



# Oregon Health Insurance Marketplace - Senior Health Insurance Benefits Assistance (SHIBA) Program

## 2019 Medicare Open Enrollment Readiness Snapshot (Oct. 15 to Dec. 7, 2018)

- 7-10 Statewide Helpline staff available
- SHIBA website banner updated to highlight it's open enrollment with a hyperlink to article with key points to consider.
- Medicare subject matter experts available to assist Statewide Helpline team.
- 14 local SHIBA community partner organizations sponsor the SHIBA program and provide direct supervision of certified SHIBA volunteer counselors serving 30 of Oregon's 36 counties.
- 220 certified SHIBA volunteer counselors. A list is available online at <https://healthcare.oregon.gov/shiba/get-help/help-near-you> SHIBA calendar of events at <https://healthcare.oregon.gov/shiba/get-help/Pages/calendar.aspx> has a listing by county of open enrollment presentations, one-on-one individual counseling appointments, and workshops.
- Oregon counties without a formal SHIBA sponsor/ community partner will receive personalized one-on-one counseling and enrollment assistance from the Statewide Helpline team or a local certified and licensed Medicare health insurance agent. A list of health insurance agents is available at [www.healthcare.oregon.gov/Pages/find-help](http://www.healthcare.oregon.gov/Pages/find-help).
- 2 SHIBA field officers on standby to assist counties that experience unexpected impacts due to issues such as non-renewal or significant change in premium or benefits.

### Highlights:

#### Medicare Advantage + Prescription Drug plans non-renewing

- Care Oregon Advantage Star (HMO-POS)
  - Pacific Source Medicare My Care Rx 28 (HMO)
  - Pacific Source Medicare My Care Rx 31 (HMO)
- (Effects Clackamas, Columbia, Multnomah, and Washington counties)

#### Previous Medicare Open Enrollment:

**7,374 Oregon Medicare beneficiaries were provided personalized, one-on-one counseling assistance**

**6,000 hours of one-on-one counseling assistance was provided to Oregon Medicare beneficiaries**

**295 public and media activities**

**20+ regional new volunteer trainings, master classes, fall update trainings and webinars**

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**OREGON HEALTH INSURANCE  
MARKETPLACE**

## Prescription Drug Plans non-renewing

- First Health Part D Value Plus
- First Health Part D Premier Plus
- Symphonix Value Rx



## Prescription Drug Plans new for 2019

- Aetna Medicare Rx Select
- Aetna Medicare Rx Value Plus
- Cigna-HealthSpring Rx Secure-Essential
- Mutual of Omaha Rx Plus
- Mutual of Omaha Rx Value
- SilverScript Allure
- (For additional details refer to 2018 & 2019 Oregon Guide to Medicare Insurance plans <https://healthcare.oregon.gov/shiba/Pages/index.aspx>)

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## 2019 OEP Goals

- 8000 one-on-one client counseling target for statewide SHIBA network
- 300 public and media activities target for statewide SHIBA network
- 200 - 250 counselors
- 85% customer service target level

## 2018 SHIBA Counselor and Partner trainings prior to 2019 OEP

- Two-day New Volunteer Training webinars recorded in 1 hr. segments (Jan/Feb. 2018)
- 5 two-day New Volunteer trainings
- 3 Master classes
- 7 SHIBA Field Officer facilitated Medicare Enrichment webinars
- 40 SHIBA county counselor meetings and/or site visits
- 2 Regional Fall Update trainings
- 2 Regional Coordinator workshops
- Variety of national and state webinars help prepare SHIBA's counseling workforce and other partners for open enrollment

## Other Preparatory Activities

- Statewide News Release – week prior to Oct. 15
- 2019 Oregon Guide to Medicare Insurance Plans in progress. Posted on SHIBA website on or before Oct. 15 and in print between end November, first of December
- Oregonian/Oregon Live and NW Boomer and Senior News articles 10/6-10/15
- Media Toolkit for SHIBA sponsors
- Improved Medicare agent help for consumers by strengthening the Medicare agent certification process and improving the online Agent Locator
- Increased communications opportunities by providing Medicare open enrollment and other information in the monthly Marketplace Partner

## 2019 Landscape of Medicare Advantage and Prescription Drug plans:

- <https://www.cms.gov/Medicare/Prescription-Drug-Coverage/PrescriptionDrugCovGenIn/index.html>