



National
Multiple Sclerosis
Society

Connections Volunteers Drop-In Call October 8, 2020

Hosted by:



Angela Corbin

Manager

Implementation & Engagement

The screenshot shows the GoToMeeting interface for a "SHGL Drop-in Calls" session. The top bar includes the GoToMeeting logo, a "REC" indicator, and window controls. Below the bar, there are icons for "View Who's Talking", a participant count of "1", a chat icon, and a settings gear icon. A participant card for "Wenda Carlson" (WC) is visible. Annotations include: "Open Chat box" pointing to the chat icon; "Camera and Audio settings" pointing to the settings gear icon, with a sub-note: "Audio options: 1) Select 'Computer' to use computer mic, or headset with mic plugged into computer, or 2) Select 'Phone' and dial number shown on screen with access code and audio pin"; and "Mute/Share webcam/Leave" pointing to a bracketed group of four icons: Mic (muted), Camera (off), Screen (off), and Leave.

Q&A: There will be time for questions after presentation

- Option #1: Pop on camera using your webcam; unmute
- Option #2: Type your question in the Chat box

A recording of this call (without webcam) will be posted on our website at:

<https://www.nationalmssociety.org/Resources-Support/Find-Support/Connect-with-Peers-One-on-One/For-Connection-Program-Volunteers>

Today's Time

- Medicare Open Enrollment and MS Navigator Services Available to Assist
- Provide Updates on Upcoming Programs and Resources
- Questions/Feedback/Discussion



**National
Multiple Sclerosis
Society**

**MS Navigator
Medicare Open
Enrollment
Services**

Benefits, Employment, and Health Insurance Support

Skilled staff in benefits, employment, and health insurance support

- Employment Highlights
 - Career/Vocational assistance
 - Disclosure and Accommodations
- Benefits Highlights
 - Legal Protections
 - Disability Benefits
- Health Insurance Highlights
 - Medicare Navigation
 - Part D Plan searches
 - Benefits planning assistance



Angela, MS Navigator

Why is Open Enrollment so important?

RISKS

- Medications not covered
- Doctors no longer covered – out of network
- Higher deductible and/or share of cost
- Benefit structure is not the best fit
- No coverage
- Mounting medical bills

REWARDS

- Saving Money
- Access to Care



Dates and deadlines: one year of coverage starting January 1, 2021

Group or Employer

Individual

Medicare

Typically various dates in the fall

November 1st –
December 15th

October 15th –
December 7th

MEDICAID, VA – no enrollment periods! Enroll or check eligibility anytime of year

How can we help?

- What MS Navigators can do to help:

- Individual Market/Group plans
- Medicare
- Medicaid



*We're here
to help!*

- What MS Navigators/Society staff can't do

- Review Marketplace or Employer plans
 - Too much variation
 - Local help and HR best resources
- Suggest a specific plan or company
- Pay for premiums, deductibles, or copays for prescriptions

Medicare Open Enrollment Services: Oct 1st – Dec 7th

Connect to an MS Navigator

- October 1 – scheduling opens (plan search consultations to begin October 15)
- Typically 4 - 5 consultations handled daily
- December 4 – last day of scheduled consultations
- December 7 – handle any last-minute requests

These services are available **all year long** whenever people become eligible for Medicare



Plan search consultations

- Explain Medicare benefit structure
- Discuss Part D drug plans, Medicare Advantage Plans
- Explain any updates or changes to Medicare
- Input specific drugs to ensure they are on formulary
- Screen for cost saving programs
- Send top three options – cannot recommend one specific coverage
- Explain next steps to enroll for coverage

Open Enrollment marketing efforts

- Website slider on main page
- Tiles on specific Medicare content web pages
- Electronic newsletter correspondence
 - All Society
 - All Services
 - MS Activist Connector
- Social media
- Other functional teams – MS Navigator, case management, programs development and engagement, self-help group leaders
- Momentum advertisement



Medicare Open Enrollment Begins October 15

DONNA
DIAGNOSED IN 1989

Did You Know?

This may be the one chance you have to make a change to your health and prescription drug coverage for 2021.

The annual Medicare Open Enrollment period is October 15 to December 7.

Use this time to review your options and make informed choices about your Medicare coverage.

During Open Enrollment, you can:

- Change between Original Medicare and Medicare Advantage Plans
- Switch from one Medicare Advantage/Drug Plan to another Medicare Advantage/Drug Plan
- Join a Medicare Prescription Drug Plan

The Good News:

We know what to do, and we'll help you find the best coverage available to fit your needs.

Connect with an MS Navigator for an individualized plan search.

Schedule a phone appointment with an experienced MS Navigator to help you choose the right plan for you.

- To request an appointment, call **1-800-344-4867** or email **ContactUsNMSS@nmss.org**
- **Registration opens October 1, 2020**

Contact us — we're here to help!

 **1-800-344-4867, 7 a.m. to 5 p.m. MT (M-F)**

 **ContactUsNMSS@nmss.org**

 **@nationalMSSociety**

 **nationalMSSociety.org**



**National
Multiple Sclerosis
Society**

Materials at your disposal

- **Medicare**
 - Medicare Open Enrollment flyer
 - Medicare Resources for People with MS
- **Marketplace or Group Health Plans**
 - Application Checklist for the Health Insurance Marketplace
 - Comparing Health Plan Options and Prescription Help For People with MS
- **National MS Society Website**
 - nationalmssociety.org/insurance
- **Messaging for your Connections members**

Spread the word

Promote these services with your connection group members and callers

Refer to MS Navigators

Phone: 1-800-344-4867

7:00 am – 5:00 pm MT (M – F)

Email: ContactUsNMSS@nmss.org

Social Media/Web Chat



Questions and answers



THANK YOU!





**National
Multiple Sclerosis
Society**

**Society Resources
We are Here**

Support for Leaders and Groups

- **We are going digital through December 31st**
- **Ongoing Drop In Calls**
 - Thursdays at noon PST/3EST
 - October 15: Updated Group Leader Training
 - October 22: Connections Group Leader Facebook Page
- **MS Navigator is available to help!**
- **Find Doctors and Resources Online**

National MS Society CONNECTIONS VOLUNTEERS



Launching Today!



A space for Self-Help Group Leaders & MS Friends volunteers to connect through a private Facebook group.



Opportunity for connection volunteers to support each other, share ideas, facilitate discussions and connections, and access information about resources and opportunities.



Staff partners will be reaching out with more information and group invitations.

Ask the Expert:
Managing MS Bladder and Bowel Symptoms
October 9 at 1:00 p.m. ET/10:00 a.m. PT



Marie Namey, CNS

Clinical Nurse Specialist in
Multiple Sclerosis, Bowel and
Bladder Dysfunction

Mellen Center Cleveland Clinic
Cleveland, Ohio

INTERNATIONAL ORGANIZATION OF MS NURSES

DIFFERING PERSPECTIVES ON MULTIPLE SCLEROSIS NURSING CARE: PATIENT PROGRAM

FREE
VIRTUAL PROGRAM

**OCTOBER 10, 2020
12:30PM - 2:30PM (ET)**

THIS ACTIVITY IS SUPPORTED BY
GRANTS RECEIVED FROM BIOGEN,
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LEARNING OBJECTIVES

At the conclusion of this activity, learners should be better able to:

- Demonstrate increased knowledge of MS and its treatments, including realistic expectations and awareness of side effects that should be reported to healthcare team
- Cite common symptoms of MS and strategies to reduce and manage them
- Recognize common psychological and cognitive issues related to MS that can be addressed and treated by all members of the healthcare team, including incorporation of available psychological resources



IOMSN

IN PARTNERSHIP WITH

NeurologyLive



WWW.IOMSN.ORG/2020DIFFERINGPERSPECTIVES/



CAFÉ CON LECHE

Conversation and Support in Spanish for People Living with Multiple Sclerosis

In the National MS Society, we want to make sure that everyone affected by MS can connect with others, feel supported, and receive reliable information regardless of where they are. In this opportunity, we invite the Hispanic/Latino MS community to join us for the video conference/phone call **Café con Leche** group.

Meetings are the 2nd Tuesday of each month at 4:00 p.m. ET. First meeting is October 13

For more information or to register call 1-800-344-4867, option 3, or nationalMSSociety.org/Espanol.

Readiness for In-Person Gathering Survey

The National MS Society faces important decisions about how and when to resume in-person gatherings. To help us in our planning and decision-making, we want to hear how comfortable you would feel attending various in-person activities. Please take this 5-minute survey to share your feedback.

<https://www.surveymonkey.com/r/9BY8YQP>

Connection Volunteer Website

For Connection Program Volunteers

Peer Connections:
One-on-One

> For Connection
Program Volunteers



SHARE

Like 2

Tweet

Share

11

IN THIS ARTICLE

- > Resources for volunteers
- > Recorded All Society Leader Calls
- > MS 101 Webinars
- > Group meeting discussion guides and toolkits

Emotional Support Resources

- Happy the App
- Find Doctors and Resources Tool
- Facebook Group: National MS Society Community
- MS Navigator is available to help!
- HelpPRO
 - Online search tool
- Behavioral Health Treatment Services Locator
 - Nationwide behavioral health services & resources
- NedyMeds.org
 - Mental Health clinic locator

Need Support Connecting Your Group?

Resources are Available!

- ✓ Skype
- ✓ Zoom
- ✓ FaceTime
- ✓ Google Hangout
- ✓ Facebook Messenger
- ✓ Free Teleconference Tools
- ✓ Support Group finder on Society Website

***Connect with your Society Staff Partner
to discuss your needs***

SELF-HELP GROUP MEETING DISCLAIMER

The National MS Society respects the rights of people with MS to obtain any and all information they want related to MS including information on wellness, medical treatments or complementary therapies, products and services. The information presented at this meeting does not necessarily reflect the views or official position of the National Multiple Sclerosis Society, nor carry the endorsement or support of the Society. To protect your privacy and the privacy of other members, please do not record, take screenshots, or share information about other members of this group outside of this meeting. For specific medical advice, contact your physician. For the opinion of the National Medical Advisory Committee of the National MS Society on any therapy, treatment or product, please contact your chapter at 1-800-344-4867 (1-800-FIGHT-MS), or visit our website at nationalMSSociety.org

CONNECTING LEADERS TO LEADERS

- What questions do you have?
- What questions are you getting from others?
- What resources or support would be helpful?
- Share helpful tips for other leaders