For Week Ending October 5, 2012

Counselor and Coordinator Announcements:

1. **Robo Calling for Lifeline Services** – You may have heard about or personally received a robo call promoting a Senior Lifeline products, offering free gifts, etc. in order to obtain credit card information. Please note that consumers should always be allowed to and encouraged to take their time in selecting products, and high pressure combined with "too good to be true" is usually a bad sign. In this case, the company is Senior Alertline.
2. **2013 Part D newspaper –** It should be posted to our website by Tuesday Oct. 8. See it on the Prescription Drug Benefit page. Printing will start next week, with shipping soon thereafter.
3. **Plan changes –** Note: Destiny Health and Colorado Access will NOT be offering Part D plans, despite information in the landscape of plans. This means Colorado has one less Benchmark plan than we expected – we're down to four. Total Part D Stand Alone Plans – 29.
4. **Landscape errors –** We will be re-posting the landscapes for MA plans by county early next week. There were some errors in the sorting that I did and new information will be up by Wednesday.
5. **52,125 letters –** As noted in an email to coordinators earlier this week, this is the total number of people who will receive either an auto assignment letter or a chooser letter due to the fact their Benchmark Part D plan premium is rising above Benchmark, or in the case of Community CCRx Basic that their plan is leaving. Coordinators now have information about numbers in each county and each plan.
6. **Moodle users –** Those of you who offered (or were volunteered) as "early adopters" of the Moodle on-line learning modules should be receiving invitations early next week giving you access. I will notify those of you whose invitations bounced due to faulty email addressed (I'll notify coordinator) or possible Spam interception (I'll notify you directly). Moodle is coming to us from the most generous and on-line learning saavy SHIP volunteer in the state of California, so for the time being it is on an "as is" basis. Please enjoy and learn (but hold off on suggestions for changes).

7. **Walgreens/Blue Medicare PDP –** As you may recall, in 2012 BC/BS Part D plan members that used Walgreens as their pharmacy would pay full price. Starting in January 2013, this will no longer be the case – Walgreens will be back as a network pharmacy. The Planfinder reflects this change, now that the Planfinder is defaulting to 2013, but if you toggle back to 2012 you will still see a note of "Pharmacy out of Network".
8. **Defaulting Planfinder to 2013 –** Any search you do on Planfinder now defaults to the 2013 information. You can select 2012 instead, and should do so in the case of anyone enrolling in Medicare and their Part D plan for Nov. 1 or Dec. 1 effective date.
9. **Planfinder practice webinars –** We will offer two webinars for those wishing for additional training or a refresher. These are optinal. Next week's updates will include registration information. The dates and times are:
    a. **Wednesday Oct.** 17 from 1pm – 2pm
    b. **Thursday Oct.** 18 from 3pm – 4pm
10. **Drug list populating –** Some of us are only now discovering that if you do a personalized search of an individual and anyone else has previously entered a drug list for that individual, you will see that drug list if you scroll down far enough. Two lessons here – first, LOOK! You could save yourself a lot of time. Second – verify! What has been entered may not reflect the person's most recent status. As people gather more experience with this phenomenon, we will want to compare notes for any other useful tips!
11. **Plan rating coming soon –** Plan ratings information should be released next week. At that time we will find out if there are any Five Star plans in Colorado or any Low Performing Plans. Either of these create SEP options – be sure to participate in one of the upcoming Update Webinars to learn more.
12. **En Español –** Coming next week – a new page on our website for links and materials in Spanish. By next Wednesday we should have posted "Medicare Comencemos", a recorded webinar ideal for someone getting started on Medicare. Our own Amber Brown provides the voiceover. We will offer it as a whole, and also in components, including a section on programs for help with costs – useful to someone already on Medicare as well as those getting started. This tool is going to be extremely important to share with your agency partners. ¡Que Bueno!
13. **Dust continues and Email changing –** And finally, without regard to this being item number 13, please note we continue to have glitches with our website, with links breaking. Our apologies, we are trying our best to get this resolved.
14. **New Email addresses:** Starting next week, state employees are adopting Google as their email and calendar platform. Here are the email addresses that we will all be using effective October 8:
    Alice.Ierley@state.co.us
    Sharon.Schaubs@state.co.us
    Sherry.Zoltay@state.co.us
    Philip.Hernandez@state.co.us

Ed.Mendicello@state.co.us
Joy.Grinstead@state.co.us

That's all for now. Enjoy the long weekend, if you have the opportunity, or even the short one. Fall is clearly in the air! Alice.

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