



Indeed



A One Stop Shop for Minnesota Seniors

"Never doubt that a small group of committed people can change the world.

Indeed, it is the only thing that ever has." - Margaret Mead

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Volunteers listened to Bukata Hayes from the Greater Mankato Diversity Council.

MNRAAA SLL Volunteer Retreat

On May 1st, 2014, a special retreat was held for MNRAAA volunteers. It was the first time volunteers from all three regions in the MNRAAA service area came together at one event. Typically, quarterly volunteer trainings are held at each of the regional offices in Willmar, Slayton and Mankato. This retreat was held at the centrally located Redwood Area Community Center in Redwood Falls.

Volunteers were greeted with May Day baskets and colorful geranium centerpieces. Special presenters were arranged for this event and included Bukata Hayes, Executive Director of the Greater Mankato Diversity Council; Brian Guess, Master of Social Work and Certified Peer Support Specialist; and Pete Steiner, radio personality/musician. Topics covered included diversity and aging in the U.S., mental health and the Boomer Generation. (Continued on page 4.)

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"The smallest act of kindness is worth more than the grandest intention."

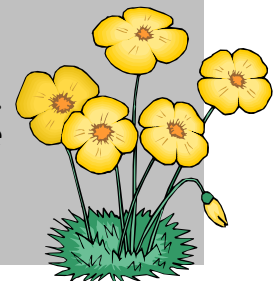
~Oscar Wilde

Volunteer Quarterly Trainings

Save the date for our next Volunteer Quarterly Training in your area!

- Tuesday, August 5, 9 a.m. - 1 p.m. at the Slayton MNRAAA office;
- Wednesday, August 6, 10 a.m. - 2p.m. at the Willmar MNRAAA office;
- Wednesday, August 13, 9 a.m. - 1p.m. at Crossview Covenant Church, North Mankato.

Remember these quarterly trainings provide you with helpful information for your volunteer role and the CEUs that SHIP counselors need to maintain their certificates. We encourage you to make every effort to attend and participate.



Honoring Years of Service

While National Volunteer Week was last month in April, I feel anytime is appropriate for recognizing and thanking volunteers. Many of MNRAAA's volunteers started at the same time Medicare Part D came into effect (2005/2006), although some volunteers have been with us much longer.

Volunteer Sally Webster deserves special recognition for the most years of service volunteering for MNRAAA and the Senior LinkAge Line®. She has served in this role for 24 years. Sally's main service area has been in New Ulm and she has tirelessly served the members of the community. Thank you, Sally, for your years of dedication and providing invaluable assistance to the community of New Ulm.

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Those who attended the retreat responded positively to the topics covered by the speakers. One volunteer reflected: "The speaker on bipolar disorder was excellent and gave me new insights into the plight of those with mental health problems". Stated by a different volunteer: "Diversity is here and we need to learn to promote and encourage other ethnicities and cultures to take advantage of all the services available to them". Another volunteer summed up the day's retreat with this one sentence about what was the greatest take-away from the retreat: "How to be more sensitive to persons that are different or seem to be different."

MNRAAA is hoping to make an agency-wide volunteer retreat a biennial event.

Prescription Access in Disasters

In light of the many tornadoes and natural disasters that have been in the news lately, you may have concerns about clients' access to prescriptions and Medicare benefits. According to CMS guidelines, Medicare Part D plans must guarantee immediate refills of medications for

any members located in disaster areas. Likewise, the United States Department of Agriculture Food and Nutrition Service is able to offer quick, short-term food assistance benefits to families in need through the Disaster Supplemental Nutrition Assistance Program (D-SNAP). For more information on D-SNAP, go to http://www.fns.usda.gov/sites/default/files/D-SNAP_Disaster.pdf For more information about Medicare coverage in a disaster, see the CMS publication "Getting Medical Care and Prescription Drugs in a Disaster or Emergency Area" at www.medicare.gov/Pubs/pdf/11377.pdf

Your Calendar

- June 9:** 1 - 3pm Olivia -
Welcome to Medicare Class
- June 10, 11 & 12:** Wisdom Steps -
14th Annual Celebration and Conference
"Honor Our Elders" For additional
information go to: wisdomsteps.org/14th-annual-celbration-and-conference
- June 13:** 1 - 3pm Montevideo -
Welcome to Medicare Class
- June 15:** World Elder Abuse Awareness Day
Please visit www.ncea.aoa.gov for
more information.
- June 17:** 10am - 12pm Appleton Library -
Senior Surf Day Class
- June 18:** 1 - 3pm Willmar -
Welcome to Medicare Class
- June 19:** Redwood Falls -
Senior/Caregiver Expo
- June 23:** 1 - 3pm Olivia Library -
Senior Surf Day Class
- June 24:** 1 - 3pm Olivia Library -
Senior Surf Day Class
- June 26:** 3 - 5pm Minneota -
Welcome to Medicare Class
- June 30:** 2:30pm - 4:30pm Mankato -
Welcome to Medicare Class
- July 4:** Independence Day
- July 7:** 1 - 3pm Litchfield -
Welcome to Medicare Class
- July 15, 16 & 17:** 9am - 4pm Marshall -
Core Body of Knowledge Training
- July 19:** Currie - Shetek Health Fair
- July 25 & 26:** Mankato - MN Mission of Mercy
dental clinic - free dental care
- August 8:** 10am - 12pm Jackson -
Welcome to Medicare Class
- August 26, 27 & 28:** 9am - 4pm Mankato -
Core Body of Knowledge Training

For more information on these events, please contact Sarah at 1-800-333-2433 ext. 82026.

Agency Spotlight: Southern MN Regional Legal Services

Free Legal Assistance for Low Income People
on Critical Legal Problems

Southern MN Regional Legal Services' (SMRLS) lawyers and paralegals provide free legal representation and advice to low income people in 33 counties of southern Minnesota.

Priority cases include access to public assistance, obtaining and maintaining shelter and protection from domestic abuse. SMRLS has specific projects focusing on education law, fair housing and discrimination, citizenship, seniors and youth victims of domestic violence.

SMRLS provides a monthly e-newsletter that provides consumer information, such as the following article from their May e-newsletter:

CONSUMERS' RIGHT TO ELECTRICITY WHEN MEDICALLY NECESSARY

Electric utility providers must reconnect or continue service to households who have a medical emergency or require electricity for necessary medical equipment. A doctor must verify that electricity is needed to ensure the health and safety of the individual. The customer must enter into and keep a payment plan for any past-due balance.

If a household is facing an electricity shutoff and a member of the household utilizes medical equipment that requires electricity, contact SMRLS immediately. SMRLS can advise low income persons regarding their legal rights and possibly assist them in restoring their electricity.

Organizations with utility law questions may contact:
Molly Buckrey Staff Attorney
Office Phone: 507-387-5588
Email: molly.buckrey@smrls.org
SMRLS INTAKE HOTLINE: 1-888-575-2954
Organization staff inquiries call SMRLS at:
507-387-5588

OTHER LEGAL RESOURCES

www.lawhelpmn.org

www.mncourts.gov/selfhelp

Medicare Reminder: Medicare Benefit Periods

From Medicare Interactive

If you have Original Medicare, Part A determines coverage and costs of inpatient hospital care and skilled nursing facility care based on benefit periods. A **benefit period** begins the day you enter a hospital and ends when you have not received inpatient hospital or Medicare-covered skilled care in a skilled nursing facility (SNF) for 60 days in a row.

If you go into the hospital or SNF after one benefit period has ended (more than 60 days after you left), a new benefit period begins. You must pay the Part A deductible for each benefit period (\$1,216 in 2014). There is no limit to the number of benefit periods you can have in a year.

For example, if you enter the hospital as an inpatient on May 1 and go home on May 15 (14 days in the hospital), but you need to go back into the hospital on June 30 (after 46 days out of the hospital), you are still in the same benefit period. You do not have to pay another hospital deductible.

If you have a Medicare Advantage plan, it may have different rules for how it covers hospital and skilled nursing facility care. Contact your plan to learn more. Go to www.medicareinteractive.org for more information.

***"You can't build a reputation on
what you are going to do."
~Henry Ford***

MNSure Update

- As of May 22, 2014, 223,000 Minnesotans have enrolled in comprehensive, affordable health insurance coverage through MNSure, including 50,733 Minnesotans in a Qualified Health Plan, 46,417 in MinnesotaCare and 126,039 in Medical Assistance.
- MNSure received over 40,000 paper applications since MNSure launched in October 2013. A vast majority of these paper applications have been successfully processed and the consumer enrolled in health insurance coverage. MNSure hopes to have all paper applications processed by the end of May.
- The first annual open enrollment period has ended for 2014 coverage. Consumers are only able to change enrollment to another Qualified Health Plan, inside or outside of MNSure, if they have a life event that qualifies them for a special enrollment period (SEP). Consumers who have already enrolled in coverage and have experienced a life change event, they are to call MNSure's Contact Center at 1-855-366-7873.
(This does not apply to Medical Assistance or MinnesotaCare recipients, members of federally recognized Indian tribes or participants in the Small Business Health Options Program (SHOP).) Generally, the SEP begins on the date the qualifying event takes place (regardless of when the life event is reported) and ends 60 calendar days later. Any plan selection must be made prior to the end of the SEP. The consumer is responsible to pay the premium amount billed by the carrier in order to ensure coverage. The following are qualifying life events: birth, adoption, or placement for adoption or foster care; change of address; change in circumstances causing new Advance Premium Tax Credit (APTC) or Cost Sharing Reductions (CSR) eligibility or ineligibility; gain citizenship, national, or lawfully present status; loss of health care coverage; marriage; or MNSure mistake.
- Members of federally-recognized Indian tribes and participants in the Small Business Health Options Program (SHOP) can enroll for health coverage through MNSure year-round.
- MNSure is reminding college students to graduate with health coverage. While graduation in and of itself is not a qualifying life event, college graduates are often in a position to experience a qualifying life event, such as the loss of university or employer-sponsored health insurance, that meets minimum essential coverage standards. These students may be eligible to enroll through MNSure.
- The next Open Enrollment period begins November 15, 2014, and runs through February 15, 2015.

Volunteer Ethics

- Live up to the responsibility of your volunteer role.
- Be present and on time for every commitment you make.
- Respect the confidential aspects, and the dignity and privacy of the clients with whom you work.
- Become involved, in a warm and natural manner, with the clients whom you work without becoming over involved.
- Show empathy with the clients, not sympathy.
- Be optimistic about life in general and the client's outlook in particular, without encouraging any unrealistic goals or attitudes.
- Be honest and genuine at all times.
- Be friendly.
- Have fun.

Stay
Connected:



www.mnraaa.org