



2023 Fall Medicare Training for Wisconsin Professionals

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Introduction

The Wisconsin State Health Insurance Assistance Program (SHIP) network offers a free training series on Medicare updates before the annual Open Enrollment Period. Learn more about SHIP on the [Department of Health Services' SHIP Medicare Counseling Services webpage](#).

Presenters will assume that attendees have a basic understanding of Medicare. To review Medicare basics, see the [resources list](#) at the end of this agenda.

Registration is required for each presentation. To register, scroll down and click “Register” under each presentation that you wish to attend. There is no deadline to register. People who cannot attend live but intend to view the recording are encouraged to register to get email updates about the training.

The trainings will be recorded. Recordings will be posted to [Vimeo](#).

After attending, please complete the [survey](#) to let us know how we can improve these trainings.

Attendees will receive an email confirming attendance. Registrants who don't attend live but watch the recordings should email [Michelle Grochocinski](#) for proof of attendance, if needed.

Presentation Materials

Presentation materials will be made available on the [GWAAR Open Enrollment Toolkit webpage](#) under “Fall Medicare Training Materials.” [Recordings](#) can be found under “Fall Medicare Training Recordings.”

Accommodations

All trainings will have closed captioning and American Sign Language interpretation services.

Please send other accommodation requests and questions to the Wisconsin SHIP Director, [Michelle Grochocinski](#), at michelle.grochocinski@dhs.wisconsin.gov.

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Agenda and Registration Links

Monday, Oct. 2, 2023

11 a.m. – 12. p.m.: 2023 Original Medicare Updates

Presenter: Jason Klimowicz, Disability Rights Wisconsin

- *Intended audience:* All professionals who work with Medicare; this training is required for SHIP counselors who provide counseling on Original Medicare
- *Topics covered:* Changes to Original Medicare Parts A and B, including new Medicare enrollment periods
- [Register](#)

1–2 p.m.: Marketing and Senior Medicare Patrol Updates

Presenter: Ingrid Kunderer, Greater Wisconsin Agency on Aging Resources

- *Intended audience:* All professionals who work with Medicare
- *Topics covered:* Medicare marketing rule updates; current Medicare scams
- [Register](#)

Friday, October 6, 2023

11–11:30 a.m.: Employee Trust Funds (ETF) Coverage Options and Updates

Presenter: Thomas Bajek, Employee Trust Funds (ETF)

- *Intended audience:* Professionals who work with government retirees
- *Topics covered:* Comparison of Group Health Insurance Program's coverage options and where to find resources on the [website](#)
- [Register](#)

1–1:30 p.m.: Low Income Newly Eligible Transition (LINET) Program Review and Updates

Presenters: Cheryl Payne and Kell Dixon, Humana

- *Intended audience:* Professionals who assist eligible Medicare beneficiaries who newly qualify for Medicaid or Extra Help and have no prescription drug coverage
- *Topics covered:* Eligibility and enrollment criteria for LINET; program resources
- [Register](#)

Tuesday, October 10, 2023

10 a.m. – 12. p.m.: Medicare Advantage and Medigap Updates

Presenters: Vicki Buchholz and Jill Helgeson, Board on Aging and Long Term Care

- *Intended audience:* Professionals who assist with Medicare Advantage or Medigap; this training is required for SHIP counselors who assist with Medicare Advantage or Medigap
- *Topics covered:* Changes to Medicare Advantage and Medigap policy and plans
- [Register](#)

1–2 p.m.: COVID-19 Public Health Emergency Unwinding

Presenter: Kate Schilling, Greater Wisconsin Agency on Aging Resources

- *Intended audience:* Professionals who assist Medicaid members
- *Topics covered:* Trends and guidance with COVID-19 public health emergency unwinding
- [Register](#)

Wednesday, October 11, 2023

10 a.m. – 12. p.m.: Part D Updates

Presenter: Ginger Rogers, Disability Rights Wisconsin

- *Intended audience:* Professionals who assist with Medicare Part D and prescription coverage; this training is required for SHIP counselors who assist with Part D
- *Topics covered:* Changes to Medicare Part D policy and Wisconsin plans
- [Register](#)

Thursday, October 12, 2023

10 a.m. – 12. p.m.: Medicare.gov Plan Finder Updates and Demonstration

Presenter: Ginger Rogers, Disability Rights Wisconsin

- *Intended audience:* Professionals who assist with Medicare plan comparisons; this training is required for SHIP counselors who assist with Plan Finder
- *Topics covered:* Plan Finder updates; demonstration of how to use Plan Finder to compare Part D and Medicare Advantage plans
- [Register](#)

About the Presenters

Board on Aging and Long Term Care (BOALTC)

Jill Helgeson (she/her) is the Lead Medigap Counselor at the Board on Aging and Long Term Care. Prior to joining the Medigap Helpline, Jill served as an Elder Benefit Specialist in Vilas County.

Vicki Buchholz (she/her) is the Wisconsin Medigap Helpline Supervisor and oversees a staff of nine counselors at the Board on Aging and Long Term Care. She has been working with the helpline for 20 years and as a SHIP counselor for 28 years. Vicki has a Master in Community Human Services from University of Wisconsin-Green Bay.

Disability Rights Wisconsin (DRW)

Ginger Rogers (she/her) is the Medicare Part D Program Coordinator at Disability Rights Wisconsin, providing Medicare trainings and technical assistance to professionals who work with Medicare beneficiaries throughout the state. As a former elder benefit specialist, she is also a SHIP counselor and runs the Disability Drug Benefit Helpline, helping beneficiaries with Medicare Part D issues. She keeps sane by knitting and crocheting.

Jason Klimowicz (he/him) is an attorney at Disability Rights Wisconsin where he works for the Disability Benefit Specialist Program under a grant from the Wisconsin Department of Health Services. Jason has been at DRW for close to 18 years. Jason graduated from the University of Wisconsin Law School and had several other jobs before landing at DRW. Jason has previously served as DRW's subject matter expert on a wide range of disability benefits and is currently the subject matter expert on Medicare and the Marketplace. Jason's favorite hobbies are traveling and biking and loves to combine both of them.

Employee Trust Funds (ETF)

Thomas Bajek (he/him) is a 20-year veteran of the Education and Outreach section of the Member Services Bureau. He travels for employer presentations and group appointment sessions. Mr. Bajek is also available for one-on-one individual appointments, covering a wide spectrum of benefit topics. He is involved with creating and delivering several webinars and is responsible for creating some of the new informational presentations.

Mr. Bajek's background includes extensive experience in marketing, research, quality assurance/control, customer service, and presentations. He has a B.A. and MBA, along with continuous education in his field. Mr. Bajek's goal is to listen closely, answer questions, and provide clarity and information to help our members understand the Wisconsin Retirement System.

Greater Wisconsin Agency on Aging Resources (GWAAR)

Ingrid Kundinger (she/her) manages the Wisconsin Senior Medicare Patrol project at the Greater Wisconsin Agency on Aging Resources, Inc. A lifelong Wisconsinite, Ingrid has spent the majority of her professional career in the aging network and doing community development work for international, national, state, and local nonprofit organizations. She holds a Master of Business Administration with an emphasis in health care administration.

Kate Schilling (she/her) is the Legal Services Manager at Greater Wisconsin Agency on Aging Resources, Inc., where she oversees the Senior Medicare Patrol, the Wisconsin Guardianship Support Center, and the Elder Benefit Specialist Supervising Attorney program. She is a board member of the State Bar of Wisconsin's Elder and Special Needs Law Section, the Public Interest Law Section, and a member of the National Academy of Elder Law Attorneys.

Humana [Limited Income Newly Eligible Transition Program (LINET)]

Cheryl Payne (she/her) is the Senior Channel Development Professional with Humana. Cheryl has been involved with the LINET program since its inception and has held several different roles in that time. She currently leads overall program efforts to improve Stakeholder experience. Cheryl has a Master's in Business Administration and lives in Kansas City, Missouri with her 3 daughters.

Kell Dixon (he/him) is the Outreach and Analytics Leader with Humana. Kell currently leads Outreach and Program Analytics for the LINET program. Before that, he worked in Pharmacy business development, primarily in the startup of LTC and Mail Order Pharmacies. Kell is a veteran of the Army and graduate of the University of Louisville, as well as a Project Management Professional (PMP) and Six Sigma Black Belt (SSBB). Kell has two sons and lives in Louisville, Kentucky.

Judicare Legal Aid

Ellen Pimentel (she/her) has worked at non-profit legal services firms in Wisconsin and Texas since graduating from Marquette University Law School in 2002. She is currently a staff attorney with the Indian Law Office at Judicare Legal Aid where she provides legal back-up and training to Tribal Benefits Specialists at the eleven federally-recognized tribes in Wisconsin. Ellen was born and raised in a Wisconsin cheese factory and paper mill town but considers Milwaukee her home. Her favorite Milwaukee activity is to stroll through Milwaukee County parks.

Office on Aging

Michelle Grochocinski (she/her) facilitates the Fall Medicare Training webinars. Michelle is the State Health Insurance Assistance Program (SHIP) director and elder benefit specialist program manager for the state of Wisconsin. She has a master's degree in social work with a concentration in older adults from the University of Chicago.

Additional Resources

Equity

- [Accessibility Quick Cards \(P-03450\)](#)
- ACL [Diversity and Cultural Competence](#) resources and [Cultural Competence Resource Guide](#)
- Incarceration
 - [At-A-Glance Guide to Medicare for People in Wisconsin who are Incarcerated \(P-03179b\)](#) (English and Spanish)
 - [Justice in Aging's issue brief](#) on Medicare, incarceration, and the new enrollment period
- Language access and health literacy
 - American Psychological Association [Inclusive Language Guidelines](#)
 - [CMS Resources by Language list](#)
 - CMS [Understanding Communication and Language Needs of Medicare Beneficiaries](#)
 - Justice in Aging [10 Things You Should Know About Language Access Advocacy for Older Adults](#) article
- LGBTQ+
 - [FORGE resources](#) about transgender and non-binary older adults (English and Spanish)
 - [Gender identity and equity](#) recorded training (1 hour)
 - [Marriage, Medicare, and Medicaid: What Same Sex Couples Need to Know fact sheet](#) (translations available)
 - [Medicare and Transgender Older Adults fact sheet](#) (translations available)
- SAGE [Strategies for Meaningful Inclusion in Service Planning and Delivery guide](#)

Medicare Trainings

- Centers for Medicare and Medicaid Services (CMS) [National Training Program](#)
- [Fall Medicare Training recorded presentations](#)
- Livanta, Wisconsin's Quality Improvement Organization (BFCC-QIO): [course catalog](#)
- National [Senior Medicare Patrol YouTube channel](#)
- National [SHIP Technical Assistance Center YouTube channel](#)
- ["Welcome to Medicare" video series](#) for beneficiaries (translations available)

Wisconsin Department of Health Services webpages

- [Medicare](#)
- [SHIP Medicare Counseling for Wisconsin Residents](#)
 - [Benefit Specialist Programs](#)
 - [Educational Videos about Medicare](#)
 - [Medicare Plans for People with Medicaid \(D-SNPs\)](#)
 - [Volunteer for SHIP](#)
- [Resources for Seniors](#)
- [Unwinding Partner Toolkit](#)
- [Wisconsin Senior Medicare Patrol](#)
- Wisconsin medical assistance programs
 - [Medicaid programs](#)
 - [Medicare Savings Programs \(P-10062\)](#)
 - [SeniorCare](#) prescription drug assistance program