



REGISTRATION FORM

Statewide Benefits Counselor 1 Training
Hosted by: AACOG's Area Agencies on Aging
April 13-15, 2010 – 8:00 a.m. - 5:00 p.m.
***Courtyard San Antonio Northwest at The RIM**
5731 Rim Pass Drive *(Note New Location)
San Antonio, Texas 78257

Name: _____ Agency: _____

Address: _____ City, State, Zip: _____

Phone: _____ Email Address: _____

Registration Fee: **\$40.00** (25% discount for 3 or more participants from same agency)
RSVP by: **March 31, 2010**

Register online at <https://www.regonline.com/benefitcounselortraining>

Hotel Accommodations: Courtyard San Antonio Northwest at The RIM
Reserve by **March 29** to receive the Group Rate of \$117.00
1-888-311-2675 Website: <http://www.courtyardtherim.com>

Make Registration Check(s) payable to: **AADC - ASC Tax ID #31382**
Mail to: AACOG
8700 Tesoro Dr., Ste 700
San Antonio, TX 78217- 6228

****Fiesta San Antonio – April 15 - 25, 2010** Website: <http://www.fiesta-sa.org>

*For more information, please email
Elena Hernandez at ehernandez@aacog.com
or call (210) 362-5274*





**Benefits Counselor 1 Certification Training
April 13 - 15, 2010
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5731 Rim Pass Drive *(Note New Location)
San Antonio, Texas 78257**

Day One – April 13, 2010

7:45 a.m. – 8:30 a.m.	Registration
8:30 a.m. - 9:00 a.m.	Welcome & Introductions - Martha Spinks, Director, Bexar Area Agency on Aging; Martha Ramirez, Access & Assistance Coordinator, Bexar Area Agency on Aging/ASC
9:00 a.m. - 9:45 a.m.	Overview of HICAP / SHIP Certification Process - Norma Almanza, HICAP Coordinator, Texas Department of Insurance
9:45 a.m. - 10:00 a.m.	Break
10:00 a.m. - 11:00 a.m.	Medicare's Annual Outreach Calendar - Gaye Humphrey, Outreach Specialist, Regional Office of External Affairs, CMS Region VI
11:00 a.m. - 12:00 p.m.	Medicare (Parts A, B & D) Basics. Options to receive Medicare benefits - Gaye Humphrey, Outreach Specialist, Regional Office of External Affairs, CMS Region VI
12:00 p.m. - 1:00 p.m.	Lunch on your Own
1:00 p.m. - 1:45 p.m.	Veterans Benefits - Ray Gill, Veterans Service Representative, Department of Veterans Affairs
1:45 p.m. - 2:45 p.m.	SSI & Medicaid - Trelisha Brown, Managing Attorney for Health Law Project, Texas Legal Services Center
2:45 p.m. - 3:00 p.m.	Break
3:00 p.m. - 4:00 p.m.	Nursing Home Medicaid - Bruce Bower, Deputy Director, Texas Legal Services Center
4:00 p.m. - 5:00 p.m.	Appeals / Administrative Law - Bruce Bower, Deputy Director, Texas Legal Services Center



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Day Two – April 14, 2010

7:45 a.m. - 8:30 a.m.	Registration
8:30 a.m. – 9:00 a.m.	Welcome & Introductions - Martha Ramirez, Access & Assistance Coordinator, Bexar Area Agency on Aging
9:00 a.m. - 10:00 a.m.	Medicare Savings Program & the Low Income Subsidy Basics and Application Assistance - Trelisha Brown, Managing Attorney for Health Law Project, Texas Legal Services Center
10:00 a.m. - 10:10 a.m.	Break
10:10 a.m. - 11:10 a.m.	Medicare Enrollment / LIS / How to work with SSA on behalf of your client - Laurin Lee Jimenez, District Manager, Social Security Administration
11:10 a.m.- 12:00 p.m.	Understanding Medicare Supplement Plans and Handling complaints about Medigap Plans - Norma Almanza, HICAP Coordinator, Texas Department of Insurance
12:00 p.m. - 1:00 p.m.	Lunch on your Own
1:00 p.m. – 3:00 p.m.	Understanding Medicare Advantage Plans & Handling Medicare Advantage or Part D member complaints - Norma Almanza, HICAP Coordinator, Texas Department of Insurance
3:00 p.m. - 3:10 p.m.	Break
3:10 p.m. - 4:00 p.m.	Medicare & Consumer Fraud - Barbara McGinity, Program Director, The Better Business Bureau Education Foundation
4:00 p.m. - 5:00 p.m.	What is Long Term Care & How to Pay for It - Norma Almanza, HICAP Coordinator, Texas Department of Insurance



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Day Three – April 15, 2010

8:00 a.m. - 8:30 a.m.

Welcome & Introduction

Overview of Training - Martha Ramirez, Access & Assistance
Coordinator, Bexar Area Agency on Aging

8:30a.m. – 9:30a.m.

NPR Review Part 1 - Patsy Fernandez, Legal Service Developer /
SHIP Director

- Performance Measures Discussion
- Client Contact Form Review
- PAM Review

9:30a.m. – 9:45a.m.

Break

9:45a.m. - 10:30 a.m.

NPR Review Part 2 - Patsy Fernandez, Legal Service Developer /
SHIP Director

- Non-Reporting/ System Failure
- Improper Reporting Issues

10:30 a.m. – 11:00a.m.

Question and Answer - Patsy Fernandez, Legal Service Developer /
SHIP Director

Adjourn