

Hawaii SHIP Imua

TO WORK FOR A LIVING
IS HUMAN;
TO VOLUNTEER,
DIVINE

Alexander Pope, 18th-century English poet

SPR-SUM 2021

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Free, Local, One-on-One Help for Medicare Beneficiaries

Okay, Alexander Pope didn't say that. What he really said was, *To err is human, to forgive divine*. After all, is there a greater or nearer to any Higher Power selfless act than to assist others without compensation? Our **Hawaii SHIPmates** generously volunteer their time to learn the intricacies of Medicare to help Hawaii's older adults make informed health plan choices.

While some volunteers bring the expertise gained from their careers, we welcome anyone with the compassion and desire to help others regardless of their comfort level with Medicare. Volunteers learn about Parts A, B, C and D, cost-savings programs and late enrollment penalties. Our program relies heavily on volunteers to reach a growing number of Medicare-eligible individuals. Become a Counselor, Presenter, Exhibitor, Information Distributor or provide clerical help. We ask for a one-year commitment to fully understand Medicare and maximize your volunteer experience.

To learn more about becoming a **SHIPmate**, visit hawaiiiship.org. We'll be happy to welcome you aboard the **Hawaii SHIP**!

☎ 808.586.7299 1.888.875.9229 🌐 hawaiiiship.org



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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. Certified counselors will compare plans to find the one that best fits your needs, saving money on your future healthcare costs.



Hawaii State Department of Health
Executive Office on Aging
250 South Hotel Street, Suite 406
Honolulu, HI 96813-2831



2021 Recertification Word Cloud

We Make Learning FUN!

Every year volunteer **SHIPMates** and counselors from the county Area Agencies on Aging become recertified on their Medicare knowledge. They are tested on Medicare benefits, other insurance plans and assistance programs, using the online curriculum provided by the national **SHIP** Center. New and seasoned participants form learning groups to draw upon and learn from each other's experience.

This year the Recertification was held virtually over Zoom due to COVID-19. Test questions and answers were provided through a "Jeopardy" game format. Case scenarios, based on actual requests for Medicare assistance, were used to assess their expertise. We ended the training with fun activities, such as asking ice breaker questions and creating a word cloud. The participants were asked to chat one word that described their feelings about the recertification. The size of the word in the cloud is determined by the number of people chatting the same word. **FUN** was the word chatted the most.

Want to join the fun? Volunteer with **Hawaii SHIP!**

586.7299 - 888.875-9229 - hawaiihip.org

MEDI-WHAT!?!?

Do I have Medicare or Medicaid?

Medicare is health insurance for:

- People 65 or older
- People under 65 receiving Social Security disability benefits for 24 months
- People diagnosed with End-Stage Renal Disease or Amyotrophic Lateral Sclerosis (Lou Gehrig's disease)

Medicaid covers medical costs for anyone who meets Hawaii's income and asset eligibility requirements.

To qualify, you must live in Hawaii and be a U.S. citizen or have qualified immigration status.

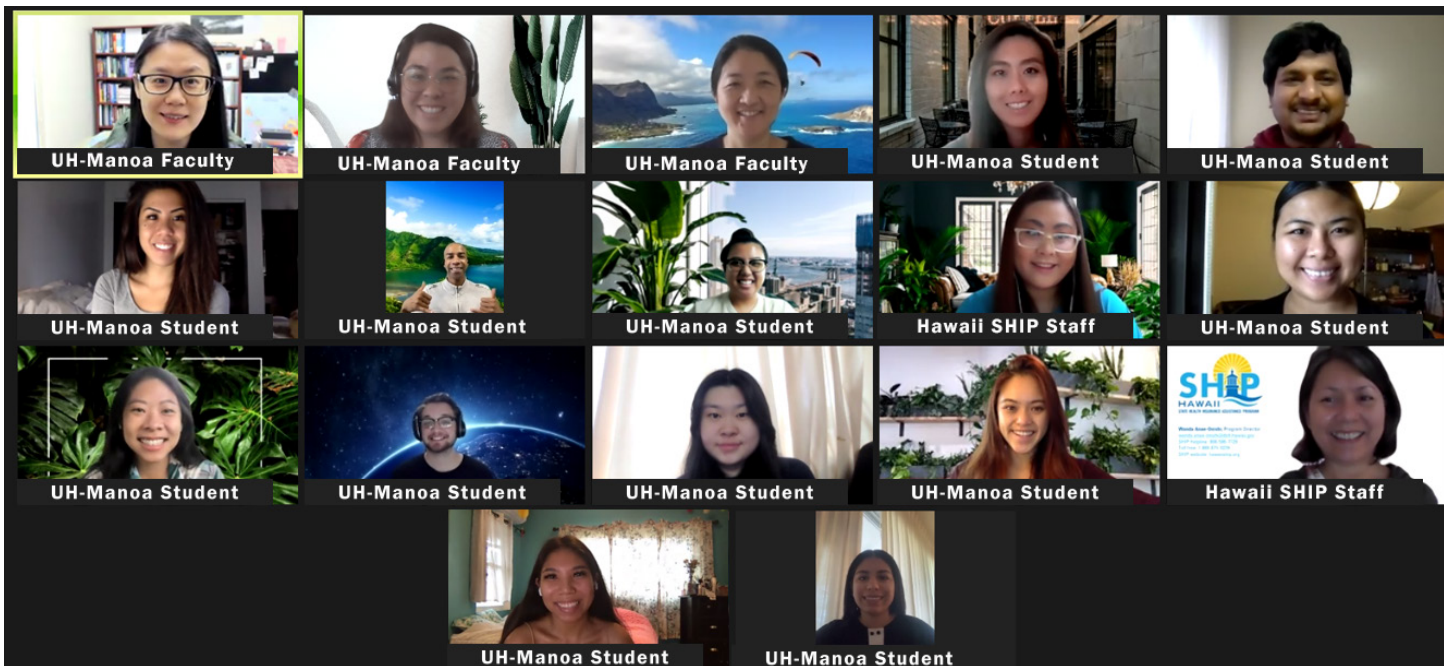
You may be eligible if you are:

- 65 or older
- A child under 19
- Pregnant
- Living with a disability
- A parent or adult caring for a child

DID YOU KNOW?

If you qualify for **Medicare** and **Medicaid**, you are known as a "dual eligible." Most of your healthcare costs are likely covered. To learn more, click on the link below to read the publication "**What's Medicare? What's Medicaid?**" by the Centers for Medicare and Medicaid Services.

<https://www.medicare.gov/Pubs/pdf/11306-Medicare-Medicaid.pdf>



Intro to Medicare - The Next Generation

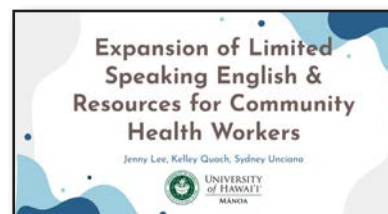
The second offering of the **Introduction to Medicare** course was launched virtually in the Spring 2021 semester through our partners in the Public Health and Social Work schools at the University of Hawaii at Manoa (UHM). A cohort of twelve students took the Medicare curriculum from the national SHIP center, reviewed case scenarios and submitted questions and responses to the Medicare Question Bank to reinforce their knowledge.

The students formed teams to work on service-learning projects with community partners to develop educational resources. **Group 1** met with the National Kidney Foundation of Hawaii on Medicare eligibility and enrollment for individuals with End Stage Renal Disease. **Group 2** worked with the Kalihi-Palama Health Center to create Medicare Basic informational videos in Cantonese and Vietnamese and a Medicare eligibility and enrollment flowchart for Community Health Workers. **Group 3** produced TikTok videos that teach Medicare to older adults and shared them with the Lanakila Multi-Purpose Senior Center. **Group 4** presented Medicare Basics information to the students of the Aiea High School Health Academy to promote intergenerational learning with their kupuna at home.

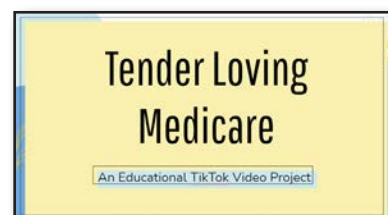
The **Introduction to Medicare** course prepares the next generation of public health and social workers to understand the needs of older adults and people with disabilities.



Group 1



Group 2



Group 3

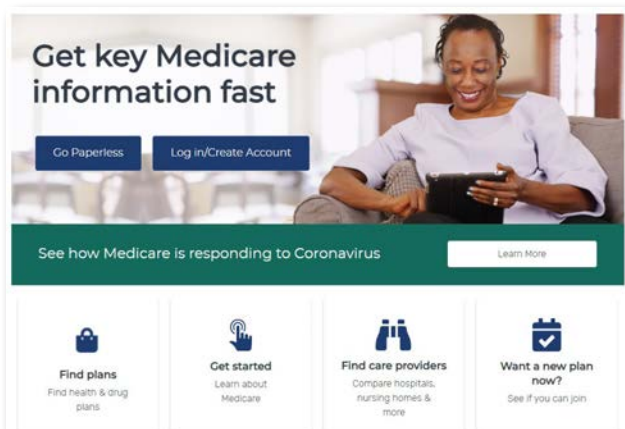


Group 4

Medicare Info is a Mouse Click Away *Wellness*

The Centers for Medicare and Medicaid Services, or CMS, provide free, digital resources to help you manage your health and live longer.

Tools, such as the **Plan Finder** and **Care Compare**, allow you to compare health plans, providers and care facilities in your community. Get the facts about enrolling into Medicare and when you can make changes to your existing plans. Visit <https://www.medicare.gov/> to take charge of your life.



The CMS library is stocked with fliers, brochures and booklets that explain the benefits and services covered by Medicare. The majority of resources are available in English and Spanish. A number of materials are translated into other languages commonly spoken in Hawaii:

- 15 in Chinese and Vietnamese
- 14 in Japanese, Korean and Tagalog
- 2 in Laotian, Samoan and Tongan

Download the materials to your computer or smart phone at <https://www.medicare.gov/publications>

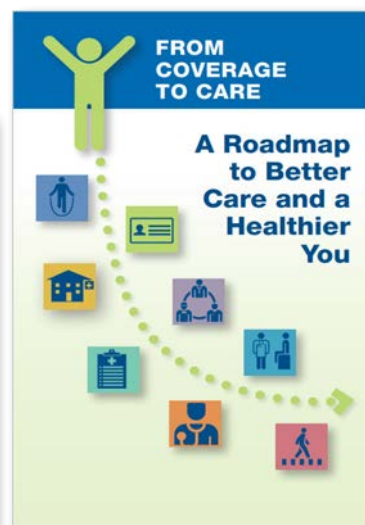
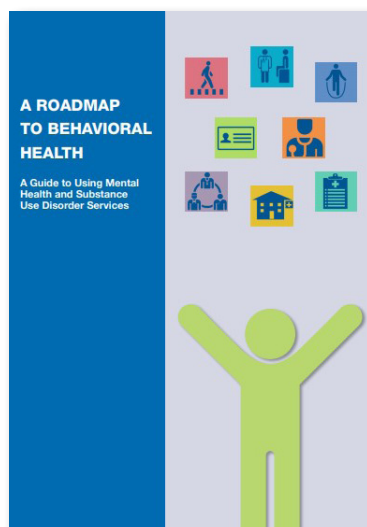
Don't have a computer or smart phone? Contact Hawaii SHIP to request a plan comparison, counseling session and publications. 808.586.7299 - 1.888.875.9229

EDUCATION + ASSISTANCE = EMPOWERMENT!

From Coverage to Care (C2C)

is a CMS initiative that helps beneficiaries understand their health coverage and connects them to primary care and preventive services. **C2C** also offers digital resources, such as the useful Roadmap booklets on managing physical and behavioral health.

Visit www.cms.gov/About-CMS/Agency-Information/OMH/equity-initiatives/c2c/consumerresources/roadmap-to-better-care



PARTNER + SHIP

RSVP? Where's the Party!?!

The party is wherever you are when you join the Retired & Senior Volunteer Program, known as RSVP for short. RSVP is part of the national program, AmeriCorps Seniors, the largest volunteer network for people ages 55 and over. RSVP volunteers provide millions of community service hours across the United States.

To Volunteer:

- You must be age 55 and better
- Interested in learning new skills
- Willing to volunteer on a semi-regular basis to benefit your community
- Willing to attend a one-hour information and orientation session to register

The Benefits of Volunteering with RSVP:

- Opportunities to share your skills, talents and experiences
- Enrollment in a nationwide network of one-half million RSVP volunteers
- An annual recognition event
- Supplemental accident/liability insurance coverage
- Quarterly newsletter
- Opportunities to address community needs while making new friends, learning/enhancing skills and cultivating community ties

Each county in Hawaii sponsors an RSVP to match people who want to stay active in their communities with non-profit organizations who would benefit from their life experiences. Visit the website or call the office in your county and get your *invitation* to your local RSVP!

Hawaii County

East Hawaii: 808-961-8730

West Hawaii: 808-323-4333

<https://www.parks.hawaiicounty.gov/divisions/elderly-activities/retired-senior-volunteer-program-rsvp>

Maui County

Kaunoa Senior Services: 808-270-7986

<https://www.mauicounty.gov/254/Kaunoa-Senior-Services>

City & County of Honolulu

Elderly Affairs Division: 808-768-7778

<https://www.elderlyaffairs.com/site/460/rsvp.aspx>

Kauai County

Agency on Elderly Affairs: 808-241-4479

<https://www.kauai.gov/Government/Departments-Agencies/Agency-On-Elderly-Affairs/RSVP>

**Congratulations to Nash Keel
from the Honolulu RSVP for
receiving the 2021
Outstanding Older Americans
Award for his invaluable
contributions to the Long-Term
Care Ombudsman Program
and SMP Hawaii,
Hawaii SHIP's sister programs**



Nash wears the 2021 Medal
and holds the Proclamation

“I believe very strongly that we owe an obligation to protect and assist the vulnerable members of our society and I will do whatever I can to assure their well-being and security.”

Nash Keel

Advocacy - Education - Outreach

The AEO Section, in the Executive Office on Aging, includes Hawaii SHIP, SMP Hawaii and the Long-term Care Ombudsman Volunteer Program. These programs provide resources and assistance to Medicare beneficiaries and residents of long-term care facilities. They also promote public awareness of services and volunteerism.



Silver Linings

2020 End-of-Year Virtual Celebration

AEOS recognized its volunteers with its first End-of-Year Virtual Celebration in December 2020, called ***Silver Linings: A Salute to Our Amazing Volunteers!*** Nearly 70 guests from Hawaii and the continent enjoyed this two-hour program. Our partners from the four county Area Agencies on Aging, Catholic Charities, Centers of Medicare and Medicaid Services-Region IX, Spectrum and Hawaii News Now sent video messages to thank the volunteers for their tireless commitment to helping Hawaii's kupuna. 26 volunteers were recognized for their invaluable hours of service and outstanding performance.

Viewers watched highlights of AEOS accomplishments, cooking demonstrations and a video of images and written testimonies from volunteers who shared why they serve and what they gain from the experience. Volunteers also talked about living through the COVID-19 pandemic in a virtual journal.

Volunteers appreciated the time and effort put into producing this celebration and were moved by the unprecedented two-hour online salute. Guests conveyed that they never experienced an event like this before and were happy to participate in this very special tribute.

Need assistance? Contact us today!

SMP Hawaii

808.586.7281

1.800.296.9422 (toll free)

smphawaii3@gmail.com

smphawaii.org



Hawaii SHIP

808.586.7299

1.888.875.9229 (toll free)

hawaiiship.org



LTCOV

808.223.0468

hawaii.ltcovp@gmail.com

[health.hawaii.gov/eoa/
home/long-term-care-
ombudsman-program/](http://health.hawaii.gov/eoa/home/long-term-care-ombudsman-program/)



Medicare Fun

Since the COVID-19 safety precautions were enforced in March 2020, Hawaii SHIP has offered virtual monthly Talk Story sessions to SHIPMates to stay active, prevent social isolation and get to know each other better beyond Medicare. Here are some of our activities.

FUN ICE BREAKER GAMES

We open our Talk Stories with quick question and answer rounds to warm up the volunteers for more fun and games to follow. *Get To Know You BINGO* really broke the ice!

Get To Know You BINGO				
Likes cats better than dogs	Loves to watch sports	Checks Facebook daily	Sings in the shower or bathtub	Shops online
Never swears	Likes to do gardening	Likes Coke better than Pepsi	Decorates for holidays	Loves to hike or to walk

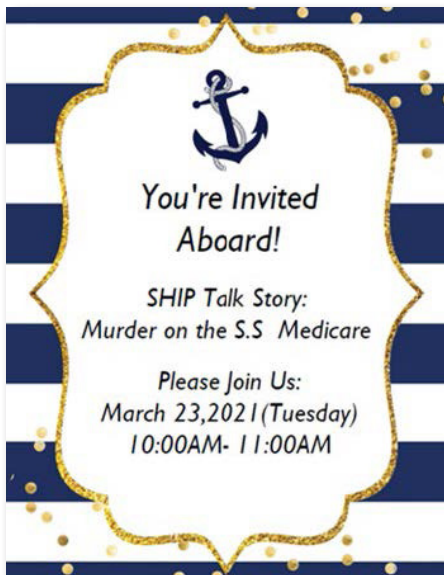
SHOW & TELL

This game isn't just for kids! We asked volunteers to show us souvenirs from their travels and objects from their home that best describes their personalities. During the 2020 Holiday Season, they showed off their favorite decorations. Everyone is learning about each other's likes and lives.



SHIPMate Gaylord & his family have collected pickle ornaments for the last 15 years!

MURDER MYSTERY-THEME PARTY



Our first role-playing game involved a WhoDunnit? scenario!

Heiress and philanthropist Wilhelmina Rise was found overboard, flailing in the deep blue sea. Was it an accident? Who wanted to hurt her? Participants were assigned a character and a motive to do away with Ms. Rise who was also known by her aliases Connie Artis and Goldie Digger.

TRIVIA GAMES ON KAHOOT!

We play trivia games using *Kahoot!*, a game-based learning platform. Volunteers learned how to answer the multiple-choice questions using their computer or phone, making everyone a little more tech-savvy. One of the themes was *World Cuisine – Local Favorites* which quizzed contestants on their knowledge of our beloved, cultural foods. Do you know the answer to this question?

Poi is made from cooked, mashed taro and water. What is the dish called before the water is added?

- Pa'i 'ai
- Kō'ele pālau
- Po'e
- Pia



Spotlight on Our Volunteers

Mahalo to **Hawaii SHIPMates** for their selfless service to the Medicare beneficiaries of Hawaii. We'd like to highlight two volunteers, **Joanne** and **Wayne**, who have been with SHIP for three and a half years. Contact us at **808.586.7299** or hawaiihip.org to join!

She Wears Many Hats & Masks

Although she takes on a host of responsibilities for her ohana, her dog and the community, **Joanne** enjoys retirement without neglecting her personal needs. Her dizzying schedule includes delivering meals to kupuna, staying fit through Zumba classes, listening to audio books from the public library and planting bananas and vegetables in her garden. She is a companion, chauffeur and tutor. Most of all, **Joanne** is a loving and devoted grandmother to her grandchildren in preschool and elementary school.

Yet, **Joanne** finds time to devote many hours of service to both SHIP and Senior Medicare Patrol Hawaii, as well as the Retired & Senior Volunteer Program in various roles. She is a trusted counselor and presenter on Medicare benefits, fraud and abuse, adapting to ZOOM virtual presentations during the pandemic. In her short time with the programs, she has observed that SHIP and SMP are transitioning successfully to meet the demands of providing continuous service to the clients. Her lifetime desire to learn reinforces her exemplary work ethic to raise the standards of excellence in everything she does.

SHIP appreciates **Joanne** for being cheerful, confident, conscientious and *going the extra mile* for the Medicare beneficiaries.



Joanne: Masked & Unmasked



A Rising Star for SHIP

Easily recognized for his humble and gentle demeanor, **Wayne** stands out as a go-getter who kindly compliments and appreciates his fellow volunteers and the staff who provide invaluable support in his role as a Helpline counselor.

Living by the Golden Rule is a philosophy that **Wayne** carries over to the beneficiaries that he assists to better understand the myriad rules and regulations of Medicare. He treats them with utmost courtesy and consideration of their needs.

An education and careers in structural engineering followed by real estate land development at the Kaiser, Queen Emma and Queen's Health Systems are part of his impressive resume. Evidently these diverse experiences have contributed to his rapid rise in his role as a SHIP Medicare complex issue counselor.

In his leisure moments, he is found relaxing, enjoying yard work and improving his pickleball game on the court. SHIP recognizes **Wayne** as one of the brightest new *STARS* to spotlight with great appreciation for his dedicated service to Hawaii's kupuna.



Wayne with his Best Friend