



2026 Fall Medicare Training for Wisconsin Professionals

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 on this agenda.

You must register for each training. Scroll down and select **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 or CEUs). SHIP will email you a survey after the trainings; complete the survey by Friday, October 23, 2026, 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" after the series has concluded.

The trainings will be recorded and posted to [Vimeo](#) after the series has concluded.

This series was supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$1,061,673 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

Agenda and registration links



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

Tuesday, October 6, 2026



10 a.m.–12. p.m.: Part D Updates

- **Presenter:** Alyssa Kulpa, 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 2027
- [Register for the Part D Updates session](#)

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 for the Marketing and Senior Medicare Patrol Updates session](#)

Wednesday, October 7, 2026



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

- **Presenter:** Nick Lutes, 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:** Statewide changes to Medicare Advantage, including Dual Eligible Special Needs Plans, policy and plans in 2027
- [Register for the Medicare Advantage Updates session](#)

1–2 p.m.: H.R.1 Updates

- **Presenter:** Leah Isakson, Disability Rights Wisconsin
- **Intended audience:** Professionals who provide advice, education, or assistance with Wisconsin Medicaid and/or FoodShare (SNAP)
- **Topics covered:** Updates on the implementation of the federal budget reconciliation bill H.R.1 (popularly known as the One Big Beautiful Bill) on Wisconsin Medicaid and FoodShare
- [Register for the H.R.1 Updates session](#)

Thursday, October 8, 2026



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 for the Medicare.gov Plan Finder Updates and Demonstration session](#)

1–2 p.m.: Social Security Updates

- **Presenter:** Heather Cushing, Social Security Administration
- **Intended audience:** Professionals who help with initial Medicare enrollment and/or Social Security benefits
- **Topics covered:** Changes to Social Security Administration processes and policy
- [Register for the Social Security Updates session](#)

About the facilitators

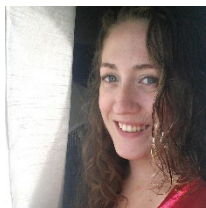
Wisconsin Department of Health Services (DHS)



Michelle Grochocinski (she/her) is the co-director of the Wisconsin SHIP and co-facilitator of the Fall Medicare Trainings, alongside Pam Watson. Michelle also acts as the Wisconsin elder benefit specialist program manager and Older Americans Act legal assistance developer in the Wisconsin Bureau of Aging and Disability Resources. She has a master's degree in social work with a concentration in older adults from the University of Chicago.



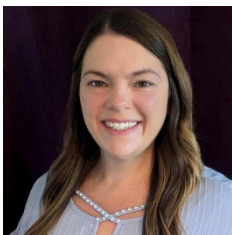
Pam Watson (she/her) serves as the SHIP and MIPPA Grant Manager and co-directs programs alongside Michelle Grochocinski. Pam supports the work of SHIP and MIPPA through management and administration of federal grants awarded to DHS. She holds a Bachelor of Science in social work and a master's in business management.



Jenny Staebell (she/her) provides event coordination and technical support for the Fall Medicare Trainings and supports outreach initiatives within the SHIP and MIPPA programs. Jenny holds a bachelor's degree in communication arts from the University of Wisconsin – Madison and brings over a decade of professional experience in the disability community.

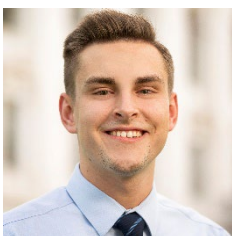
About the presenters

Board on Aging and Long-Term Care (BOALTC)



Alyssa Kulpa (she/her) is the Lead Medigap Insurance Specialist/SHIP Counselor at the Medigap Helpline, a program with the State of Wisconsin - Board on Aging and Long-Term Care (BOALTC). 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/Disability Benefit Specialist, serving Wisconsin's Medicare beneficiaries for the last 11 years. Alyssa is

passionate about educating those in Wisconsin on Medicare and collaborating with partners to serve the growing aging population. Alyssa has her bachelor's degree in social work from the University of Wisconsin - Whitewater. Outside of work, Alyssa enjoys camping and volunteering for organizations making a local impact.



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 Wisconsin Medigap Helpline program which provides insurance counseling, information, public education, and outreach to Wisconsin Medicare and long-term care insurance consumers, professionals, and volunteer organizations who serve these populations. 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.

Disability Rights Wisconsin

Leah Isakson joined Disability Rights Wisconsin (DRW) as a Program Attorney in the Disability Benefit Specialist (DBS) Program in 2024. Leah provides technical assistance to disability benefits specialists in assisting disabled adult Wisconsin residents to obtain and maintain public benefits and works directly with clients in benefits-related appeals at hearing level. Prior to joining DRW, she worked in private practice representing individuals and corporations in injury and insurance coverage disputes throughout western Wisconsin and Minnesota. Outside of work, Leah enjoys spending time with her busy family and building connections through her local Down syndrome advocacy community.

Greater Wisconsin Agency on Aging Resources (GWAAR)



Ingrid Kundinger is the Fraud & Abuse Programs Manager with Greater Wisconsin Agency on Aging Resources (GWAAR), where she oversees Wisconsin's Senior Medicare Patrol (SMP) program and the Wisconsin Elder Abuse Hotline. She joined the SMP team in 2018 and has dedicated much of her career to working with older adults and supporting Wisconsin's aging network.

A lifelong Wisconsinite, Ingrid grew up in northern Wisconsin and has called Madison home for more than 20 years. She holds an undergraduate degree from UW–Green Bay and a Master of Business Administration with an emphasis in Health Care Administration.

In her role with Wisconsin SMP, Ingrid works with professionals, volunteers, and community partners across the state to educate Medicare beneficiaries about preventing, detecting, and reporting Medicare fraud, errors, and abuse. She is passionate about strengthening partnerships across Wisconsin's Medicare and aging networks and helping professionals recognize the important role they can play in protecting Medicare beneficiaries.

Medicare Rights Center

Allison Stillerman (she/her) joined the Medicare Rights Center as a Client Services Associate in 2021 and is now a Program Coordinator. Allison supervises volunteers on the Medicare Rights Center's national helpline and provides 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.

Prior to joining Medicare Rights Center, Allison managed a salary negotiation training program for women through the New York City Economic Development Corporation and worked in the offices of the New York City Mayor and Comptroller as a policy researcher. Allison has a bachelor's degree in history and political science from Hunter College and loves exploring new parks in the city.

Social Security Administration

Heather Cushing is an Area Work Incentives Coordinator with the Social Security Administration, based out of the Sheboygan, WI office. She brings over 24 years of dedicated service in a variety of roles within the agency. Heather has a bachelor's degree in Spanish and Marketing from Western Illinois University and utilizes her Spanish language skills to

better serve diverse communities in her work at SSA. Her extensive experience and commitment to public service make her a valuable resource for those seeking guidance on Social Security programs. Outside of the office, Heather can be found coaching her daughter's soccer team, working in her garden, or escaping into a good book.

Resources

- [Accessibility Quick Cards, P-03450](#)
- [Centers for Medicare and Medicaid Services \(CMS\) resources by language](#)
- Marketplace
 - [Health Insurance Marketplace glossary](#)
 - [Plan preview tool](#)
 - [Health reform beyond the basics](#)
 - [Outreach and enrollment resources](#)
 - [Marketplace how-to fact sheets](#)
- [Reframe Aging quick guide and resources](#)

Populations

- Medicare for people in Wisconsin who are incarcerated, quick guide
 - [Medicare for People Who Are Incarcerated, English, P-03179B \(PDF\)](#)
 - [Medicare for People Who Are Incarcerated, Spanish, P-03179BS \(PDF\)](#)
- [How to talk About Native nations](#) by Native Governance Center
- LGBTQ+
 - [Resources for transgender older adults](#) (English and Spanish) by FORGE
 - [Gender equity training](#) (1 hour recording)
 - [Medicare and LGBTQ+ older adults advocate fact sheets](#) (multiple languages)

Trainings

- Medicare
 - [Center for Medicare Advocacy trainings](#)
 - [GetSetUp short videos](#) (account required)
 - [Quality Improvement Organization Course Catalog \(PDF\)](#)
 - [Senior Medicare Patrol National Resource Center, YouTube](#)
 - [SHIP National Technical Assistance Center, YouTube](#)
 - [Medicare interactive pro courses](#) (payment required)
 - [National Council on Aging: Medicare shorts for professionals, YouTube](#)
 - [Welcome to Medicare video series for beneficiaries](#) (multiple languages)
- [Medicaid overview videos](#) by United Healthcare

Wisconsin Department of Health Services webpages

- [Wisconsin State Health Insurance Assistance Program \(SHIP\)](#) Medicare counseling
 - [Benefit specialist programs](#)
 - [Learn about Medicare](#)
 - [Medicare plans for people with Medicaid](#)
 - [Volunteer for SHIP](#)
- [Wisconsin Senior Medicare Patrol](#) (SMP)
- Wisconsin medical assistance programs
 - [Medicaid programs](#)
 - [Medicare Savings Programs, P-10062](#) (multiple languages)
 - [SeniorCare prescription drug assistance program](#)