

## Greater Wisconsin Agency on Aging Resources

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### GWAAR News

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#### *Nice to Know*

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##### **ACL Announces Selected Participants of the Community Care Hub National Learning Community; GWAAR selected in WI**

Administration for Community Living (ACL), in partnership with the Centers for Disease Control and Prevention (CDC), is pleased to announce the selection of 58 organizations for participation in the Community Care Hub National Learning Community (NLC). The organizations, representing 32 states, will engage in one of two learning tracks to bring together organizations serving as Community Care Hubs that are either in development or interested in expansion. The selected organizations will participate in shared learning, information and resource sharing, and technical assistance coordination with the goal of building the strength and preparedness of each Community Care Hub to address health-related social needs and public health needs through contracts with health care entities. GWAAR is the only organization selected in the state of Wisconsin.



A Community Care Hub is a community-focused entity that organizes and supports a network of community-based organizations providing services to address health-related social needs. It centralizes administrative functions and operational infrastructure including, but not limited to, contracting with health care organizations, payment operations, management of referrals, service delivery fidelity and compliance, technology, information security, data collection, and reporting. To read more, visit <https://bit.ly/3teaKPI>.

### Elder Benefit Services

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#### *Need to Know*

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##### **Medicare Open Enrollment Period Ends December 7; EBS Appointments are Limited**

This week marks less than a month until the end of Medicare Open Enrollment Period (OEP). The OEP officially ends on December 7 and all enrollment changes made during that time will be effective on January 1, 2023. Premiums, coinsurance, deductibles, networks, maximum out-of-pocket costs and overall coverage can change every single year. We recommend that every person review and compare their Medicare Part D drug coverage and/or Medicare Advantage plan during OEP to ensure they are in the best plan for their needs.

Having said this, it is important to recognize the limitations in our Elder Benefit Specialist (EBS) program and that there are alternative resources available to serve people. In an ideal world, EBS would have the time to be able to assist all older adults who reached out to them requesting help. However, due to time restrictions, that is simply not feasible or practical. This year we have a lot of new EBS across the state, some EBS vacancies and/or EBS out on medical leave. We also have increasing numbers of older adults requesting assistance with Medicare Plan Finders during OEP as more and more adults age into Medicare.

Most EBS have already filled up all of their OEP appointments by now. This is very common and to be expected. Our recommendation is for the EBS to notify their ADRC/AU director and receptionist of this, and to put information in an outgoing message on their voicemail indicating that they are no longer able to take appointments related to OEP. Callers should be reminded of the December 7 deadline and directed to call the Wisconsin Medigap Helpline at 1-800-242-1060 or 1-800-MEDICARE for assistance reviewing their plans for 2023. There is no expectation from the GWAAR program attorneys that EBS will work more than their normally scheduled number of hours to be able to serve everyone that reaches out. Again, that is simply not realistic.

Additionally, it is important that EBS keep some time open each week on their calendars during OEP for urgent matters such as housing evictions, Medicare coverage appeals, Social Security Overpayments, urgent needs for medications with less than a week supply, data entry, communicating with their program attorney, and reviewing and triaging new case work. This work time is vital for EBS to be able to adequately perform all of their duties. Office staff can help support EBS to continue to provide high quality service by limiting walk-in appointments and scheduling these people for an appointment at a later date.

Finally, given the volume of calls coming in during OEP, please remember that it is recommended to refer callers out to other agencies whenever possible. For example, callers who have general questions about applying for Social Security benefits (retirement, disability or SSI) can be referred to the local Social Security field office for assistance. Likewise, people who are turning age 65 in January 2023 or later can wait until after December 7 to discuss Medicare eligibility and benefits. And people with questions about applying for benefit programs such as FoodShare, Medicare Savings Programs, BadgerCare+ or Medicaid can be referred to their local Income Maintenance Consortium.

We appreciate your cooperation and encourage you to reach out to your county's [assigned program attorney at GWAAR](#) with any questions. Thank you.

## Family Caregiver Support

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*[Bryn Ceman](#), Older Americans Act Consultant - Family Caregiver Support Specialist*

### ***Nice to Know***

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#### **Reminder: November is National Family Caregiver Month**

This is just a reminder that this week starts the beginning of National Family Caregiver Month. In addition to the Marketing Toolkit Here are the Presidential and Gubernatorial Proclamations.

- Marketing Toolkit: <https://gwaar.org/api/cms/viewFile/id/2007593>
- Presidential Proclamation: <https://www.whitehouse.gov/briefing-room/presidential-actions/2022/10/31/a-proclamation-on-national-family-caregivers-month-2022/#:~:text=NOW%2C%20THEREFORE%2C%20I%2C%20JOSEPH,as%20National%20Family%20Caregivers%20Month>
- Governor's Proclamation: <https://gwaar.org/api/cms/viewFile/id/2007619>

Additionally, you may also like to share information from the National Council on Aging (NCOA). They have included a shareable social media campaign: How to Honor Caregivers During National Family Caregivers Month (<https://www.ncoa.org/page/national-family-caregivers-month>).



## Health Promotion

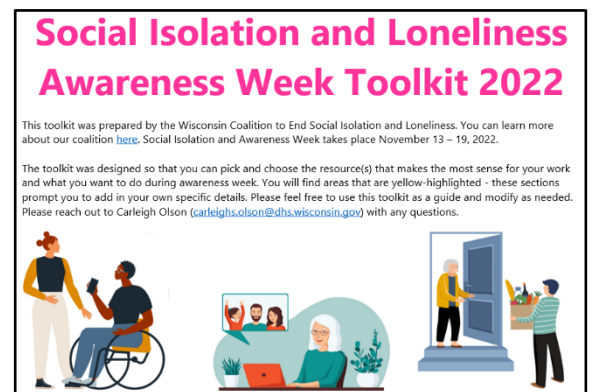
[Angie Sullivan](#), Older Americans Act Consultant - Health Promotions Specialist

### Nice to Know

#### Reminder: Social Isolation and Loneliness Awareness Week Toolkit 2022

This toolkit (<https://gwaar.org/api/cms/viewfile/id/2007620>) was prepared by the Wisconsin Coalition to End Social Isolation and Loneliness. Social Isolation and Loneliness Awareness Week takes place November 13-19, 2022.

The toolkit was designed so that you can pick and choose the resource(s) that makes the most sense for your work and what you want to do during awareness week. You will find areas that are yellow-highlighted—these sections prompt you to add in your own specific details. Please feel free to use this toolkit as a guide and modify as needed. Please reach out to Carleigh Olson ([carleigh.olson@dhs.wisconsin.gov](mailto:carleigh.olson@dhs.wisconsin.gov)) with any questions.



#### Reminder: Eat Smart, Move More, Weigh Less Online -- Learn More

Are you struggling to find high-level evidence-based health promotion programming for your community? Eat Smart, Move More, Weigh Less is an online weight management program that uses strategies proven to work

for weight loss and maintenance. Each lesson informs, empowers and motivates participants to live mindfully as they make choices about eating and physical activity.

Eat Smart, Move More, Weigh Less is delivered in an interactive real-time format with a live instructor who is employed by NC State University. The Aging Unit markets the program in their community with a customized flyer, and registers the participant for the online program and then turns over the facilitation to NC State University. To find out more about how this program could work in your community listen to this recorded session that was recently provided to the Wisconsin Aging Network.



For more information on OAA Title III-D (Health Promotion and Disease Prevention) programming please contact Angie Sullivan at [angela.sullivan@gwaar.org](mailto:angela.sullivan@gwaar.org) or 608-228-8081.

### **Reminder: Falls Free Wisconsin Webinar: Strategies to Build and Sustain Community Fall Prevention Coalitions in Wisconsin**

*November 7 | 10:30 a.m. – Noon*

Innovative Approaches to Falls Prevention in Wisconsin Communities

Wisconsin has the highest rate of deaths due to falls among older adults in the country. We can do something about that! Join us for this webinar to learn about falls prevention efforts making a difference in communities around the state.

In this webinar, you'll learn about three models for creating and sustaining a community-wide fall prevention coalition. Hear from organizers who will discuss how the efforts were developed and sustained and get advice for starting one in your community. Falls Free Wisconsin Coalition members will introduce a Coalition Quick Guide to help you on your journey.

To register, visit <https://bit.ly/3DgR9DY>.

Contact [Kris.krasnowski@wihealthyaging.org](mailto:Kris.krasnowski@wihealthyaging.org) for more information, or view the flyer: <https://gwaar.org/api/cms/viewfile/id/2007621>.

### **Webinar: Social Engagement and Mental Health**

*Friday, Nov 18 | Noon – 1 pm CT*

Join us for a webinar on November 18 from Noon - 1:00 p.m. CT focused on the intersection of social engagement and mental health.

During the webinar, the Illinois Coalition on Mental Health and Aging will provide a framework on how social engagement benefits mental health and what organizations interested in developing programs that address social engagement and mental health should know with regard to potential partners and coalition building. Attendees will also hear from the Rogue Valley Council of Governments Area Agency on Aging and the University of Rochester Medical Center on programs and interventions that promote social engagement and positive mental health outcomes.

Register now at [https://us06web.zoom.us/webinar/register/WN\\_ULrv0VbXQCyY3Qc9GsdTFA](https://us06web.zoom.us/webinar/register/WN_ULrv0VbXQCyY3Qc9GsdTFA).