



## SHAP Conference Call Notes

July 21, 2011

### Attendance

Amy Seul-Hanover Township	Anna Newell-Schaumburg Township
Anne Bannon-Senior Assistance Center	Anne Marie Keeley-Senior Assistance Center
Andrea Wells-Stickney Township Office on Aging	Bonnie Sargent- Schaumburg Township
Christine Suddreth- PLOWS	Cindy Angarola- Catholic Charities Northwest
Dana Ferdinand- Oak Park Township Senior Services	Deanna Lesht-North Shore Senior Center
Ellen Karpel-Kenneth Young Center	Helen Hawley-Leyden Township
Linda Slubowski-Thornton Township	Lydia Sydor-Leyden Township
Jean Billingham-CJE	Jean Cleland-North Shore Senior Center
Joan Park-Hanul Family Alliance	Jorge Velazquez-Solutions for Care
Mark Booczko-West Suburban Senior Services	Monica Glaser-CJE
Monique James-SSSSS of Catholic Charities	Nancy Frenk-Alexian Brothers
Paula Laven-Thornton Township	Sarah Goodworth-Alexian Brothers
Sheryl Ford-Bloom Township	Trish Abbey-Palatine Township Senior Citizen's
Terri Gendel-AgeOptions	Maribeth Stein-AgeOptions
Mariam Schrage-AgeOptions	

### I. Site Updates

SHAP counselors are seeing many clients who have been terminated from Illinois Cares Rx (ICRx) and are trying to help them find alternative programs to pay for their medications. Many clients are confused and in denial about the loss of this benefit. There is a feeling of panic and each case is very time consuming. Helpful suggestions are offered below. (Please click on the hyperlink to go to websites or download forms)

- Make sure that the client's 2010 income was indeed over the new income limits for ICRx (21,780 for 1, \$29,420 for 2, \$37,060 for 3). Some individuals received termination notices in error. All SHAP sites were mailed a CD listing all clients who were wrongfully terminated. These people will receive GREEN letters stating that the termination letter was sent in error and that they are still covered under ICRx, but they will have higher co-pays.
- Enroll clients into Patient Assistance Program (PAP)-if denied, always appeal the decision. (Please click on the link for a PAP finder)  
[Rx Assist](#)
- Have clients get prescriptions from their doctors for 90 days supply and fill them in August before their ICRx benefits terminate.

- Provide \$4.00 generic lists to your clients (Please click on the links below for lists)
  - [Target \\$4.00 generics](#)
  - [Walmart \\$4.00 generics](#)
  - [Walgreens \\$4.00 generics](#)
- Enroll clients into Medicaid with Spenddown. If they meet Spenddown for one month between July and December of 2011, then they will qualify for the Low Income Subsidy (LIS) for the rest of 2011 and all of 2012. Even if the Spenddown amount seems high, it may be cheaper to pay one month of Spenddown than more than a year's worth of co-pays without LIS.

Some of the expenses that can be used to meet Spenddown are Part B premiums, drug co-pays, CCP co-pays, and mental health counseling expenses. (Please see attached links to apply for Medicaid and find out which prescription drug plans (PDPs) coordinate with LIS. This list does not include Aetna which was sanctioned at the time. Aetna is now taking new members but has a \$1.70 monthly premium for people on LIS )

[Application for Medical Benefits](#)



Year of spenddown receipts.pdf



PDP coord w-LIS

- If the client had a drop in income from 2010 to 2011 and will now qualify for ICRx, file a Schedule P form. The Schedule P should take 6-8 weeks to process.
  - [Schedule P form](#)
- If the client did not experience a drop in income and is no longer eligible for ICRx, then you should choose a new Part D plan that suits their needs. If the new plan has a deductible and he/she and ICRX combined have paid enough this year in co-pays to cover that deductible, then they will not have to pay anything toward the deductible of the new plan. If not enough was paid on their behalf to meet the deductible for the new plan then they will be responsible for the remaining portion of the deductible.
- Sites have developed a form that they mail to clients to facilitate the new Part D plan selection process.



SAC Drug Compare Form

- If a client comes to your SHAP site with a general question, please assist them. If they have a specific concern about an application that was done by another SHAP site, please refer them to the site that originally filed their ICRx application. Chances are the site that helped them originally will have a copy of the application and will be better able to serve the client.

- For clients enrolled in the Senior Community Service Employment Program (SCSEP) who are applying for SNAP benefits it is often helpful to attach the page from the DHS policy manual explaining that SCSEP wages are not countable as income for SNAP benefits. (Please click on the link for the page from the policy manual). The policy guidance for Prevention of Spousal are listed in the link below.



SCSEP Policy  
DHS.pdf



PSI Policy DHS.pdf

## **II. Update on Illinois Cares Rx and Circuit Breaker Benefits**

Starting September 1, 2011 the Illinois Cares Rx program is changing. The program will now have lower income limits (200% FPL) and will have higher co-pays. Additionally, the \$25.00 rebate option for those with employer, veterans, or non-coordinating plan coverage will be eliminated. These program changes will affect many of your clients so please refer to the ideas above on how to assist them. The Circuit Breaker Program income guidelines have not changed. (To view a recap of the ICRx program changes, please click on the link below.)



ICRX changes

### **Letters**

Many letters have gone out to clients about the upcoming changes. (Please click on the link below to see samples of the letters that were sent.)



ICRx Coverage  
Reduction with Medic



ICRx Coverage  
Reduction NO Medica



2011 ICRx  
Termination of Cover

### **Wrongful Termination Letters from ICRx**

Some clients received ICRx termination letters in error. These people will receive a correction letter on GREEN paper telling them that they were wrongfully terminated from ICRx. The letter will explain the program changes in co-pays and new income guidelines. All SHAP sites were sent a CD with the names, addresses and phone numbers of all ICRx members who received these letters. (Please click on the link below for a copy of the letter)



Wrongful  
Termination

### **How Help Those Affected by ICRx Program Changes**

Many suggestions were offered by SHAP sites about helping clients with these changes. Please refer to the suggestions at the beginning of these notes. Another helpful tool is the MMW handout, 10 Ideas for People Losing ICRx Benefits. (Please click on the link below for a copy of this handout)



10 Ideas for people losing ICRx benefits

### III. SHAP Program Reminders

Two reminders for the SHAP program

- SHAP sites are under contract to help ALL individuals with prescription drug, ICRx, LIS, MSPs and Medicare Part D issues and applications regardless of the age of the client.
- SHAP counselors should only fill out an LIS application for a client that is a first time filer for the ICRx program or for those who have previously applied for LIS and have experienced a change in income which now qualifies them for the program.

### IV. SHAP FY2012 Focus and Priorities

The SHAP sites should still be focusing on outreach about LIS, MSP and the new Medicare Part B preventative benefits. Here are some helpful handouts for your community outreach presentations.



MMW Part B Preventative Services



Medicare Cost Handout 2011.docx

### V. Reporting-Review of the SHAP Reporting Form

There continues to be confusion when filling out the monthly SHAP report. Some helpful tips are;

- When answering questions 4b do not list the number of applications you completed at the enrollment events reported in question 4a. Instead, report on the topics discussed at the enrollment events reported in question 4a.

For example; if you held 3 enrollment events and at all three you discussed LIS, MSP, ICRx and Medicare Part B, your answer for 4a would be 3 and the answer for 4b would be 3 for LIS/MSP, 3 for ICRx, and 3 for Medicare Part D

- When answering question 7a, do not include enrollment events. You reported these in question 4a.
- Remember that questions 7b-7d these are detailed breakdowns of what you reported in 7a. **For example**, if you reported 4 public events attended by a total of 400 people in question 7a and you discussed LIS, Part D, MSPs, ICRx and Medicare Part B preventative benefits at all 4 events then your answers for 7a-7d would be
  - 7a) 4 outreach activities 400 people reached
  - 7b) 4 outreach activities 400 people reached

- 7c) 0 outreach activities 0 people reached
- 7d) 0 outreach activities 0 people reached
- **For example**, if you reported 4 public events attended by a total of 400 people in question 7a and you discussed LIS, Part D, MSPs ICRx and did mention Medicare Part B preventative benefits at 3 of the events attended by 300 people and LIS, Part D, MSPs and Medicare Part B preventative benefits (all topics) at 1 event attended by 100 people, then your answers for 7a-7d would be
  - 7a) 4 outreach activities 400 people reached
  - 7b) 1 outreach activities 100 people reached
  - 7c) 3 outreach activities 300 people reached
  - 7d) 0 outreach activities 0 people reached

**VI. SHAP FY2013**

For FY2013 we are initiating the RFP process for the SHAP program. More details will follow this winter

**VII. Helpful Information**

The regional DHS offices hold CQC (Community Quality Council) meetings every 6 weeks. This gives professionals in the community a chance to speak to DHS local office staff and get an update on what is going on at their sites. These are run by Illinois Hunger Coalition and they may be very helpful for SHAP counselors to attend to help establish a partnership with your local DHS staff. The upcoming meetings are:

- 8/17 Melrose Park at 9:30
- 8/31 Blue Island at 9:30
- 8/31 Skokie at 2:00

The FY 2012 SHAP conference calls will be;

Thursday October 20, 2011	10:00-11:30
Thursday January 19, 2012	10:00-11:30
Thursday April 19, 2012	10:00-11:30