



Connecting Older Adults with Community-based Resources and Options

Study Guide for Central Point of Entry Exam

The purpose of requiring an exam for central point of entry (CPOE) funded agencies is to ensure consistency of the information and assistance (I&A) provided throughout our service area. We want to make sure that all staff whose responsibility is I&A are well versed in local, state, and federal programs and services available for older adults. We feel that this exam will demonstrate the ability of the I&A specialists to respond to frequently asked questions and make an informal assessment for eligibility of programs. This study guide will help with the preparation for this exam. Below are some general information about the structure of the exam, helpful materials reviewing program information, and a sample of exam questions.

- All CPOE direct service staff must pass this exam by receiving an 80% or higher. Any CPOE staff member who does not pass the exam will be required to re-take the exam on the next scheduled testing date in the fall, unless special arrangements are made by the agency's executive director.
- The exam will take no longer than an hour.
- Each person taking the test must complete it independently without the help or assistance from co-workers. No other resources are allowed to be used during this exam.
- There will be multiple choice, fill in the blank, true/false, and case scenario questions.
- Questions with multiple parts will be worth multiple points depending on the number of responses requested in the question. In other words, a question may ask if a client would be eligible for Illinois Cares Rx, LIHEAP, Extra Help or QMB. The answer is Illinois Cares Rx and LIHEAP, and therefore is worth 2 points. If the test taker only lists LIHEAP, s/he will get one out of the two points.
- The exam will not ask for a list of specific income guidelines for programs, but there will be questions asking if someone is eligible for particular programs, based on the income and assets listed in the case scenario provided.
- These questions are formulated from questions AgeOptions frequently receives through information and assistance from clients and from professionals.
- Topics covered in this exam will encompass general information and assistance requests, including specific programs such as Medicare, Illinois Cares Rx, Extra Help/Low-Income Subsidy, LIHEAP, Legal Assistance, Housing, Grandparents Raising Grandchildren, Respite, Medicaid, Medicare Savings Programs, Food Stamps, property tax programs, Community Care Program, Home Delivered Meals, Chore and Housekeeping, and Transportation.

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Review Materials

The resources listed below should be used as a guide to help during the studying process. If there is a particular topic a CPOE direct service staff member is not as familiar with, then the attached documents or websites should be utilized to refresh his/her knowledge of that particular topic. Although we are not providing a list of local resources, everyone has access to their own local resource lists and ESPweb. Any questions about local resources will be about frequently asked questions from clients and will not require memorization of lists, but general knowledge of possible places that can help in particular situations.

Chart of Benefits

<http://www.ageoptions.org/newsandviews/documents/ChartofBenefits.pdf>

CEDA Energy Flyer

<http://www.ageoptions.org/newsandviews/documents/CEDALIHEAPflyer.pdf>

Illinois Cares Rx for people without Medicare

<http://www.ageoptions.org/newsandviews/documents/IllinoisCaresRxCBforpeoplewithoutmedicare.pdf>

Illinois Cares Rx for people with Medicare

<http://www.ageoptions.org/newsandviews/documents/ICRxCbforpeoplewithMedicare.pdf>

10 ideas for people losing ICRx benefits

<http://www.ageoptions.org/newsandviews/documents/10ideasforpeoplelosingICRxbenefits.pdf>

ABCs of Medicare

<http://www.ageoptions.org/newsandviews/documents/ABCsofMedicare-May2011.pdf>

Low-Income Subsidy

<http://www.ageoptions.org/newsandviews/documents/ExtraHelpPPTMay2011.pdf>

Medicare Part D

<http://www.ageoptions.org/newsandviews/documents/PartDMay2011.pdf>

Medicaid

<http://www.ageoptions.org/newsandviews/documents/AABD.pdf>

State and Federal Programs for Older Adults Booklet

http://www.state.il.us/aging/1news_pubs/publications/state-federal_book.pdf

CCP Brochure

http://www.state.il.us/aging/1news_pubs/publications/ccp_brochure.pdf

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Emergency Home Response Brochure

http://www.state.il.us/aging/1news_pubs/publications/ehrs_brochure.pdf

Housing Options Brochure

http://www.state.il.us/aging/1news_pubs/publications/housing_brochure.pdf

Reverse Mortgage Brochure

http://www.state.il.us/aging/1news_pubs/publications/housing-rev-mor_brochure.pdf

Grandparents Raising Grandchildren Brochure

http://www.state.il.us/aging/1news_pubs/publications/grg_brochure.pdf

Ombudsman Brochure

http://www.state.il.us/aging/1news_pubs/publications/omb_voicebrochure.pdf

What you need to know and do as you near your 65th birthday

http://insurance.illinois.gov/ship/Good_Start_Medicare.asp

What is Medicare and Medicare Supplement

<http://insurance.illinois.gov/HealthInsurance/MedSupplement.asp>

Egyptian Area Agency on Aging Government Programs Eligibility Guide

<http://egyptianaaa.org/EligibilityGuidelines.htm#Specified%20Low-Income%20Medicare%20Beneficiary>

Food Stamps

<http://www.dhs.state.il.us/page.aspx?item=30357>

Social Security Retirement Benefits

http://www.ssa.gov/pgm/links_retirement.htm

Extra Help Program

<http://www.ssa.gov/prescriptionhelp/>

Benefits under Social Security Administration

<http://www.ssa.gov/>

What is covered under Medicare

<http://www.medicare.gov/coverage/Home.asp>

Sample Exam Questions

The following questions are representative of the type of questions that will be asked on the exam. These exact questions will not be included on the exam.

Original Medicare

1. _____ (agency) handles enrollment and eligibility for Medicare, but the Medicare program is run by _____ (agency).

2. Original Medicare covers: (check all that apply)

- inpatient hospital care
- related health care provided by a skilled nursing facility
- home health care – custodial and homemaker only
- home health care – skilled nursing or speech, occupational, or physical therapy only
- hospice care
- durable medical equipment
- dental and vision expenses
- ambulance services
- physician services as inpatient
- physician services as outpatient
- emergency hospital care
- hearing aids
- cosmetic surgery
- routine foot care
- experimental procedures
- medical care outside the U.S.
- some prescription medications

3. All Medigap plans cover: (circle all that apply)

- a) Medicare Part B deductible
- b) Daily hospital coinsurance
- c) An additional 365 days in the hospital
- d) Part B coinsurance or co-payment
- e) 1st 3 pints of blood
- f) Emergency care when traveling outside of the U.S.

4. What are the four parts of Medicare?

- Part A: _____
- Part B: _____
- Part C: _____
- Part D: _____

5. What are the two methods someone can receive their Medicare coverage through?

- 1) _____
- 2) _____

Medicare Part C – Medicare Advantage Plans

6. List three types of Medicare Advantage plans:

- 1) _____
- 2) _____
- 3) _____

7. When you enroll in a Medicare Advantage plan, you assign your Medicare benefits to that plan.

True False

8. If you are on a Medicare Advantage Plan (circle all that apply)

- a) You can change to another plan any time
- b) You may have prescription drug coverage
- c) You may have to pay out of pocket for emergency care
- d) Benefits and cost-sharing will always be the same as Original Medicare

9. You do not have to pay the Part B premium cost if you are in a Medicare Advantage plan.

True False

Medicare Part D

10. A 1% penalty will be assessed to someone who did not take Medicare Part D when first offered, had credible coverage, but now wants to sign up for Part D.

True False

11. What are two enrollment periods of Medicare Part D?

- 1) _____
- 2) _____

12. What is the new date in 2011 for the Annual Enrollment Period for Medicare Part D?

13. All Medicare Part D plans cover the same drugs. The only difference is the cost for monthly premiums.

True False

Illinois Cares Rx and Extra Help

14. Illinois Cares Rx coordinates coverage with stand-alone drug plans only.
True False
15. What program typically pays for most medications for Dual Eligibles?
Medicare Medicaid
16. Which groups automatically qualify for Extra Help with Medicare prescription drug costs without having to apply?
a) People with Medicare and full Medicaid benefits
b) People with Medicare who get Supplemental Security Income only (SSI)
c) People who get help from Medicaid paying their Medicare Premiums (Medicare Savings Programs)
d) All of the above
17. People who are receiving Extra Help have a continuous Special Enrollment Period.
True False
18. You receive a call from a client who is not sure if he has Illinois Cares Rx or Extra Help or possibly even both. How can you find out what coverage he has? List two places you can call, websites you can view, or questions you can ask the client to help determine if he has Illinois Cares Rx and/or Extra Help.
1) _____
2) _____
19. What are two other options to help save on prescriptions for someone who has lost their Illinois Cares Rx coverage?
1) _____
2) _____

Medicaid

20. What type(s) of medical expenses does Medicaid cover? (circle all that apply)
a) vision
b) dental
c) transportation
d) hearing aids
e) cosmetic surgery

21. To be eligible for Medicaid as an older adult you must: (circle all that apply)
- a) Be 65 years of age or older, blind, or disabled
 - b) Be a U.S. Citizen or eligible non-citizen
 - c) Illinois resident
 - d) Meet asset guidelines
 - e) Meet income guidelines

22. Individuals can spend down both their income and assets to become eligible for Medicaid.

True False

23. Unpaid bills cannot be counted towards spenddown.

True False

Miscellaneous

24. List each Older American's Act Service available in your service area.

25. Grandparents age 55 and older who have an emergency need for assistance are not eligible to receive grandparent gap filling service.

True False

26. This program is available in select areas in suburban Cook County and it provides coupons to low-income seniors to purchase fresh fruits and vegetables at local farmers' markets.

27. The long term care Ombudsman Program assists seniors living in long term care facilities, assisted living facilities, and supportive living facilities.

True False

28. Only caregivers over age 60 can receive services under Title III E of the Older American's Act.

True False

29. The Community Care Program provides for which services? (circle all that apply)
- a) Medication Management
 - b) Adult Day Care
 - c) Homemaker
 - d) Emergency Home Response

30. List two tax property tax programs that may benefit an older adult either by reducing or freezing the equalized assessed value of a person's home or deferring all or part of a person's property taxes.

- 1) _____
- 2) _____

31. Bill contacts your agency about programs and services for his mother. His mother is 80 years old, lives alone in your service area, and needs some help caring for herself. She receives about \$800 a month in Social Security. What programs might she be eligible for? What additional information would you ask Bill about in order to determine what other programs his mother may be eligible for and be appropriate for her? Please list at least four programs below and two additional questions that would be relevant to ask Bill about his mother.

32. Mary calls your agency because her neighbor received some services from your agency. Mary is 70 years old, homebound, owns her own home, receives about \$2,500 from a pension, and has around \$500,000. How could you help this client? What additional information would you need to know? Is this client eligible for any programs or services at your agency based on the information provided? Is this client eligible for any benefits?