

May 2020 MNRAAA Senior LinkAge Line Update

MNRAAA Staff Assisted:

- 76 Consumers who were New to Medicare
- 96 Consumers review their Part D options
- 86 Consumers locate Home Health Aide services
- 5 Consumers find low cost transportation options
- 83 Consumers obtain a verification code

Outreach Conducted:

- In-person outreach has been suspended due to Covid-19.
- SLL Outreach staff have conducted virtual Medicare classes in May.
 - Two Medicare 101 presentations for Swift County Staff
 - One New to Medicare class for consumers.
- Two additional virtual New to Medicare classes will be held in June and July for consumers.

Return to Community (RTC) Supervisor Report (Rhonda Anderson):

- Staff assisted 22 consumers to discharge or remain in their own home.
- The Minnesota Board on Aging weekly consumer list for RTC was again altered. The new lists include consumers who admitted 20 days before. Previously, the list was comprised of consumers who had admitted 30 days prior. The intent is to be able to offer RTC services to consumers earlier in their nursing home stay.
- RTC Outreach:
 - In-person outreach has been suspended due to Covid-19.

Client Services Center (CSC) Supervisor Report (Linda Tobias):

- Chats 152
- Mail 387
- Calls 173
- Spread Sheet Other Issues 244
- HCC Mailed 241
- Moose Lake Orders 150

Preadmission Screening (PAS) Supervisor Report (Kristen Mullen):

- PAS/CSC call with Paige Johnson (MBA staff) on May 11
- Weekly PAS staff meetings
- PAS/CSC call with Lorraine Pierce (DHS staff) was canceled
- PAS/CSC call with Beth Siewert and Jill Tilbury (DHS staff) was canceled
- Statewide PAS Audit project for MBA
- PAS Data Integrity project for MBA
- Data Integrity Project for MBA
- Kristen Mullen provided a *PAS Overview* presentation for MNRAAA's *Virtual Network Training* on May 13

Information and Assistance (I&A) Supervisor Report (Kylie Chandler)

- Participated in MBA weekly supervisor calls
- Participated in several MNRAAA staff meetings, trainings and individual staff meetings
- Facilitated weekly I&A/outreach staff meetings
- Completed monthly call monitoring for staff
- Completed two staff Annual Reviews

- Assisted with Training for Kirby and Rachel
- Assisted with planning and implementation Virtual Medicare Classes
- Implemented new Data Integrity Project for MBA with MNRAAA staff
- Attended Microsoft Teams planning meeting with Thriveon
- Assisting with Teams File organization in preparation for transitioning to Teams
- Attended MRA trainings on: One Note, PowerPoint and Teams
- Held Virtual OEP Planning call with Robin and Brittany
- Submit daily Covid-19 email updates to MBA
- Assisted with Return to Community follow-up calls to consumers

Volunteer Coordinator Report (Brittany Johnson):

- Assisted with Senior LinkAge Line phone calls
- Provided guidance to new staff members
- Facilitated volunteer virtual meeting via Go-To-Meeting
- Participated in
 - weekly I&A meetings
 - monthly all staff meetings
 - monthly I&A meetings
 - biweekly MBA Supervisor call
- Met with Robin and Kylie to discuss volunteer OEP plans
- Continued contact with volunteers via phone and email
- Sent survey regarding first virtual meeting
- Updated Extranet and Outreach Calendar to meet current outreach protocol

Volunteer Report:

- Responded to virtual contact from Volunteer Coordinator
- Participated in first virtual meeting
- Provided feedback on survey from first virtual meeting

Information and Assistance Director's Report (Robin Thompson):

- Completed two job aides for Senior LinkAge Line staff across the state
 - Privacy and ROI guidance
 - Medicare for Special Populations (initial draft by CSC staff)
- Edited the Caregiver Resource Guide for the Minnesota Board on Aging
- Participated in multiple MBA meeting
 - MBA Supervisor meetings
 - MNRAAA SLL Supervisor meetings
 - MNRAAA Supervisor meeting
 - Joint Meeting
 - MNRAAA I&A, CSC and PAS meetings
 - Two CSC meetings
 - Health Care Choices meeting
- Provided supervision and technical assistance for staff
- Provided guidance and developed scripts for new privacy and release protocols
- OneNote and Teams training
- Met with staff and completed the outline for SLL team files
- Research and guidance provided to staff on COVID topics related to SLL work
- Meeting with Disability Hub management staff
- Meeting and training with Social Security management staff
- Conducted two virtual Medicare classes for staff at Swift County Human Services

- Led the effort to get updated SHIP confidentiality agreements for MBA
- Provided guidance and training for supervisors on OneNote and Teams