

SHIBA VC Meeting Minutes

Date	10/23/2017
Time	2:00 p.m. – 3:00 pm
Location	Webinar (or telephone only if no screen available)
Facilitator	Judith Bendersky, Field Supervisor

Objective

Share information between OIC SHIBA and Volunteer Coordinators.

Agenda items

Sample SHIBA local issues Agenda for monthly updates –Jennifer Calvin-Myers or Judith

Judith was impressed with Jennifer Calvin-Myers's Agenda that efficiently moved the Kitsap County Division of Aging and LTC through their monthly meeting. Headings are: Welcome & Introductions, Reporting, Outreach/Updates, Discussion/Reminders, SHIBA Regional Trainer Monthly Update, Next SHIBA Meeting.

SHIBA and PEBB and Retired Public Employee Council (RPEC) –roles, boundaries - Judith

The SHIBA and PEBB document identifies the role of SHIBA volunteer advisors assisting PEBB Retirees facing Medicare decisions, and identifies topics that are not appropriate for SHIBA volunteer advisors such as comparing PEBB Medicare Kaiser vs. UMP.

CMS and SSA items: COLA, Hurricanes, Subsidies, Planfinder challenges? – Judith

- People impacted by Hurricane Irma, Harvey, Maria may get a Special Enrollment Period until 12/31/2017 for enrolling into Medicare and the ACA. That probably will have very little impact here.
- Discussion at the national level of eliminating subsidies does NOT impact Limited Income Subsidy aka Extra Help for people on Medicare. That has not been discussed and remains intact today.
- Social Security Administration announced a 2% COLA for people receiving a benefit such as SSDI or Social Security Retirement Benefit (SSRB).

- We do not know what the Part D Premium will be for 2018 but will let you know when it's released with a reminder of the "hold harmless clause" that may impact premiums for some clients.
- If you encounter a malfunction or problem with Planfinder please document it on the "Medicare Plan Finder Intake Form (Revised 1/27/17) and get that form to Liz; she is the single contact with CMS to report Planfinder problems.

Sponsor OEP progress - Customer Service Specialists, Auditing Volunteer Apps– Liz

- Temporary Customer Service Specialists are available to support your client overflow so please let Liz know days and times we can assist so we can provide great customer service.
- Liz may contact you for necessary supporting documentation of you or volunteer advisors. We may have discarded applications and documentation prematurely.

Volunteer Risk and Program Management (VRPM) Update – Diana

- Diana shared an overview of internal deadlines that she has to complete sections of the VRPM including Information Technology, Update Training Schedule, Risk Management, Health & Safety Policies.
- Diana may reach out to you for feedback on a range of topics

Customer Satisfaction Survey & SHIP Program Updates – Todd

- Melanie Anderson is the new Deputy for Consumer Protection and brings experience in contract management with HCA. Todd's looking forward to working with her.
- We don't know what Congress will decide about SHIP funding, but Todd is in the loop because of his position on the national SHIP steering committee. Funding changes may impact all the states starting April 1, 2018. If there are reductions Todd will work with VC's and sponsors.
- A gap analysis has been completed to determine if we should begin using the new federal data system or continue using SHIBA Online. The initial recommendation is to use the federal system.
- THANK YOU to all volunteer advisors and VC's for entering email addresses of clients into SHIBA Online. In the last customer satisfaction survey we had a 90% satisfaction rate. A number of advisors were identified specifically in the comments and Todd is thanking those individuals personally. Please continue to collect email addresses on CCRs. This is the mechanism for consumers to get our survey.

Attendees

8 staff: Judith Bendersky, Todd Dixon, Liz Mercer, Diana Schlesselman, Stella Ng, Vanessa Sherrill, Terri Osborne
Jill Root

10 VC's: Jennifer Calvin-Myers, Cindy Chan, Marian DeLuca, Valeria Gonzalez, Mark Harvey, Linda Phillips, Leeta Scott, Marjorie Stewart, Deborah Wilson, Australia Cosby