

# Volunteer continuing education

**Statewide Health Insurance Benefits Advisors (SHIBA)** 

# Medigaps

- CMS Module 03 Supplemental Insurance (Medigap) Policies
- Switching Medicare Supplement (Medigap) plans
- Updated MIPPA instructions for STARS Beneficiary Contacts

## October 2018

For volunteer training only – not for distribution



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## Handouts for October training may be found on My SHIBA:

- 1. Switching Medicare Supplement (Medigap) plans job aid
- 2. CMS Module 3 WA SHIBA version: Medicare Supplement Insurance (Medigap) Policies notes version (PDF)
- 3. Medigaps and the year 2020
- 4. STARS Beneficiary Contacts Special Instructions SHIBA job aid

## Items on My SHIBA or other sources for October training:

- October packet
- Washington state mandated coverage for replacement policies—rates on a community-rated basis Revised Code of Washington <u>RCW</u>
- Approved Medicare Supplement (Medigap) plans <u>list</u>. This is will be updated at the end of September and posted to <u>My SHIBA</u>.



## **Volunteer learning objectives**

After completing the October 2018 monthly training, including *Module 3: Medicare Supplement Insurance (Medigap) Policies*, volunteer advisors and coordinators will be able to:

- Explain what Medigap policies are
- Recognize and define key Medigap terms
- Explain steps to buying a Medigap policy
- Define the best time to buy a Medigap policy
- Explain what changes take place under MACRA
- Explain the various guaranteed issue rights under Federal laws and Washington state laws
- Learn where to get information on Medigap rights and protections



## **Acronyms**

ACL Administration for Community Living
CHIP Children's Health Insurance Program

**CMS** Centers for Medicare and Medicaid Services

**COBRA** Consolidated Omnibus Budget Reconciliation Act

**EGHP** Employer Group Health Plan

**ESRD** End-Stage Renal Disease

**FL** Florida

**HMO** Health Maintenance Organization

MA Medicare Advantage

MA-PD Medicare Advantage Prescription Drug

MACRA Medicare Access and CHIP Reauthorization Act of 2015

MIPPA Medicare Improvement for Patients & Providers Act

NTP National Training Program
OEP Open Enrollment Period

**OM** Original Medicare

**PACE** Programs of All-Inclusive Care for the Elderly

**PDP** Prescription Drug Plan

**PDF** Portable Document Format

**PPO** Preferred Provider Organization

**QMB** Qualified Medicare Beneficiary Program

RCW Revised Code of Washington
RTC Regional Training Coordinator

**Rx** Prescription

**SEP** Special Enrollment Period

**SHIP** State Health Insurance Assistance Program

**SNF** Skilled Nursing Facility

**STARS** SHIP Tracking and Reporting System

SSA Social Security AdministrationTTY Teletypewriter/Text Telephone

**WA** Washington



## **Troubleshooting and sharing time**

Please take some time to share with your group any questions about previous months' continuing education training, including transitioning to STARS:
<ul> <li>□ July training on the Volunteer Handbook and the Volunteer Risk Program Management (VRPM) policy manual</li> <li>□ Medicare Plan Finder webinar (located with September materials)</li> <li>□ Discuss content your group couldn't cover during the September Medicare Open Enrollment and Part D training</li> <li>□ STARS database entry and desk aids, as well as tips and hints</li> </ul>
Notes:



## **CMS Module 3: Supplemental Insurance (Medigap) Policies**

After viewing the Module 3 slides, spend time discussing this content with your group.



#### **Handout**

PowerPoint pages with notes 50 pages

#### Resources:

Module 3, Washington SHIBA versions, located on My SHIBA under monthly in-person training

- PowerPoint point
- PDF of PowerPoint
- PDF of PowerPoint slides with notes

Notes			



Notes			

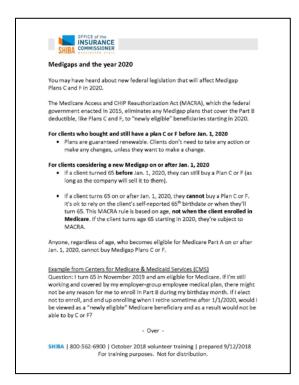


## Some Medigaps phased out in 2020 for certain beneficiaries

We are starting to get questions from our clients such as, "I heard Medigap Plans C and F are going away so how can I switch?"

The answer: It's not quite that simple.

This synopsis handout outlines the upcoming changes and timeline. Let's review it so we can be ready to answer client questions.



## **Handout**

2 pages

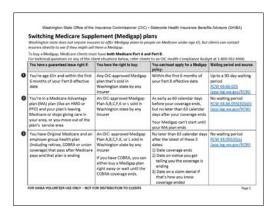
#### Resource:

This document may be found on My SHIBA under monthly in-person training for October 2018.



## **Switching Medicare Supplement (Medigap) plans**

Why are we talking about Medigaps now, when they have no annual open enrollment period? Many people might consider leaving a Medicare Advantage (MA) plan during Medicare's Open Enrollment Period (OEP) and clients want to know what their options are if they switch to a Medigap.



#### **Handout**

4 pages

#### Resources:

Switching Medicare Supplement (Medigap) plans From My SHIBA, search for "switching Medicare supplement plans."

When can I sign up or switch Medigap plans? <a href="https://www.insurance.wa.gov/when-can-i-sign-or-switch-medigap-plans">www.insurance.wa.gov/when-can-i-sign-or-switch-medigap-plans</a>



## Medigap scenarios group discussion

- 1. Use the "Switching Medicare Supplement (Medigap) plans" **handout** to answer the following *nine* questions.
- 2. Indicate which line number from the left side of the handout provides the answer to the question(s).
- 3. Review the answers starting on **page 19**.

**Scenario 1:** I signed up for a Medigap Plan K a couple of years ago, because the premiums were lower. I wasn't going to the doctor much, but a couple of months ago, I had a health scare and am thinking about changing.

#### **Questions:**

- 1. Could I switch to a Plan F?
- 2. What about a high-deductible Plan F?
- 3. Will I have to pass a health screening (medical underwriting?)
- 4. Will there be a waiting period for the new plan to cover me?

Which line provides the correct answer? \_\_\_\_\_

**Scenario 2:** I am 73, have cancer and just got a letter from my Medicare Advantage plan that they will no longer be available in my county. I'm thinking about switching to Original Medicare with a Medigap and a Part D plan.

-	provides the correct answer?	
Question:	Will I be allowed to do this?	



**Scenario 3:** (See the prior question): I am 57, have cancer and just got a letter from my Medicare Advantage plan that they will no longer be available in my county. I'm thinking about switching to Original Medicare with a Medigap and a Part D plan.

**Question:** Will I be allowed to do this? **Which line provides the correct answer?** 

**Scenario 4:** I will be 66 soon and have been in a Medicare Advantage (MA) plan since I started Medicare at age 65. I am frustrated with the network rules and I also am thinking about going to Arizona for the winter.

**Question:** Can I get a Medigap instead? **Which line provides the correct answer?** 

**Scenario 5:** I have been on Medicare for 4 years due to disability and will be 65 in three months. I am in an MA plan now and go to the doctor often and think I pay a lot out of pocket. Someone told me I can get a Medigap now without a health screening.

**Question:** Is that true?

Which line provides the correct answer?



Scenario 6: I am 67 and just moved from County A in Washington state to County B in Washington state. My Medicare Advantage plan does not offer coverage in my new county. I have diabetes and heart disease, and I am not sure if I

sure if I can pass a nealth screening.
Question: What if I want to enroll in a Medigap instead of another Medicare Advantage (MA) plan? Can I do that?  Which line provides the correct answer?
<b>Scenario 7:</b> I'm 82 and my retiree health insurance that supplemented Medicare is ending because my company went bankrupt.
<b>Question:</b> What are my options for supplementing Medicare? <b>Which line provides the correct answer?</b>
<b>Scenario 8:</b> I am 70 and have a retiree health plan from a large aerospace company. The premiums are over \$300 per month.
Question: What other options can I look at? Which line provides the correct answer?
<b>Scenario 9:</b> I am 59 and on Medicare due to disability. I have been covered by my spouse's employer plan and the coverage is pretty good, but we have to pay \$600 per month for my coverage. Someone told me I can get better coverage for less money if I switch to a Medigap.

**Question:** Can I do this? Which line provides the correct answer?



## Medigaps and snowbirds

- Medigaps must follow federal and state laws, but states provide the routine day-to-day oversight of standardized Medigap policies.
- ➤ In general, people can enroll in a Medigap plan in the state they reside in per Social Security records, but the plans can decide if they will sell a Medigap to someone with a different address.
- ➤ If someone buys a Medigap plan in Washington state, they'll need to meet the residence requirements of that insurance company that is between the client and the company (not SHIBA).
- ➤ People need to be truthful on their applications or they could get their Medigap plan canceled.
- Regardless of someone's address in terms of what state the Medigap plan is issued in, that Medigap can be used in other states as supplementary to Medicare, unless it's a Medicare Select plan.
- ➤ If a client buys a plan in another state, such as Florida, the buyer must meet Florida insurance requirements.



## Washington state snowbird scenario:

A couple spends six months in Washington (WA) where they have a big house, kids, established doctors, etc. Their car is registered to WA and they vote in WA. The Social Security Administration (SSA) has their WA address because the couple thinks of this as their primary residence and the kids can get their mail when they're gone to Florida (FL).

They spend six months a year in FL for sunshine and also own a home there. It's smaller. They use a FL address to pay their federal income tax.

They're enrolling in Medicare and want to know if they can buy a Medigap in FL if it's a better deal for them.

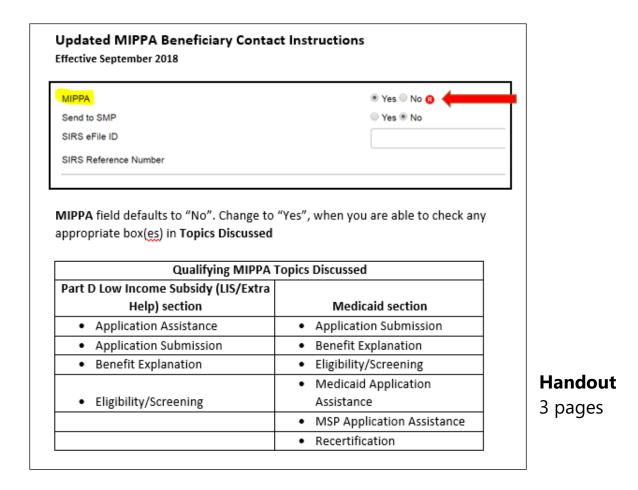
**Question from a client:** Can you help me understand how I should shop for a Medigap plan with two different addresses in different states?

Take time with the group to discuss. See page 21 for the answer.



## **STARS Beneficiary Contacts - qualifying MIPPA topics**

The Administration for Community Living (ACL) provided updates to the SHIPS on how to document qualified MIPPA topics in STARS. There are several new Topics Discussed that will allow you to change the MIPPA field from "No" to "Yes."



#### Resource:

Find the STARS Beneficiary Contact special instructions under October 2018 training on My SHIBA.



#### Resources

## **Medigaps**

Medigap (Medicare Supplement) plans www.insurance.wa.gov/medigap-medicare-supplement-plans

Find 10 Standardized Medicare Supplement (Medigap) plans chart on the SHIBA publications page.

Find July 2018 Approved Medicare Supplement (Medigap) plans on the SHIBA publications page.

What is a Medigap plan and why should I buy it? <a href="https://www.insurance.wa.gov/what-medigap-plan-and-why-should-i-buy-it">www.insurance.wa.gov/what-medigap-plan-and-why-should-i-buy-it</a>

Find Comparing Medicare Supplement (Medigap) and Medicare Advantage plans on the SHIBA publications page.

For more information on Medigap, see Module 3 in the Training Library: <a href="mailto:cmsnationaltrainingprogram.cms.gov/?q=global-search&search=Medigap+policies&combine=Medigap+policies">cmsnationaltrainingprogram.cms.gov/?q=global-search&search=Medigap+policies&combine=Medigap+policies</a>

2018 Choosing a Medigap Policy: A Guide to Health Insurance for People with Medicare

www.medicare.gov/Pubs/pdf/02110-Medicare-Medigap.guide.pdf

Find out more about *Switching Medicare Supplement (Medigap) plans* by visiting <a href="www.insurance.wa.gov/when-can-i-sign-or-switch-medigap-plans">www.insurance.wa.gov/when-can-i-sign-or-switch-medigap-plans</a> and also by searching for, "switching Medicare supplement plans" from <a href="https://www.insurance.wa.gov/when-can-i-sign-or-switch-medigap-plans">My</a> SHIBA.

Guaranteed issue rights

*Source*: www.medicare.gov/supplement-other-insurance/when-can-i-buy-medigap/guaranteed-issue-rights-scenarios.html

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#### **MACRA**

Implementation Guidance for MACRA Revisions to Medigap Model Regulation

www.naic.org/documents/cmte b senior issues related macra faq 2018.pdf See answers to frequently asked questions #6, 17, 23, 26, CMS response directly below #26.

#### What's MACRA?

<u>www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/Value-Based-Programs/MACRA-MIPS-and-APMs/MACRA-MIPS-and-APMs.html</u>

H.R.2 - Medicare Access and CHIP Reauthorization Act of 2015 www.congress.gov/bill/114th-congress/house-bill/2 Section 401

H.R. 2 MEDICARE ACCESS AND CHIP REAUTHORIZATION ACT (MACRA) waysandmeans.house.gov/UploadedFiles/Bipartisan SGR Package Section by Section FINAL 032415.pdf Sec. 401 Medigap



#### **Review**

#### We've covered:

- CMS Module 3: Supplemental Insurance (Medigap) Policies
- Some Medigaps phased out starting in 2020 for certain beneficiaries
- Switching Medicare Supplement (Medigap) plan with scenarios
- Medigaps and snowbirds
- STARS Beneficiary Contacts qualifying MIPPA topics



## **Answers to Medigaps scenarios**

Using the "Switching Medicare Supplement (Medigap) plans" job aid **handout** you should be able to answer the questions to find the following answers to the scenarios starting on page 10.

Scenario 1: Have a Medigap Plan K. Can I switch to a Plan F?

Answer: See #8 on the job aid. No health screening, no waiting period

for either F or high-deductible F.

Scenario 2: MA plan no longer available in my county.

Answer: See #2 on the job aid. Can join a Medigap Plan A, B, C, F, K or

L without health screening. And no waiting period for

coverage.

Scenario 3: Same scenario as Scenario 2 – except a different age.

Answer: See #2 on the job aid, and disclaimer about people under age

65 at top of the page: "Washington state does not require insurers to offer Medigap plans to people on Medicare under age 65, but clients can contact insurers directly to see if they might sell them a Medigap." It is unlikely that people in this situation will be able to purchase a Medigap. They can look at other MA plans, look into coverage under the Washington State Health Insurance Pool (WSHIP) Medicare Basic Plan, or if

they have low income, can apply for Medicaid or QMB.

Scenario 4: Frustration with MA network rules and thinking of going to

Arizona.

Answer: See #5 on the job aid. You have a Trial Right for an MA plan

within the first 12 months of enrollment if you joined a MA plan for the first time ever and want to return to Original

Medicare. You can sign up for any Medigap sold in



Washington state without a health screening. And no waiting period for coverage. (For more information see *Medicare & You 2018*, p. 82.)

Scenario 5: Questioning if they can get a Medigap without a health

screening.

Answer: See #1 on the job aid. You will be in your Medigap Open

Enrollment Period (OEP) for six months starting with the month you turn 65. You can buy any Medigap offered in Washington state. Note: There's a limited time to switch or drop the MA plan and return to Original Medicare. This time period ends 3 months after the month you turn 65. You can also enroll in a stand-alone Part D plan at this time. (See page 3 of this document: <a href="https://www.medicare.gov/Pubs/pdf/11219-">www.medicare.gov/Pubs/pdf/11219-</a>

<u>Understanding-Medicare-Part-C-D.pdf</u>)

Scenario 6: Enrolling in a Medigap instead of another MA plan.

Answer: See #2 on the job aid. You can join a Medigap Plan A, B, C, F, K

or L without a health screening. And no waiting period for coverage. If your MA plan includes Part D, you'll have the

chance to switch to a stand-alone Part D plan.

Scenario 7: Medicare ending due to company going bankrupt.

Answer: See #3 on the job aid. You can join a Medigap Plan A, B, C, F, K

or L without a health screening. And no waiting period for coverage. If you're also losing drug coverage, you'll get a coordinating Part D Special Enrollment Period. If you want, another option is that you can enroll in an MA plan if one's

available in your area.



Scenario 8: Retiree health plan from large aerospace company.

Answer: See #9 on the job aid. You can get any Medigap Plan B - N

(except the HCA Blue Cross Premera Plans) without a health screening. And no waiting period. If you're also losing/leaving

drug coverage, you'll get a coordinating Part D Special

Enrollment Period. Another option is enrolling in an MA plan if

one's available in your area. However, compare costs and consider any additional coverage that you might lose, such as

dental or vision.

Scenario 9: Being 59 and on Medicare due to a disability.

Answer: See first page of the job aid: "Washington state does not

require insurers to offer Medigap plans to people on Medicare under age 65, but clients can contact insurers directly to see if they might sell them a Medigap." Another option is to enroll in an MA plan, if one's available in your area. However, be sure to compare costs and consider any additional coverage you

might lose, such as dental or vision.

## Washington state snowbird scenario from page 14

Answer: Client should be sure to disclose to any company the whole picture of their addresses and living situation. It'll be up to the company to review its rules for residency and on whether it can or can't offer the client a policy.



## Reminders and future training

#### **Evaluation**

Please fill out the training evaluation. We value your feedback!

## **Future training**

- November training ideas: LINET, scavenger hunt part 2, refreshing the binders, new handouts that were not included in March, end of year review/overview and scenarios on new handouts. Let us know what you think. If you have ideas, include them on your evaluation form and return it to your RTC.
- We will not offer continuing education training in December.
- Update on evaluation feedback: We're working on reducing the amount of paper we distribute. See the back page and send us your feedback.



# **Continuing education evaluation**

Date of Training:	Training Location:
How can SHIBA improve	e the monthly trainings?
What additional training	gs within our SHIBA scope would you like to see?
What SHIBA training maadded to My SHIBA?	aterials (including QRCs) would you like to see
Other:	
contact information. Sor	like to be contacted, please provide your name and meone in our office will contact you. Thank you!
Day Phone:	Email:
If you prefer to give el	ectronic feedback about curriculum or training,
• •	Schlesselman: dianas@oic.wa.gov or Liz Mercer:
lizm@oic.wa.gov.	



If you did not answer this in September, what is your preferred method of receiving monthly training content? Content will always be available on <a href="My SHIBA">My SHIBA</a> and as a paper packet if preferred.

Electronic	or	Paper	(circle one)		

Thank you!