Medicare Information Office

DANA BARNETT FEBRUARY 16, 2021

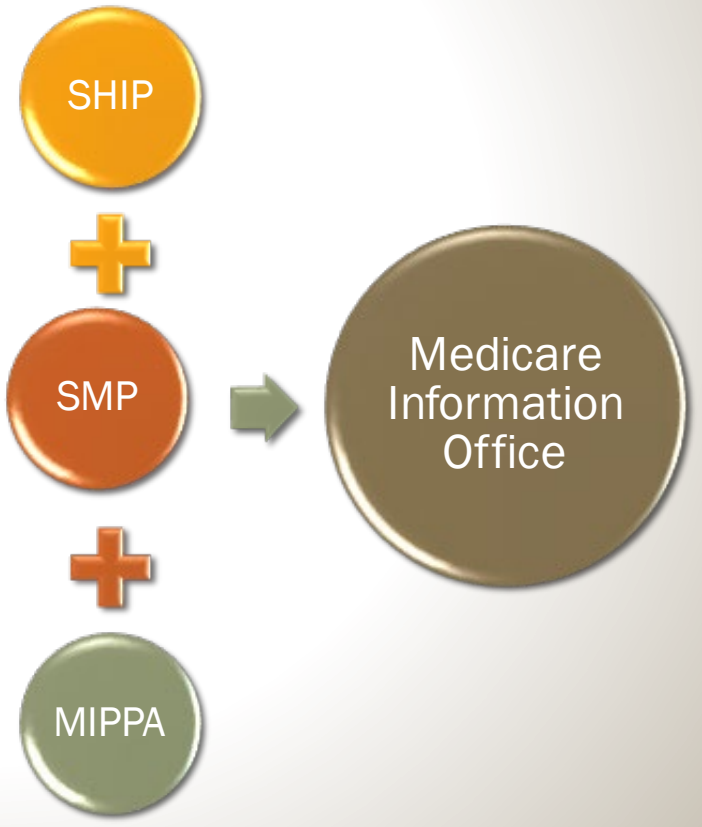
Alaskans helping Alaskans get more out of their Medicare

- ONE-ON-ONE COUNSELING TO MEDICARE BENEFICIARIES AND THEIR FAMILIES
- TIPS ON HOW TO SPOT AND REPORT MEDICARE ERRORS, WASTE AND FRAUD
- GROUP OUTREACH & EDUCATION EVENTS

Medicare Information Office Alaska SHIP, SMP, & MIPPA

In Alaska we are known as the State of Alaska Dept. of Health & Social Services, Senior & Disabilities Services Medicare Information Office

Nationally we are known as the State Health Insurance Program (SHIP), Senior Medicare Patrol (SMP), and Medicare Improvement for Patients & Providers Act (MIPPA)



Medicare Information Office Staff

Dana Barnett
Program Coordinator
(907) 269-3669
Dana.Barnett@alaska.gov

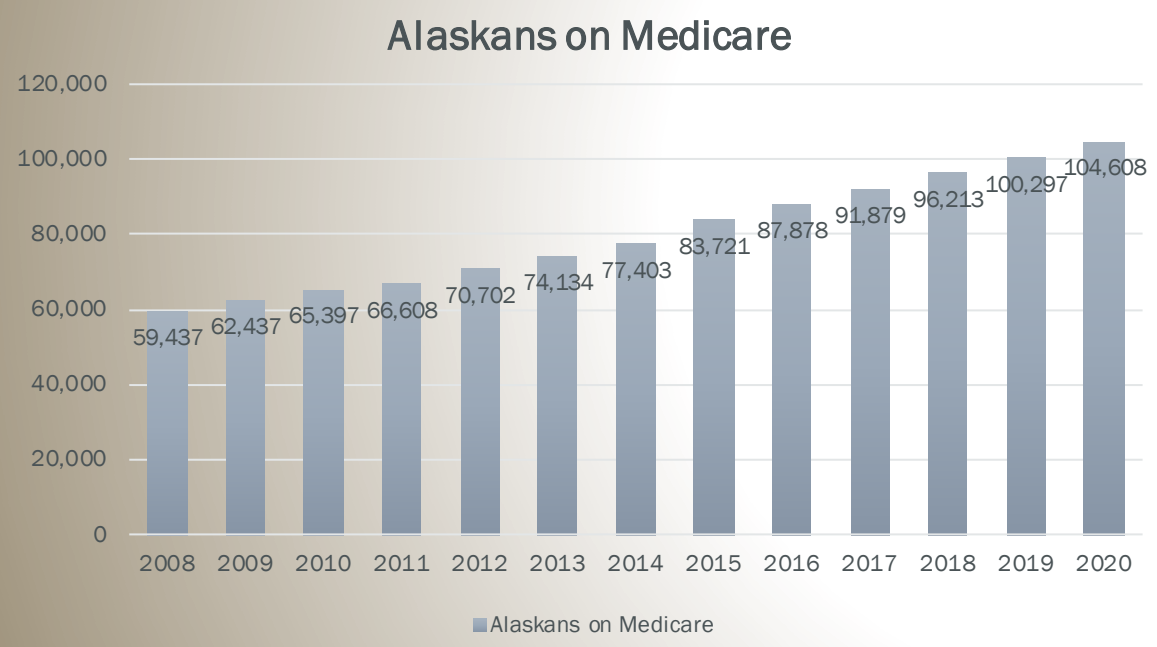
Colton Percy
Volunteer Coordinator
(907) 269-4158
Colton.Percy@alaska.gov

Jeanné Larson
Project Assistant
(907) 269-3649
Jeanne.Larson@alaska.gov

Heather Anderson
Office Assistant
(907) 334-0841
Heather.Anderson@alaska.g

Helpline: (907) 269-3680 or 1-800-478-6065
Email: hss.medicare@alaska.gov

Volunteer Coordinator Position



Who were we looking for?

Analytical/Assessment

Customer Service

Teaching Others

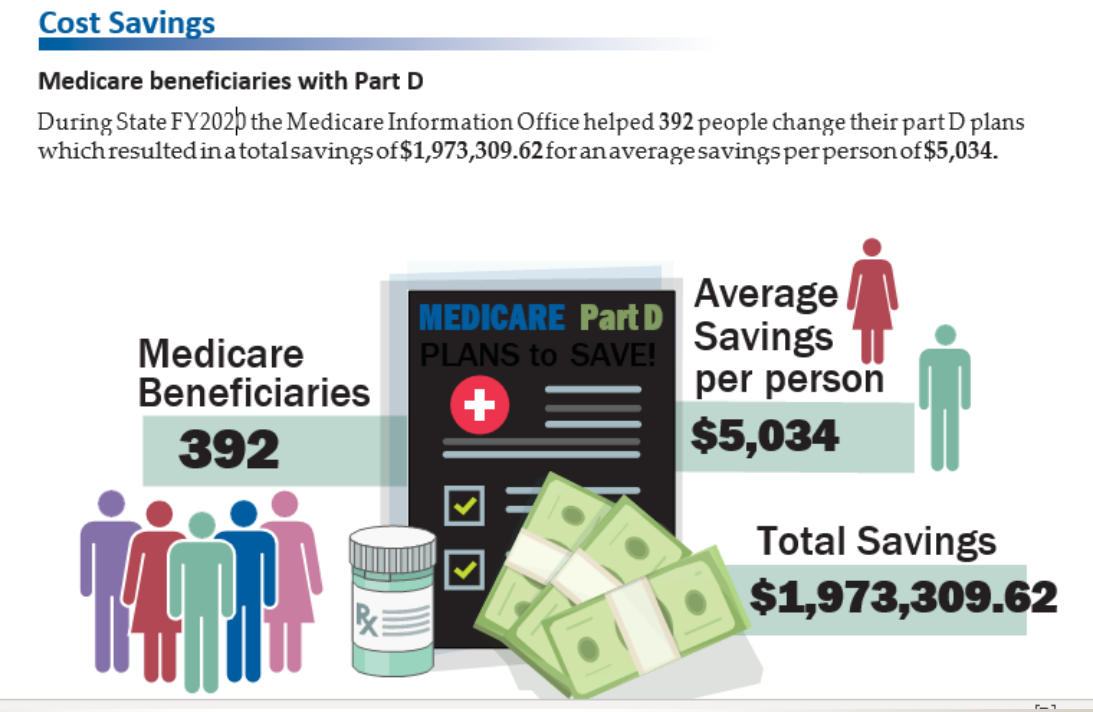
Interpersonal Skills

Volunteers & Partners

This Photo by Unknown Author is licensed under CC BY-SA

Current recruiting for all Volunteer Positions.

Looking for Volunteers in Southeast Alaska & Kenai Peninsula



Medicare Counseling and Outreach Grants

Anchorage Senior Activity Center

Access Alaska Fairbanks.

- Conduct local public education events about Medicare
- Provide one-to-one Medicare counseling
- Identify local volunteers interested in Medicare counseling and refer them to the MIO for training and certification
- (Anchorage SMP program only) Empower Alaskans to prevent Medicare fraud by presenting SMP seminars to seniors on preventing, detecting, and reporting Medicare fraud and working with other organizations to prevent healthcare fraud

Challenges the Office is Facing

HARD TO RECRUIT VOLUNTEERS

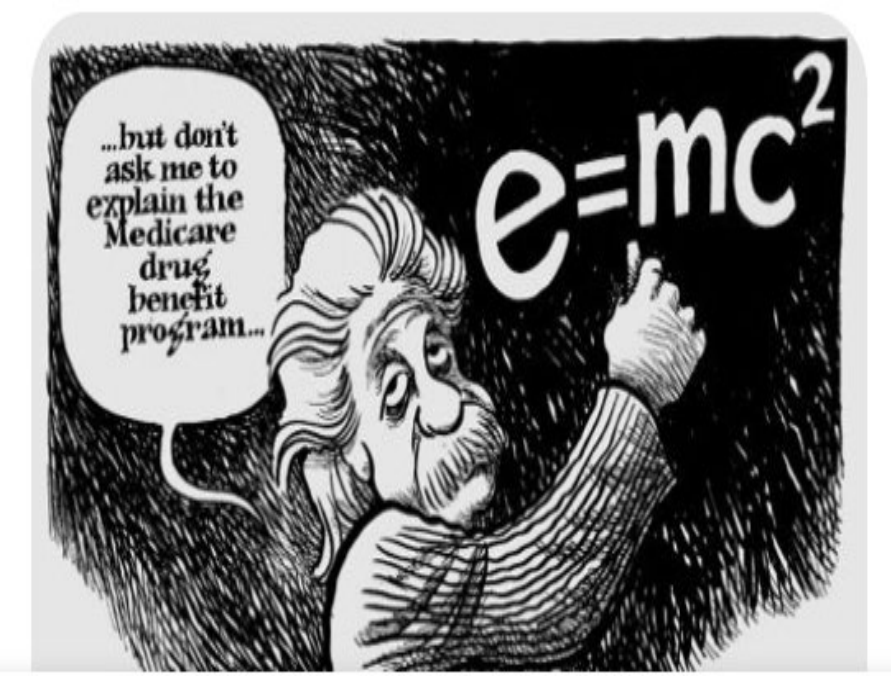
CORONAVIRUS VACCINE SCHEDULING

DUAL ELIGIBLE, BUY IN PROCESS, AND STRUGGLES WITH MEDICARE BENE'S LOSING BUY IN

2021 MIO Focus

Increase Statewide Outreach, Education, and one-on-one Medicare Counseling

1. Increase Certified Medicare Counselors Volunteers assisting with one-on-one individual interactions in their community.
2. Increase individuals attending group outreach and education events.
3. Increasing statewide outreach, education, and dissemination of Medicare Information



How are we reaching the needs of our Alaskan Medicare Beneficiaries?

- Creating a Volunteer Coordinator Position
- Promoting Education Events
- Building Partnerships w/key Agencies

https://www.pinterest.com/pin/527413806335890059/

THE MEDICARE INFORMATION OFFICE

WE ARE ALASKAN'S HELPING ALASKAN'S GET MORE OUT OF THEIR MEDICARE INSURANCE.

Dana Barnett
Program Coordinator
(907) 269-3669
Dana.Barnett@alaska.gov