



# Faith-Based Partnerships to Raise Awareness and Improve Access to Services



*CHHSM Annual Conference  
Chicago, IL*

*Brenda Delgado  
March 6, 2019*

## Faith Based Partners

- The Centers for Medicare & Medicaid Services works to build bridges between the federal government and faith-based organizations to better serve individuals and families in need of information about health insurance, health care, prevention and wellness
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# Medicare

- The Medicare Annual Enrollment Period is Oct. 15 – Dec. 7
- The Medicare program is for people age 65 and older, under age 65 with certain disabilities, and people at any age with end-stage renal disease.
- [www.medicare.gov](http://www.medicare.gov) and [www.cms.gov](http://www.cms.gov)
- 800-MEDICARE
- State Health Insurance Assistance Program (SHIP) - help consumers with local, personalized counseling and assistance for people with Medicare and their families.

# Medicaid

- The open enrollment period for Medicaid is all year round.
- The Medicaid program is for people with low incomes. Medicaid is a joint federal and state government program that helps with medical costs for people with limited income.
- To enroll in Medicaid, go to [www.HealthCare.gov](http://www.HealthCare.gov) or visit your state Medicaid agency. Each state has different rules about eligibility and applying for Medicaid.
- Some people are eligible for Medicare and Medicaid. They are called Dually Eligible. Medicaid may also cover services not normally covered by Medicare (like long term supports and services and personal care services).

# Health Insurance Marketplace

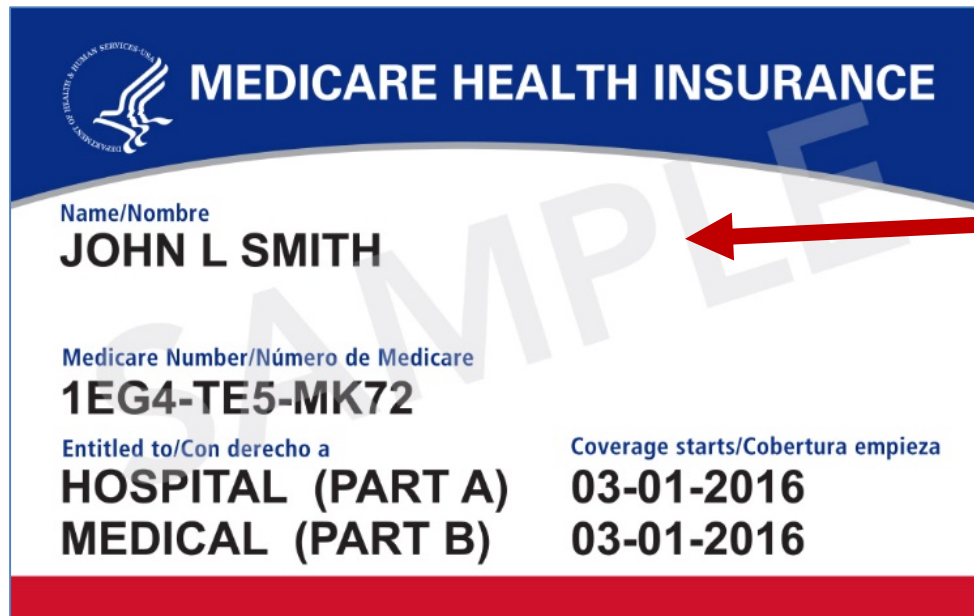
- Open enrollment for the Health Insurance Marketplace November 1 - December 15.
- The Marketplace helps uninsured people find health coverage. When you fill out the Marketplace application, we'll tell you if you qualify for Private insurance plans or Medicaid or CHIP. You might qualify for lower costs based on your household size and income. If you don't qualify for lower costs, you can still use the Marketplace to buy insurance. Plans cover essential health benefits, pre-existing conditions, and preventive care.
- To enroll and for more information, go to [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596.
- You can also click on [Find Local Help](#) to see a list of Navigators and Assisters who can help you enroll in your community.

Receive Care: From a provider that accepts Marketplace plans, from a Federally Qualified Health Center (FQHC).

# Children's Health Insurance Program (CHIP)

- The Children's Health Insurance Program (CHIP) is open for enrollment year round.
- CHIP covers kids and teens with limited incomes, disabilities, and other circumstances.
- To enroll, visit [www.HealthCare.gov](http://www.HealthCare.gov) or call 1-800-318-2596. TTY users can call 1-855-889-4325. Customer service representatives are available 24 hours a day, 7 days a week. You can also call **1-877-KIDS-NOW** (1-877-543-7669).
- For more information on CHIP, go to [www.InsureKidsNow.gov](http://www.InsureKidsNow.gov).

# New Medicare Card




## New Medicare Number

- New Non-Intelligent Unique Identifier
- 11 bytes
- Key positions 2, 5, 8 & 9 will always be alphabetic

# Outreach & Education Materials – Social Media Guide

**New card.**  
**Same Medicare.**



Medicare .gov

**New Card! New Number!** *Mailing in 2018*

**NEW Medicare Card**

**Current Medicare Card**

1-800-MEDICARE (1-800-633-4242)	
NAME OF BENEFICIARY <b>JANE DOE</b>	SEX <b>FEMALE</b>
MEDICARE CLAIM NUMBER <b>000-00-0000-A</b>	EFFECTIVE DATE <b>07-01-2016</b>
IS ENTITLED TO <b>HOSPITAL (PART A) MEDICAL (PART B)</b>	<b>07-01-2016</b>
SIGN HERE <i>Jane Doe</i>	

**MEDICARE HEALTH INSURANCE**

Name/Nombre  
**JOHN L SMITH**

Medicare Number/Número de Medicare  
**1EG4-TE5-MK72**

Entitled to/Con derecho a  
**HOSPITAL (PART A) 03-01-2016  
MEDICAL (PART B) 03-01-2016**

Coverage starts/Cobertura empieza

Medicare .gov



**Avoid phone scams**

Medicare .gov



# Sending New Medicare Cards

- Medicare started mailing new cards in April 2018
- Over 61 million cards were mailed. Mailing now complete.
- People with Medicare should use the new card once they get it, but either the SSN-based or the new random alphanumeric-based numbers can be used through December 2019
- Beginning January 1, 2020 only the new card will be usable
- [Medicare.gov/newcard](https://www.medicare.gov/newcard)

# What to do if someone didn't get their card

If someone **hasn't** received a new card by now they should:

- Look around the house for any old or unopened mail. The new Medicare card comes in a plain white envelope from the Department of Health and Human Services.
- Call 1-800-MEDICARE where we can verify their identity, check their address and help them get a new card.
- Log into their secure MyMedicare.gov account to see their Medicare number or print their official card. They'll need to create an account, if they don't already have one.
- Ask their healthcare provider, who may be able to look up their Medicare number through a secure portal when they come in for healthcare services.

# Stay Connected

## [Medicare.gov/NewCard](https://www.medicare.gov/NewCard)

New Card destination for people with Medicare. Sign up for email alerts and view map to see where cards are mailing.

## [CMS.gov/NewCard](https://www.cms.gov/NewCard)

Top source for providers, partners and stakeholders. Find technical guidance, presentations, and outreach materials.

## [Productordering.cms.hhs.gov](https://productordering.cms.hhs.gov)

Create an account and order free Medicare brochures, posters, and other education and outreach materials on new Medicare cards and other topics.

Comments and questions are always welcome! Send to:

[NewMedicareCardSSNRemoval@cms.hhs.gov](mailto:NewMedicareCardSSNRemoval@cms.hhs.gov)

# Medicare Coverage Tools (MCT)

- Medicare Coverage Tools (MCT) are a suite of digital services that will help Medicare Beneficiaries and those who help them easily find and enroll in coverage that meets their needs.
- MCT is an ever-growing tool - we will continue to learn more about how we can better help Medicare beneficiaries and will improve the tool over time to better meet their needs.
- MCT will replace Medicare Plan Finder in 2019

The screenshot shows the MyMedicare.gov website interface. At the top, there is a navigation bar with the Medicare.gov logo, a Live Chat icon, a FAQ link, an Español language option, and a Log In button. A light blue banner at the top left contains an information icon and the text "New Medicare cards are in the mail!" with a "Learn more" link. Below this, the "MyMedicare Secure Sign In" section prompts users to enter their username and password. It includes two input fields, a "Sign In" button, and a "Trouble Signing In?" link. To the right, the "New To MyMedicare?" section offers a "Create an Account" button and links to "Get MyMedicare help" and "Online Services/Web confidentiality agreement". A "MyMedicare.gov Help" section is also present. A vertical "FEEDBACK" button is located on the right side of the main content area. The footer contains links for "ABOUT MEDICARE", "MEDICARE GLOSSARY", "ACCESSIBILITY/NONDISCRIMINATION", "PRIVACY POLICY", "PRIVACY SETTINGS", "LINKING POLICY", "USING THIS SITE", and "PLAIN WRITING". The Medicare.gov logo and a statement about being a federal government website managed by the U.S. Centers for Medicare & Medicaid Services are also in the footer.

## Registration

### Step 1 of 4: Sign Up for MyMedicare.gov

All fields are required.

Medicare Number 

[Where can I find my Medicare Number?](#) 

Last Name  Suffix

Date of birth  
Month  Day  Year

Gender

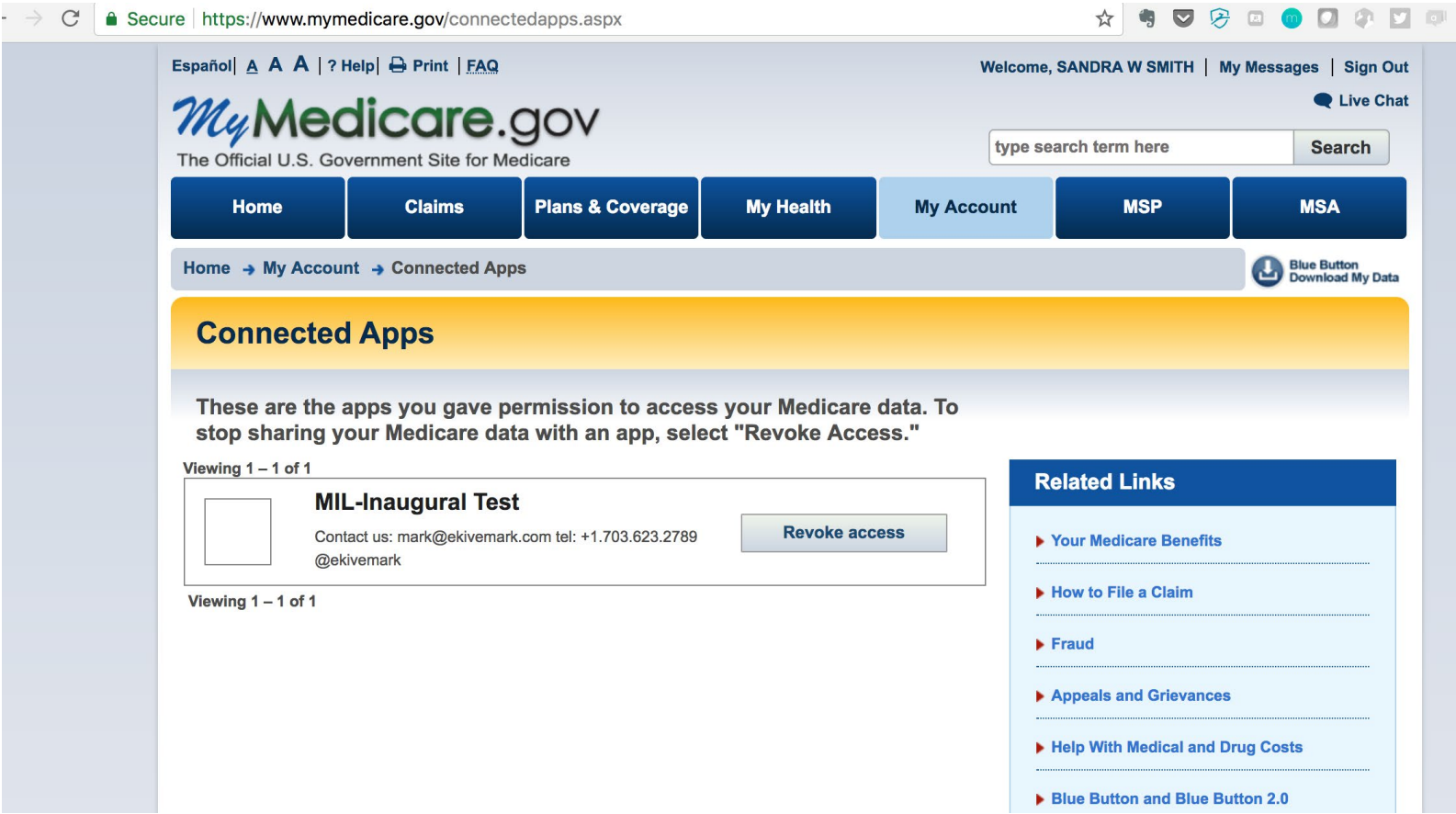
Zip Code  
Use 5-digit code

Effective Date for Part A  
Month  Year

[Don't have Part A?](#)

<https://www.MyMedicare.gov>

# 2018 Accomplishments: BlueButton 2.0



The screenshot shows the MyMedicare.gov website interface. At the top, there is a navigation bar with the MyMedicare.gov logo, the text 'The Official U.S. Government Site for Medicare', and a search bar. Below the logo is a horizontal menu with buttons for Home, Claims, Plans & Coverage, My Health, My Account, MSP, and MSA. The 'My Account' button is highlighted. Below the menu is a breadcrumb trail: Home → My Account → Connected Apps. The main content area is titled 'Connected Apps' and contains a message: 'These are the apps you gave permission to access your Medicare data. To stop sharing your Medicare data with an app, select "Revoke Access."' Below this message, there is a list of connected apps. The first app is 'MIL-Inaugural Test', with contact information: 'Contact us: mark@ekivemark.com tel: +1.703.623.2789 @ekivemark'. A 'Revoke access' button is next to the app name. To the right of the main content is a 'Related Links' sidebar with a list of links: 'Your Medicare Benefits', 'How to File a Claim', 'Fraud', 'Appeals and Grievances', 'Help With Medical and Drug Costs', and 'Blue Button and Blue Button 2.0'.

<https://www.MyMedicare.gov>

# 2018 Accomplishments: Medicare.gov



<https://www.Medicare.gov>

# 2018 Accomplishments: Medicare Coverage Wizard 2.0

**Help with your Medicare choices**

There are 2 main ways to get your Medicare coverage - [Original Medicare \(Part A and Part B\)](#) or a [Medicare Advantage Plan \(Part C\)](#).

Original Medicare doesn't cover everything, so many people buy additional coverage, like a [Medicare Prescription Drug Plan \(Part D\)](#) or a [supplemental Medigap Policy](#).

**What type of Medicare coverage is right for you?**

5 questions to help you decide

1. Do you want your Medicare coverage to include prescription drugs?

Yes  No

2. Do you want extra coverage to help pay the 20% of your medical bills Original Medicare doesn't cover?

Back to top

FEEDBACK

<https://www.Medicare.gov/medicarecoverageoptions/>

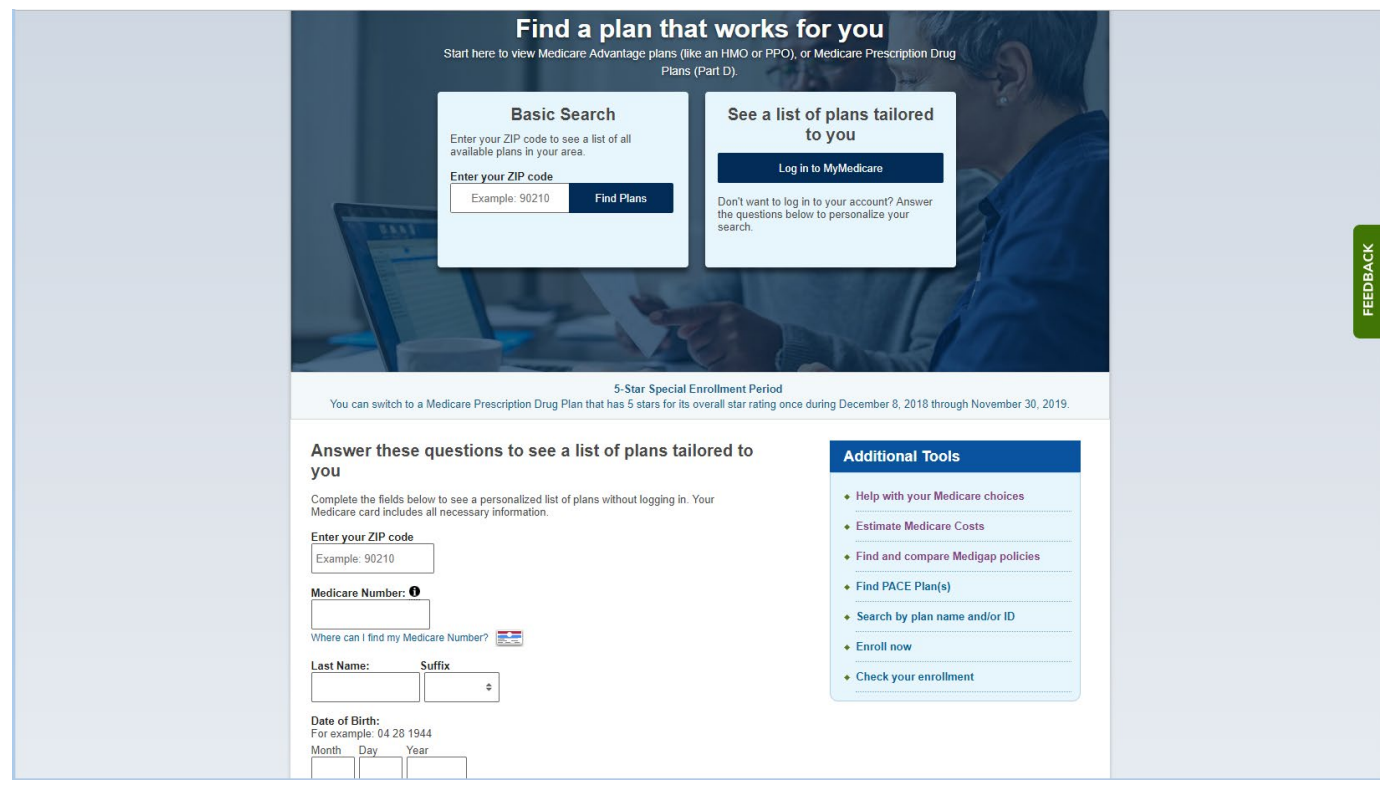


# 2018 Accomplishments: Standalone OOPC Tool

The screenshot shows the Medicare.gov Out of Pocket Cost Estimator tool. At the top, the Medicare.gov logo and "Out of Pocket Cost Estimator" are on the left, and "Home MyMedicare.gov Login Español" are on the right. Below the header is a banner image of an elderly woman and a younger man. The banner text reads: "Estimate Medicare Costs. Health and drug costs not covered by Medicare have a big impact on how much you spend each year. We'll show you how the coverage choices you make affect your costs." There are "Share" and "Print" buttons in the top right of the banner. A vertical "FEEDBACK" button is on the right side of the banner. Below the banner is a form with a "What's your ZIP code?" label and an input field. The main heading of the form is "To compare your costs with different coverage choices, select an Original Medicare option...". There are two radio button options: "Original Medicare + Plus a Medigap policy" and "Original Medicare + Plus a drug plan". Each option has a dropdown menu for "Select a premium level" and a link for "What these levels mean:". Below these options is the heading "...AND select a Medicare Advantage option to compare". There is one radio button option: "Medicare Advantage plan with drug coverage", which also has a dropdown menu for "Select a premium level" and a link for "What these levels mean:".

<https://www.Medicare.gov/oopc/>

# 2018 Accomplishments: Medicare Plan Finder (MPF)



<https://www.Medicare.gov/find-a-plan/questions/home.aspx>

# 2018 Accomplishments: Web Chat in MPF

Medicare.gov

### Live Chat

All fields are required unless noted as (not required)

Title (not required)  First Name  Last Name

Email Address

Phone number (not required)  Extension (not required)

Check this box if there is no phone number  
Note: An agent will not be able to contact you if no phone number is provided.

Request description

Operating Hours: Medicare.gov Live Chat is available 24 hours a day, 7 days a week.

By accessing this system, you agree to the Terms of Use.

### Live Chat

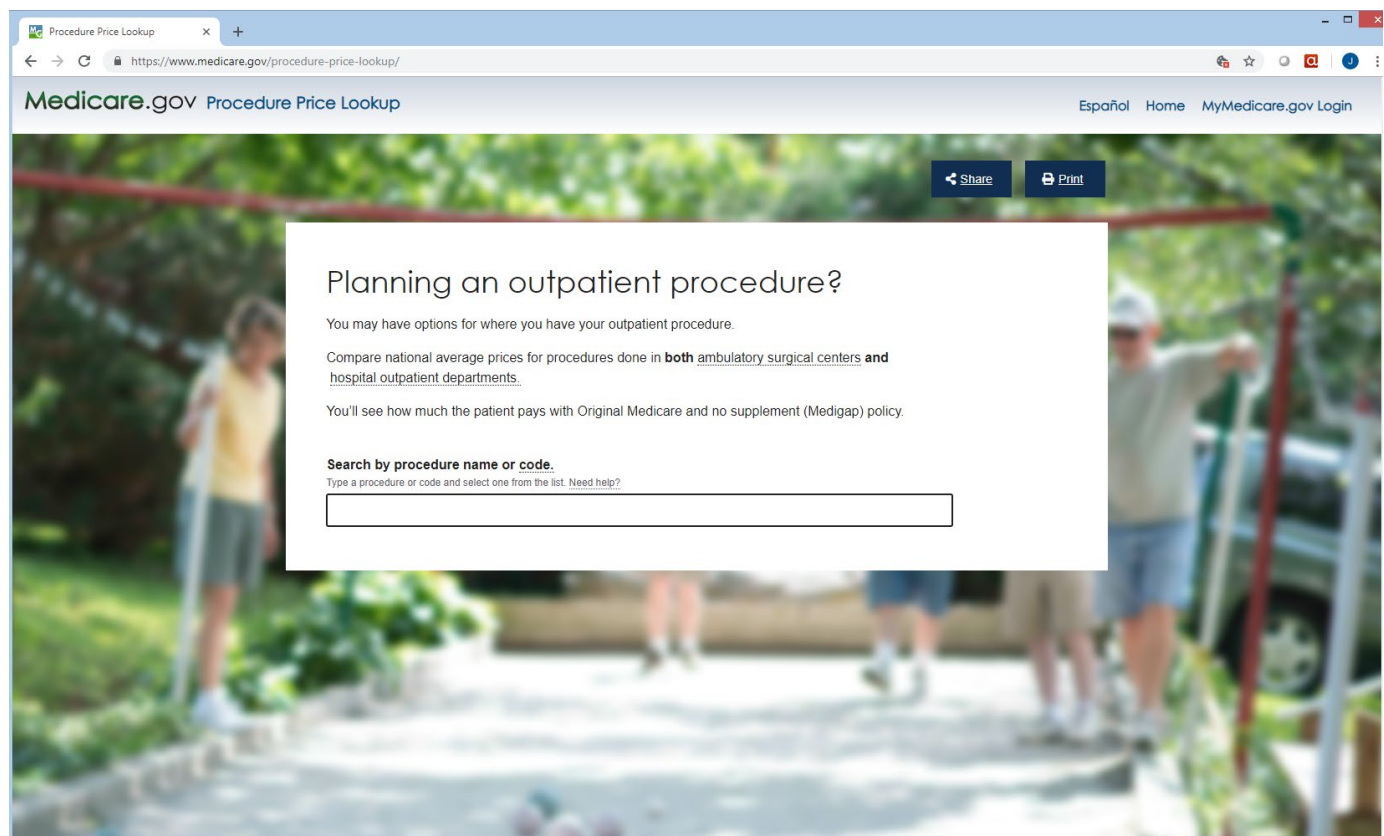
Check to enable accessibility features.

[10:39:54 am]: Thank you for contacting Medicare.gov Live Chat.

Enter your response

<https://www.Medicare.gov/find-a-plan/questions/home.aspx>

# 2018 Accomplishments: Procedure Price Lookup



<https://www.Medicare.gov/procedure-price-lookup/>

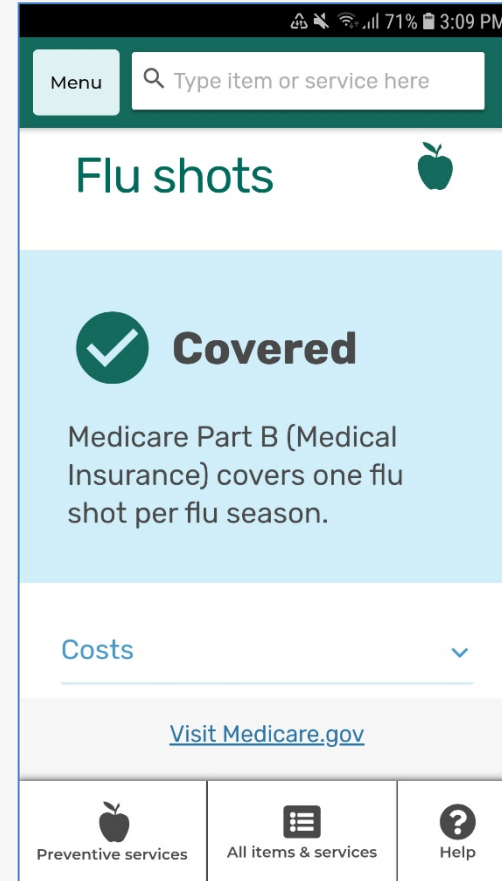
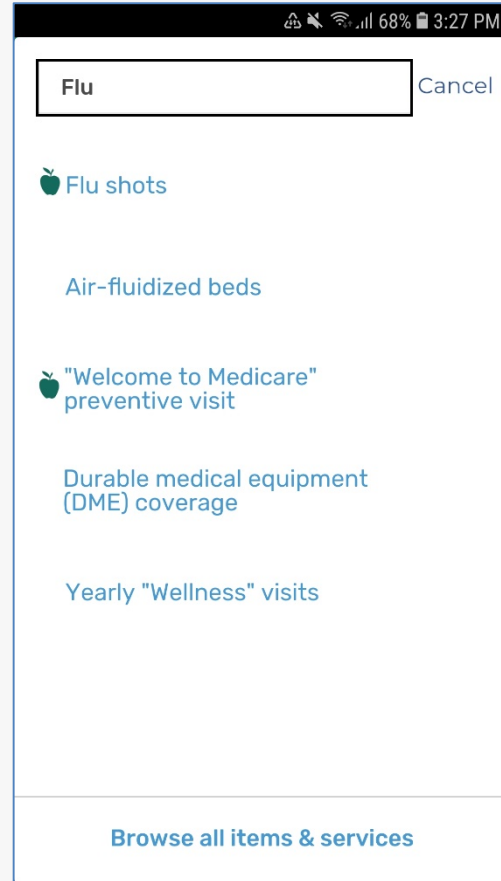
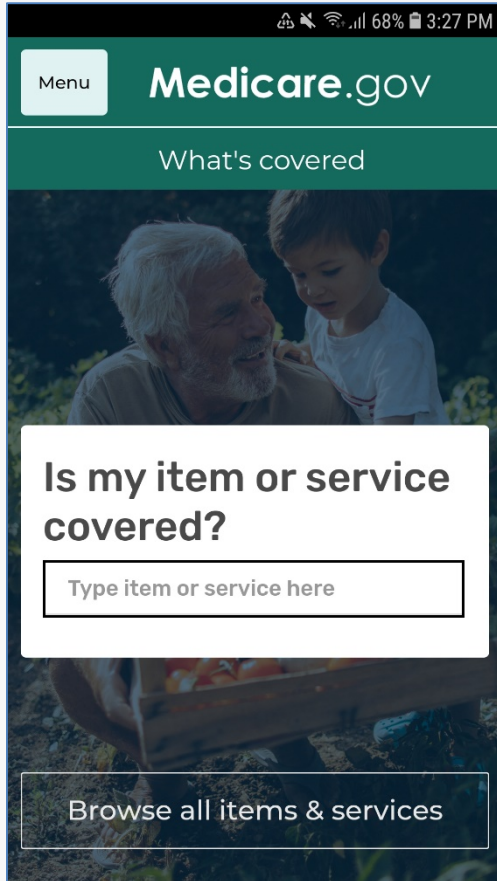
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# “What’s covered” app



- Audience: People with Original Medicare, caregivers, other users
- Delivers general cost, coverage and eligibility details for items and services covered by Medicare Part A and Part B
- Improves on the existing Medicare.gov mobile website experience with more direct, clear language; better search capabilities; and offline accessibility
- Available from Google Play and the App Store

# “What’s covered” mobile screens



# Addressing the Opioid Epidemic

- Beneficiary fact sheet – Safer Use of Opioid Medication
- Roadmap to Address the Opioid Crisis  
<https://www.cms.gov/About-CMS/Agency-Information/Emergency/Downloads/Opioid-epidemic-roadmap.pdf>
- Opioid Prescribing Mapping Tool  
<https://go.cs.gov/opioidheatmap>
- CMS Office of Minority Health Opioid Forum– Strategies and Solutions for Minority Communities  
<https://www.youtube.com/watch?v=Tx8tgRKDjnw>

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Questions?



**PATIENTS**  
OVER PAPERWORK