

Medicare Plan Finder

Basic SHIP Counselor Training

Acknowledgement

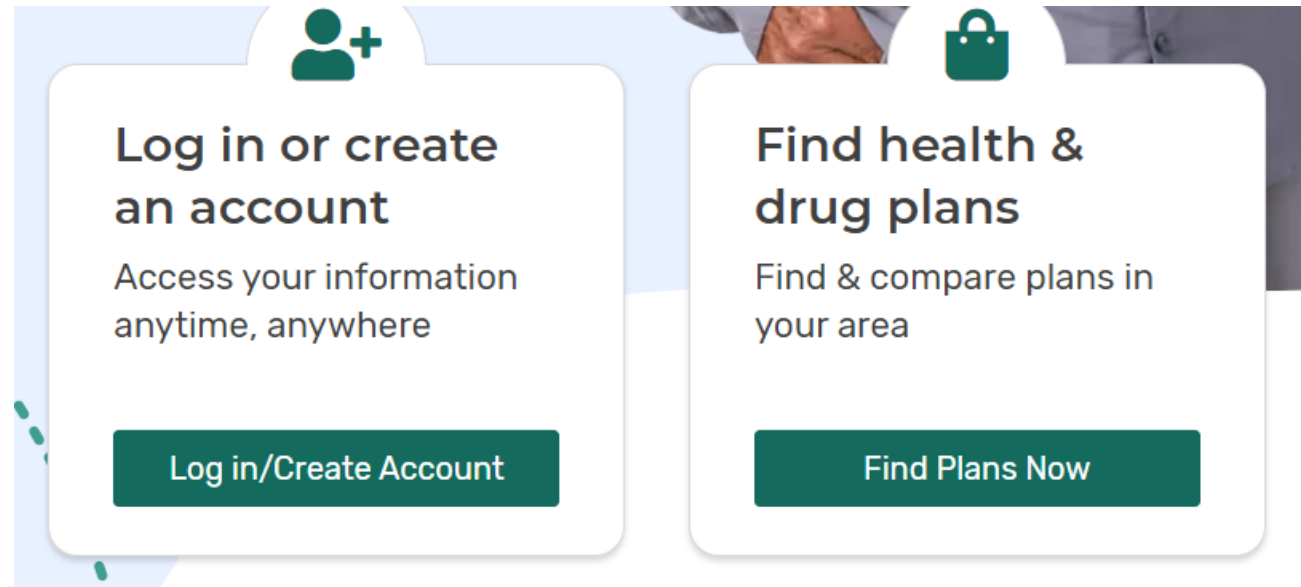
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SHIP

State Health Insurance
Assistance Program

Explore Medicare coverage options



Objective

Use the plan finder to find plans and to counsel Medicare beneficiaries

Tips and Tricks

- If possible, ask for and use the Medicare account information
 - Username
 - Password
- Get the list of medications
 - Name of drug
 - Dosage
 - Quantity dispensed
- If needed, get the last date of creditable coverage
 - May be needed if first time enrolling in a Part D plan
- If needed, ask for Medicaid information
 - Very important to make sure that you are looking at the correct plans

Scenario

Mrs. Smith is on Medicare and has never enrolled in Part D. Mrs. Smith states that she has not been prescribed any medications, and just takes Vitamin D and Preservision to stay healthy because of COVID. She had an emergency room visit for a sprained wrist after a slip and fall in February. The ER doctor prescribed a pain medication and a cholesterol medication. Her daughter went to the hospital pharmacy and was told the 2 medications would cost \$300.

What is your first question?

Did you get your medication?

Mrs. Smith Scenario Resolution #1

Mrs. Smith says she has a retirement plan from Patrick Cudahy. The plan covers her doctor and prescriptions. You ask about the notice of creditable coverage and every year she gets a letter from the health plan that says her coverage is creditable. Her copays are \$10 with no deductible.

Your work is done. Assure her that she can go to her pharmacy and use her insurance because she has creditable coverage. No need for Part D. If she has a problem, she is free to come back and see you. Close the case and enter her issue information into STARS or whatever database you use for SHIP reporting.

Mrs. Smith Scenario Resolution #2

Mrs. Smith has Medicare and a Medigap plan. She never enrolled in a Part D plan because she never had to take any medications. Now she does and what can she do? She can't afford \$300.

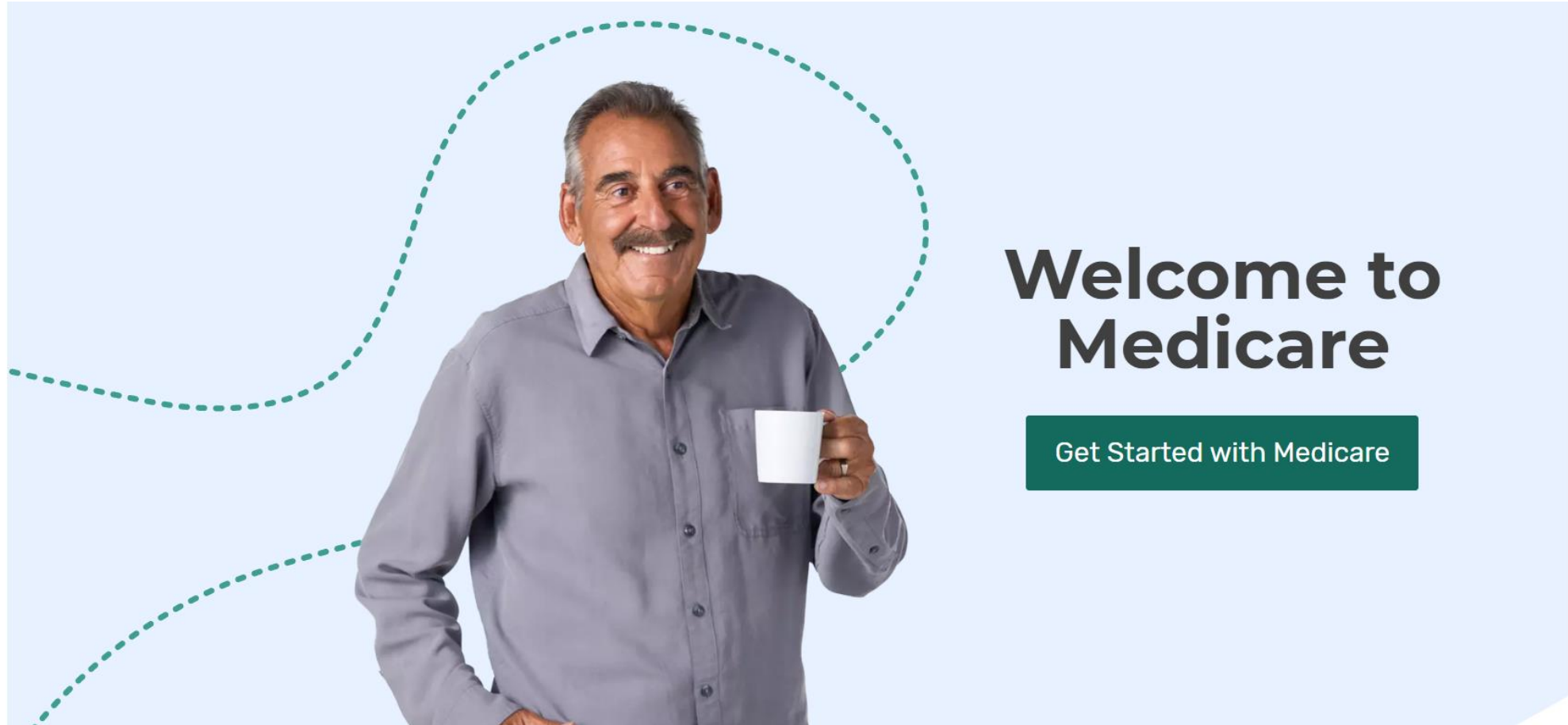
What are your next steps?

Plan Finder to search for plans.

LEP explanation.

Is she able to enroll now?

Let's use the plan finder



Medication List

- Lantus pens
- Ozempic pen Qty 1
- Atorvastatin 4mg Qty 30
- Albuterol solution
- Lidocaine patch 5%
- Ibuprofen 800mg Qty 120
- Hydrocodone 7.5-200 Qty 360
- Shingles vaccine