits

All D-SNPs are required to provide Part D coverage and care coordination.

D-SNPs may offer additional benefits such as:

- Vision
- Hearing
- Dental
- Gym

Check with the plan directly to learn about coverage rules and restrictions for any added benefits.

Section 3: Counseling session prep

Counseling session scenario

Laura is 67 years old and lives in Pierce Co. She is currently enrolled in a Medicare Advantage plan. She has SLMB and LIS and needs help understanding her new options.

Preparing for a counseling session with Laura

You are a counselor preparing to return a call to Laura. Consider these questions:

- What do you do to prepare for this session?
- What information do you need to convey?
- What is within your scope as a counselor for this session?

Section 4: Counseling session

Counseling scenario

Audio Recording

Session checklist

Workbook p. 13

Section 5: Counseling session & STARS

Beneficiary Contact Form (BCF)

Workbook p. 22

Section 6: Conclusion

Learning outcomes

After completing the training:

- Do you feel more confident in your ability to prepare a beneficiary for a plan comparison meeting?
- Do you believe you can effectively guide a beneficiary to make an informed decision regarding their healthcare coverage options?

Tell us what you think about:

- Today's topic.
- New training format (more hands-on).
- Workbook usefulness.
- Case suggestions.
- Training topic suggestions.
- Counseling checklist.

OICMedicareTrainingFeedback@oic.wa.gov

Announcements & resources

First Thursday Lunch and Learn

1st Thursdays - 11:00 to Noon

Register through monthly training calendar

May 2 – MSP Determinations & Buy-ins

Deena Best & Angie Gonzales DSHS

June 6 – Community Based Senior Support Programs

Kari Stevens, CLC Director at ALTCEW



Have questions? Send in advance to:

Noreen.Brisson@oic.wa.gov

Resources

- [Dual Eligible Special Needs Plans \(D-SNPs\)](#)
- [Health Care Authority Medicaid Phone System Job Aid](#)
- [Medicare Interactive SNP Costs & Coverage](#)
- [My SHIBA Resources to help with counseling clients](#)

Resources continued

- [New name for Dual-Eligible Special Needs Plans](#)
- [STARS Beneficiary Contact Data Entry Basics](#)
- [Understanding Medicare Advantage Plans](#)
- [Understanding the Extra Help with Your Medicare Prescription Drug Plan](#)