Monthly OHIC* Programs
COVID-19 Call

May 26, 2020

*OHIC = Office of Healthcare Information and Counseling
Closed Captioning for This Event

Live Captions

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Transcript

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Welcome!

**SMPs**
- Senior Medicare Patrol

**SHIPs**
- State Health Insurance Assistance Program

**MIPPPAs**
- Medicare Improvements for Patients and Providers Act

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*SMP National Resource Center*

*SHIP National Technical Assistance Center*

*ncoa National Council on Aging*
Questions about working COVID-19? Use your Resources!

**SMPs**
- [www.smpresource.org](http://www.smpresource.org) > SMP Login

**SHIPs**
- [www.shiptacenter.org](http://www.shiptacenter.org) > SHIP Login

**MIPPAAs**
- [www.ncoa.org](http://www.ncoa.org) > Professionals > Key Resources for Professionals

Tip sheets are available on a wide variety of topics related to COVID-19! Medicare coverage and enrollment, Medicare fraud, working remotely, outreach, virtual volunteering, etc.
Panelists: ACL and the Centers

Maggie Flowers
Administration for Community Living

Sue Choplin
SHIP Technical Assistance Center

Ann Kayrish
NCOA’s Center for Benefits Access

Heather Flory
SMP Resource Center
Poll: Which topic are you MOST interested in discussing today? (Select one!)

a) What’s next?
   - As each state begins to re-open, what challenges and strategies should SMPs, SHIPs, and MIPPAs consider?

b) Using technology
   - What challenges and strategies do you have related to technology when working with volunteers and/or reaching older adults?

c) Working remotely
   - What other challenges and strategies (beyond using technology) do you have working with volunteers and beneficiaries remotely?

d) Other
   - If none of these topics is your highest priority, please send your suggested topic in the chat to “All panelists”.

When the polling has ended, click the arrow to re-open the Participants panel.
Poll: What’s next... Where is your agency or program in re-opening? (Select one!)

Our office is...

a) Open and we’re seeing clients in person.
b) Open, but we’re not seeing clients in person.
c) Planning to open in the next month.
d) Planning to open in the next two months.
e) Online, and we’re planning on doing everything online for the foreseeable future.

When the polling has ended, click the arrow to re-open the Participants panel.

Participants
Chat
Polling
Agenda

- ACL Updates & Reminders
- Sharing of COVID-19 strategies and practices
- Resources from the Centers
ACL Updates & Reminders

- Planned outreach activities and meetings
  - CDC recommends reviewing your planned events, programs, and services to determine if you need to temporarily postpone or cancel anything.
  - ACL encourages you to consult your state health departments and local published guidance to make these decisions.
  - SMP/SHIP National Conference will shift to fully virtual format.

- Potential program impact
  - ACL anticipates contact numbers to decrease in the public health emergency. Communicate openly with your ACL Project Officer about any impacts you are experiencing. This knowledge will inform explanations cited in public facing reports like the OIG Report and the SHIP Report to Congress.
  - ACL has extended SHIP/MIPPA reporting deadlines and will continue to monitor further program reporting deadlines as need for extension is identified.

- ACL will continue to share information via listservs and acl.gov/COVID-19.
## Sharing Challenges and Strategies

**Raise your hand to share a comment about the topic being discussed.**

### What’s next?
- As each state begins to re-open, what challenges and strategies should SMPs, SHIPs, and MIPPAs consider?

### Using technology
- What challenges and strategies do you have related to technology when working with volunteers and/or reaching older adults?

### Working remotely
- What other challenges and strategies (beyond using technology) do you have working with volunteers and beneficiaries remotely?

### Other
- If none of these topics is your highest priority, please send your suggested topic in the chat to “All panelists”.

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COVID-19 Resources from the Centers
NCOA/MIPPA Center COVID-19 Resources (publicly available)

https://www.ncoa.org/

Key Resources about COVID-19:
www.ncoa.org/covid-19/covid-19-resources-for-professionals-1/key-government-resources-for-professionals/
www.shiptacenter.org > SHIP Login

- COVID-19 in Toolbox > For Counselors
- COVID-19 Events
- COVID-19 News (from ACL, CMS, etc.)
- Resource Library:
  - COVID-19 Fact Sheets and Facebook images
  - COVID-19 resources from other SHIPs
- Tip: Use “Type for Search” – keyword “Covid”
SMP Resource Center
COVID-19 Resources

Publicly available


Password-protected resources for SMPs: www.smpresource.org > SMP Login

- COVID-19 web events
- SMP Consumer Fraud Alert: COVID-19 Fraud Resources (includes several Spanish-language resources)
- SMP Resource Center Infographics – COVID-19
- **Tip:** Search for keyword “COVID”.
Webinar Resources in the Libraries

**SMPs**

- Step 1: Login at [www.smpresource.org](http://www.smpresource.org) (click the blue SMP Login padlock).
- Step 2: Search for keyword “COVID”.

**SHIPs**

- Step 1: Login at [www.shiptacenter.org](http://www.shiptacenter.org) (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword “COVID”.

**MIPPAs**: Resources will be emailed to the MIPPA listserv.

**Tip**: Also register for upcoming events! The next Monthly OHIC Programs COVID-19 Call is June 24 at 3pm ET.