

2012 Regional Training for SHAP, SHIP and Other Advocates

Resources to help and assist applying for essential programs



What We Do

The National Center for Benefits Outreach and Enrollment, administered by the National Council on Aging, helps organizations enroll seniors and younger adults with disabilities with limited means into the benefits programs for which they are eligible so that they can remain healthy and improve the quality of their lives. www.ncoa.org/enhance-economic-security/center-for-benefits/about-the-center/what-we-do.html

Key Activities

- **Training and Technical Assistance**

The Center can offer training and technical assistance on a wide range of benefits access issues:

- ***Webinars.*** Our monthly webinar series covers topics including changes to benefits programs, strategies for outreach and enrollment, Medicare benefits, and more. Each webinar is offered three times each month; check out our [webinar page](#) to learn more. Past webinar recordings can be access on [our Vimeo channel](#); slides can be located in our [Resource Library](#).
- ***Conferences and workshops.*** Center staff offer workshops and presentations at numerous national and regional conferences throughout the year. Check out our Events to see upcoming presentations.
- ***Individualized support.*** Got a question not answered by our existing resources on this site? Feel free to [contact us](#) for assistance.

- **Grantee Support**

- The Center is the national resource center for grantees under the [Medicare Improvements for Patients and Providers Act](#) (MIPPA).
- We also establish and support [Benefits Enrollment Centers](#) across the country.

- **Publications**

- Issue Briefs, case studies
- promising practices
- success stories
- other periodic reports

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- The majority of these publications can be found in our
 - [Resource Library](#)
 - [Promising Practices Clearinghouse](#)
 - bimonthly newsletter
 - Benefits Alert (timely news and information about benefits programs)
 - View most recent edition
 - subscribe to receive Benefits Alert, email centerforbenefits@ncoa.org
- [Data collection & analysis](#)
 - The Center collects data from its grantees, and synthesizes this and other relevant data related to benefits programs for Medicare beneficiaries.
 - Some of this analysis is available on our [Data Map](#); for other inquiries, [contact us](#).



• Enhance Economic Security

- Benefits Access
- Economic Security Initiative
- Mature Workers
- Home Equity
- National Center for Benefits Outreach & Enrollment

• Improve Health

- Chronic Conditions
- Falls Prevention
- Community Education
- Behavioral Health
- Center for Healthy Aging

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National Center for Benefits Outreach and Enrollment

- Medicare
- Original Medicare
- [Medicare Advantage](#)
- [Part D](#)
- [Medicare Savings Programs](#)
- [Medicaid](#)
- [Energy](#)
- [Food & Nutrition](#)
- [Prescriptions](#)
- [Other Benefits](#)

Center for Benefits

- [BECs](#)
- [Resource Library](#)
- [Finding People](#)
- [Application Assistance](#)
- [About the Center](#)
- [MIPPA](#)
- [Promising Practices](#)
- [Outreach & Education](#)
- [Retention of Benefits](#)
- [What We Do](#)

Education and Counseling Resources

Medicare Basics: Get background information on the Medicare program, as well as tools and charts to help you explain Medicare to your clients.

- [Overview of Medicare](#)
- [Medicare Parts A and B](#)
- [2012 Medicare Parts A and B Cost-Sharing Chart](#)
- [Medicare General Enrollment Period](#)

Coverage Rules: Learn more about Medicare's coverage rules, and some common areas in the benefit where your clients may need your help.

- [Overview of Coverage Rules](#)
- [Hospital Discharge](#)
- [Home Health Care Benefit](#)

Preventive Benefits: Here you can find info on Medicare's preventive services, including the Annual Wellness Visit and the "Welcome to Medicare" exam, as well as updates to these services.

- [Preventive Benefits Basics](#)
- [Medicare's Annual Wellness Visit](#)
- [Chart of Preventive Benefits](#)
- ["Welcome to Medicare" Exam](#)

Original Medicare References:

- [Find general references](#) to legal authority on Original Medicare

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Important Websites

- **NCOA Sites:**

- [BenefitsCheckUp®](#)
- [Restart Living](#)
- [One Away Campaign for Elder Economic Security](#)
- [Center for Healthy Aging](#)
- [National Center for Benefits Outreach & Enrollment](#)

- **Public Policy:**

- [Federal Funding for Seniors Programs](#)
- [Older Americans Act](#)
- [Long-Term Services & Supports](#)
- [Health Care Reform](#)

- **Resources for Benefits Counselors**

www.mymedicarecommunity.org/calendar.php

- **Prairie State Legal Services Signature Publications**

www.PSLegal.org

- [The Guidebook of Laws and Programs for People with Disabilities](#)
- [Renter's Handbook](#)
- [Fair Housing Insert](#)
- [Senior Citizen's Handbook: Laws and Programs Affecting Senior Citizens in Illinois](#)
- [When You Owe Money: A Guide for Illinois Consumers](#)



www.benefitscheckup.org

Illinois Benefits.org

www.state.il.us/aging/illinoisbenefits/apply_msp.pdf

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NATIONAL I&R SUPPORT CENTER

www.nasuad.org/I_R/ir_index.html

Basic Training for Aging I&R/A Professionals

new online training course

"*Basic Training for Aging I&R/A Professionals.*"

Four modules that aim to enhance the services provided by Aging Information and Referral/Assistance (I&R/A) professionals by advancing their knowledge, skills, and work-related competences.

Carefully designed to help prepare I&R/A professionals to obtain a certification in CIRS-A (Certified Information and Referral Specialist-Aging).

free service provided by the **National Information & Referral Support Center**

<http://nasuad.mrooms3.net/>

[Step-by-step Guide to Logon and Create an Online Training Account](#)

RESOURCE ROOM

I&R/A Tools

- [Standards & Certification](#)
- [Basic Training for Aging I&R/A Professionals Course](#)
- [Links & Resources](#)
- [Standards & Certification](#)
- [AIRS](#)
- [CIRS-A Online Study Guide](#)
- [Aging Specialty Information and Referral Certification Program: Competencies](#)
- [Certification for I&R Specialists in Aging: White Paper](#)
- [Aging and Disability Resource Centers and the Health Insurance Portability and Accountability Act of 1996 \(HIPPA\)](#)
- [Strategy Exchange](#)
- [Technical Assistance Library](#)
- [National 2-1-1 Initiative](#)
- [Vision 2010](#)

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Centers for Medicare and Medicaid (CMS) National Medicare Training Program (NMTP)

www.cms.gov/NationalMedicareTrainingProgram/

- **Audio Conferences:** Sessions feature CMS policy experts who provide in-depth information on current issues impacting people with Medicare and those who assist them in their health care decisions.
- **Training Library:** A comprehensive collection of Medicare training products and resources.
- **Multimedia Products:** Entertaining and informative outreach and education tools featuring videos, webinars, and webcasts. Some products are available in Spanish.
- **Classroom Modules:** Complex information is made easy-to-understand in these comprehensive, customizable train-the-trainer presentations that include slides and speaker's notes.
- www.cms.gov/NationalMedicareTrainingProgram/TL/list.asp
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[2011 NMTP Resource Sheet](#)

NMTP resources

English

PDF

[2011 Open Enrollment Toolkit](#)

2011 Open Enrollment Period

Multiple

Multiple

[2012 Premiums & Deductibles](#)

2012 Part B Rates

English

Multiple

[Coordination of Benefits](#)

Coordination of Benefits, Medicare, Medicare Secondary Payer

English and Spanish

Multiple

[Fraud & Abuse Prevention](#)

Medicare Fraud and Abuse Prevention, Senior Medicare Patrol

English and Spanish

Multiple

[Introduction to Medicare](#)

Medicare

English and Spanish

Multiple

[Job Aids](#)

Job aids to supplement program information

English

Multiple

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