

2025 Fall Medicare Training for Wisconsin Professionals

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Overview

The [Wisconsin State Health Insurance Assistance Program \(SHIP\)](#) offers this annual free webinar series on policy and plan updates for Medicare and related programs prior to the Medicare Open Enrollment Period. Any professionals who help people with Medicare are encouraged to attend.

Presenters will assume that attendees have a basic understanding of Medicare. For training on Medicare basics, see the [resources](#) section of this agenda.

You must register for each training. Scroll down and click “Register” under each training that you wish to attend. There is no deadline to register. People who cannot attend live but intend to view the recordings are encouraged to register to get email updates.

Accommodations

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

Please send other accommodation requests or questions to the Wisconsin SHIP co-director, Michelle Grochocinski, at Michelle.Grochocinski@dhs.wisconsin.gov.

CEUs

If you attend live, you can request Continuing Education Hours or Units (CEHs and CEUs). SHIP will email you a survey after the trainings conclude; complete the survey by October 24 to request CEUs. The University of Wisconsin-Stevens Point (UWSP), an accredited university, will email you the CEU certificate in 4-6 weeks. The continuing education certificate may cover several professions such as social workers, counselors, and educators; you can submit the CEU certificate to your area of practice for approval.

Materials

Presentation materials will be posted to the [GWAAR Open Enrollment Toolkit webpage](#) under “Fall Medicare Training Materials.”

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

Agenda and Registration Links



The SHIP logo indicates that a training is required for certain SHIP counselors, depending on their role; read the *intended audience* line for details.

Tuesday, October 7, 2025



10 a.m.–12. p.m.: Part D Updates

- *Presenter:* Nick Lutes, Wisconsin Board on Aging and Long Term Care
- *Intended audience:* Professionals who help with Medicare Part D; this training is required for SHIP counselors who help with Part D
- *Topics covered:* Changes to Medicare Part D policy and plans in 2026
- [Register](#)

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

- *Presenter:* Ingrid Kunder, Greater Wisconsin Agency on Aging Resources
- *Intended audience:* All professionals who work with Medicare
- *Topics covered:* Medicare marketing rule updates; current Medicare scams
- [Register](#)

Wednesday, October 8, 2025



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

- *Presenter:* Alyssa Kulpa, Wisconsin Board on Aging and Long Term Care
- *Intended audience:* Professionals who help with Medicare Advantage; this training is required for SHIP counselors who help with Medicare Advantage
- *Topics covered:* Changes to Medicare Advantage policy in 2026; review of the monthly Special Enrollment Periods and the Dual Eligible Special Needs Plans landscape
- [Register](#)

1–2 p.m.: Affordable Care Act Marketplace Updates

- *Presenter:* Adam VanSpankeren and Elizabeth Rothe, Covering Wisconsin
- *Intended audience:* Professionals who provide advice, education, or assistance with Marketplace insurance and/or refer to Covering Wisconsin Navigators
- *Topics covered:* Affordable Care Act Marketplace policy changes for Plan Year 2026; Covering Wisconsin services updates and tips
- [Register](#)

Thursday, October 9, 2025



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

- *Presenter:* Allison Stillerman, Medicare Rights Center
- *Intended audience:* Professionals who help with Medicare plan comparisons; this training is required for SHIP counselors who use Plan Finder
- *Topics covered:* Plan Finder updates; demonstrations of Part D and Medicare Advantage plan comparisons
- [Register](#)

1–2 p.m.: Federal H.R.1 Impact on Wisconsin - What We Know and Don't Know

- *Presenter:* Eva Shiffrin, Disability Rights Wisconsin
- *Intended audience:* Professionals who help with Medicaid and/or FoodShare
- *Topics covered:* Current understanding of the impact of the federal budget reconciliation bill H.R.1 (popularly known as the One Big Beautiful Bill) on Wisconsin Medicaid and FoodShare
- [Register](#)

About the Facilitators

Wisconsin Department of Health Services (DHS)



Michelle Grochocinski (she/her) serves as the co-director of the Wisconsin SHIP and co-facilitator of the Fall Medicare Trainings, along with her co-captain, Pam Watson. Michelle also acts as the Wisconsin elder benefit specialist program manager and Older Americans Act legal assistance developer. She has a master's degree in social work with a concentration in older adults from the University of Chicago. Michelle lives in Madison with her fiancé and two children (the cats).



Pam Watson (she/her) serves as the SHIP and MIPPA Grant Manager and co-directs programs alongside Michelle Grochocinski. Pam brings a strong background in social work and grant management to the SHIP network. She holds a Bachelor of Science in Social Work and a Master's in Business Management. Across her career, she has worked across initiatives supporting children, families, aging and disability populations. Her focus is on advancing services and ensuring effective use of resources to benefit aging and disabled populations.

About the Presenters

Board on Aging and Long Term Care (BOALTC)

Alyssa Kulpa (she/her) is the Lead Medigap Insurance Specialist and SHIP Counselor at the Medigap Helpline at the State of Wisconsin Board on Aging and Long-Term Care. Alyssa supports helpline staff as a Medicare and related insurance subject matter expert, coordinates Medicare outreach, and supports helpline volunteers. Previously, Alyssa was a Medicare Outreach Coordinator and Elder and Disability Benefit Specialist, serving Wisconsin's Medicare beneficiaries for the last 10 years. Alyssa has her bachelor's degree in social work from the University of Wisconsin-Whitewater.

Nick Lutes (he/him) is the Medigap Helpline Services Supervisor for the State of Wisconsin Board on Aging and Long-Term Care. In his role, Nick manages the Medigap Helpline and the Medigap Part D and Prescription Drug Helpline. He serves as a subject matter expert for Medigap Helpline staff and external stakeholders. Previously, Nick worked as a Legislative Assistant in the Wisconsin State Legislature, and he has a bachelor's degree in political science from the University of Wisconsin Madison.

Covering Wisconsin

Adam VanSpankeren (he/him) serves as the Navigator Program Manager for Covering Wisconsin, part of the University of Wisconsin–Madison Division of Extension. In this role, he oversees and supports a statewide team of health insurance Navigators who help individuals and families understand and enroll in Medicaid and Marketplace health insurance and related resources. With 20 years of experience working with public benefits and health insurance programs, Adam plays a key role in improving access to health coverage across Wisconsin.



Elizabeth Rothe (she/her) has been with Covering Wisconsin for over two years as the Workforce and Affiliates Liaison and Privacy and Security Officer.

Disability Rights Wisconsin (DRW)

Eva Shiffrin (she/her) is the Managing Attorney of the Disability Benefit Specialist Program of Disability Rights Wisconsin (DRW), leading a team of attorneys to support disability benefit specialists located in aging and disability resource centers (ADRCs) around the state as they help people with disabilities obtain and maintain public benefits. Eva has been with DRW for over 15 years. Prior to DRW, Eva worked to support sexual assault survivors at the Wisconsin Coalition Against Sexual Assault and worked to support Elderly Benefit Specialists as a Legal Back Up attorney at the Coalition of Wisconsin Aging Groups.

Greater Wisconsin Agency on Aging Resources (GWAAR)



Ingrid Kunderling (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.

Medicare Rights Center

Allison Stillerman (she/her) is a Client Services Coordinator at Medicare Rights Center in New York City. Allison supervises volunteers on the Medicare Rights Center's national helpline and provides training and support to Medicare counselors across New York State as part of the Health Insurance Information Counseling and Assistance Program (HIICAP). She also works directly with clients through casework and assistance with low-income benefits and enrollment.

Resources

- [Accessibility Quick Cards \(P-03450\)](#)
- Incarceration
 - [At-A-Glance Guide to Medicare for People in Wisconsin who are Incarcerated \(P-03179b\)](#) (English and Spanish)
 - [Special Enrollment Period for Formerly Incarcerated Individuals \(Justice in Aging\)](#)
- [How to Talk about Native Nations – A Guide \(Native Governance Center\)](#)
- Language access and health literacy
 - [Inclusive Language Guidelines \(American Psychological Association\)](#)
 - [Centers for Medicare and Medicaid Services \(CMS\) Resources by Language list](#)
 - [Understanding Communication and Language Needs of Medicare Beneficiaries \(CMS\)](#)
 - [10 Things You Should Know About Language Access Advocacy for Older Adults article \(Justice in Aging\)](#)
- LGBTQ+
 - [FORGE resources](#) for 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](#) and [Medicare and Transgender Older Adults fact sheets](#) (translations available)
- Marketplace
 - [Health Insurance Marketplace – Glossary, Plan Preview Tool](#)
 - [Health Reform Beyond the Basics, Outreach and Enrollment Resources](#)
 - [Marketplace How-To Fact Sheets \(Covering Wisconsin\)](#)
- [Reframe Aging quick guide and resources](#)
- [Strategies for Meaningful Inclusion in Service Planning and Delivery guide \(SAGE\)](#)

Trainings

- Medicare
 - [Center for Medicare Advocacy trainings](#)
 - [GetSetUp](#) short videos (account required)
 - [Quality Improvement Organization \(BFCC-QIO\) course catalog](#)
 - [National Senior Medicare Patrol YouTube channel](#)
 - [National SHIP Technical Assistance Center YouTube channel](#)
 - [Medicare Interactive trainings](#) (payment required)
 - [Medicare Shorts \(NCOA\)](#)
 - [“Welcome to Medicare” video series](#) for beneficiaries (translations available)
- [Medicaid overview videos](#) (United Healthcare)

Wisconsin Department of Health Services webpages

- [Medicare Counseling for Wisconsin Residents \(SHIP\)](#)
 - [Benefit specialist programs](#)
 - [Learn about Medicare](#)
 - [Medicare Plans for People with Medicaid \(D-SNPs\)](#)
 - [Volunteer for SHIP](#)
- [Wisconsin Senior Medicare Patrol](#) (GWAAR)
- Wisconsin medical assistance programs
 - [Medicaid programs](#)
 - [Medicare Savings Programs \(P-10062\)](#)
 - [SeniorCare Prescription Drug Assistance Program](#)