

Hawaii SHIP Imua

SPRING 2020

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**FREE, LOCAL,
One-on-One**

**Help for Medicare
Beneficiaries!**

☎ **808.586.7299**

🌐 **hawaiiiship.org**



You are not immune from scammers looking for opportunities to swindle your money during this **COVID-19** pandemic. Scammers go door-to-door touting free tests, supplies and treatments and claim that these items are covered by Medicare. There is no cure for **COVID-19** and no FDA-approved vaccine.

If you or anyone you know suspects or is a victim of Medicare FRAUD, please contact **SMP Hawaii** at 808.586.7281, toll free at 1.800.296.9422 or visit smphawaii.org

Remember:

- Never give out your Medicare and Social Security numbers or personal information to unsolicited calls, texts, emails and home visits
- Public health agencies will not ask you for your insurance or financial information
- Always review your Medicare Summary Notices and Explanation of Benefits for errors or claims to products or services not received
- Don't click links from unfamiliar sources; you could be putting your device at risk of viruses

Medicare Coverage and COVID-19

Sources: SMP and SHIP National Networks

Original Medicare will cover the following services:

- **Coronavirus testing** - Beneficiaries pay nothing for lab tests and related provider visits that include deductible, coinsurance or copayment after February 4, 2020
- **Virtual check-in** - Phone call with your doctor to determine if an in-person office visit is necessary
- **Telehealth services** - Use of video technology on smartphones, computers, or devices at home or in health care settings with your physician; Medicare covers hospital and doctors' office visits, mental health counseling, preventive health screenings and other visits during public health emergencies; copayments or coinsurance may apply
- **Prescription refills** - Medicare will remove restrictions that prohibit beneficiaries from refilling early; both Part D and Medicare Advantage plans must cover up to a 90-day supply during public health emergencies
- **Inpatient and outpatient hospital care** and **Skilled Nursing Facility care** - also covered by Medicare

Medicare Advantage plans must cover the same services as Original Medicare but may have different costs and restrictions. Check specific health plans for more information.

Visit the **Hawaii SHIP** website at hawaiiiship.org for more resources on Medicare and COVID-19





Intro to Medicare

University of Hawaii at Manoa Graduate Course

The inaugural cohort of the Introduction to Medicare course began on January 17, 2020, with 11 UH Mānoa students—half from Public Health and half from Social

I surprised myself on how much more I learned about Medicare. Now, after going through this class, I know with confidence the basics of Medicare insurance and its eligibility criteria.

~Vila, UH Mānoa Student

Work. This new course is the first partnership between the Executive Office on Aging (EOA), **Hawaii SHIP**, and UH Mānoa's Office of Public Health Studies and School of Social Work. This is the first course training students to earn a national Medicare counseling certification.

Division; and case study reviews with **Hawaii SHIP** staff and volunteers. The students broke up into four groups to develop their Service Learning Projects. Two groups explored health insurance options for the Marshallese community and Veterans and their spouses. One group focused on dual-eligible populations that qualify for Medicare and Medicaid. The last group translated basic Medicare information into Korean and Tagalog for Limited English Proficient speakers. Collectively, their research produced PowerPoint presentations, brochures and infographics that will help their focus communities and **Hawaii SHIP**.

The curriculum is innovative, using a variety of modalities to familiarize students with Medicare. Training included online learning modules from the national **SHIP** network; guest speakers from EOA, its volunteer-based programs, and the City & County of Honolulu's Elderly Affairs

The **COVID-19** stay-at-home order caused the teaching team to restructure the course for the remainder of the semester. Classes and meetings took place virtually, allowing the teaching team to provide extra support to the students during this unprecedented time.

#ShowAlohaChallenge

A new coalition between Elderly Affairs Division, AARP Hawai'i, KANU Hawai'i, Aloha United Way, local businesses and individual donors formed to address food security in light of the **COVID-19** outbreak. This endeavor was dubbed the Show Aloha Challenge.

The collaborative program provides meals to homebound Kupuna who do not qualify for Medicaid, Meals on Wheels and Lanakila Pacific. This initiative also supports local restaurants that have been impacted by the stay-at-home mandate.

While signing up for free meals ended on May 31st, Show Aloha Challenge is committed to giving food to those in need through community food drives.

\$1,000,000+ has been donated. Help is still needed. To make your donation, visit showalohachallenge.com

EOA is RESOURCE-FULL

The Executive Office on Aging is on the front lines in the battle with **COVID-19**, distributing essential funds to the four counties to address the local communities' needs.

EOA received stimulus funds from the Administration for Community Living to provide additional home-delivered meals to kupuna and people with disabilities during this pandemic. They also received stimulus funds from the CARES Act to assist support services and programs for Nutrition, National Family Caregiver Support and Long-term Care Ombudsman.

EOA supports the National Kidney Foundation by providing funds to transport isolated dialysis patients at risk of the coronavirus.

EOA continues to update the Aging and Disability Resource Center website with information about **COVID-19**. Please visit hawaiiadrc.org for additional resources.

Update from the Long-Term Care Ombudsman (LTCO)

The **LTCO** wishes to extend our most heartfelt gratitude to all workers diligently caring for our Kupuna in nursing homes, assisted living facilities, community care foster family homes and adult residential care homes.

During this crisis, some facilities have provided opportunities to connect families and residents by sending emails, scheduling video chats and setting up spaces near picture windows to see their loved ones.

Common fears shared by family members have focused on visitation restrictions, room changes to provide dedicated areas for symptomatic residents and voluntary discharges by families preferring to provide care at home. **LTCO** are working with facilities to address these concerns.

We are here for you. If you have questions or need assistance, please contact the State Long-Term Care Ombudsman John McDermott at **808.586.7268** or john.mcdermott@doh.hawaii.gov



Hawaii State Department of Health
Executive Office on Aging
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Honolulu, HI 96813-2831

Hawaii SHIP offers free counseling to seniors, their families, caregivers and soon-to-be retirees to better understand Medicare's benefits and costs.

Hawaii SHIP is a federal program under the Hawaii State Department of Health and provides objective and unbiased assistance that is not affiliated with any insurance company.

If you have questions about Medicare, call **Hawaii SHIP** today. Trained counselors will compare plans to find the one that best fits your needs, saving money on your future healthcare costs.

Spotlight on Our Volunteers

Mahalo SHIP Mates!

For your continued compassion, dedication and generosity as we weather this storm that is the Coronavirus. We treasure your support. Together we will sail towards a brighter tomorrow.

Call us at 808.586.7299 or visit hawaiiship.org to volunteer. Join our crew today!



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Hawaii SHIP Announcement

EOA has been awarded another 5-year grant from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore, necessarily represent official Administration for Community Living policy.

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