

Help is Here —Training Resources

Here is a list of the variety of training materials and tools to ensure that organizations and individuals who will assist Medicare beneficiaries with enrollment have the appropriate resources.

1). Comprehensive Resource Kit

(Can be downloaded from CMS website and ordered online.)

<http://www.cms.hhs.gov/partnerships/tools/materials/medicaretraining/hihresourcekit/default.asp?>

- Focus on “understanding, deciding, choosing, and joining”
- Includes a “lesson plan” for anyone who will be helping person/people with Medicare understand the new Medicare Prescription Drug Coverage
 - Existing publications
 - Worksheet for decision process
 - Instructions for helping with the decision process and enrollment in a plan
 - CD training of Prescription Drug Plan Finder Tool
 - CD with extensive additional resources, links to online resources, and contents of Kit
 - CD with all regional versions of Medicare & You handbook

2). Medicare Prescription Drug Coverage Toolkit

(Can be downloaded from CMS website and ordered online.)

<http://www.cms.hhs.gov/partnerships/tools/materials/medicaretraining/MPDCoutreachkit.asp>

- Designed for partners, traditional and new, and community level organizations
- Minimal approach—not intimidating for those new to Medicare
- Quick Start—design concept based on software products—“just read this one folder to get started”
- Designed to be easily referenced
- Suitable for all partners
- Materials needed to conduct outreach

3). Plan Finder Tool Training Demonstration

(Will be available online and on CD by mid-October 2005.)

<http://media.cms.hhs.gov/>

- Two versions being developed (short and more in-depth)
- Walks user through process of using the Plan Finder Tool to help people with Medicare understand, decide, choose, and join

4). Web Casts

(Available online and stored for viewing through May 2006.)

<http://www.cms.hhs.gov/partnerships/news/mma/webcasts.asp>

- Weekly series that began September 28, 2005
- Topics include
 - Overview of Prescription Drug Coverage
 - Medicare Prescription Drug Coverage Enrollment Process and "Help is Here" Resource Kit
 - Live "Ask the Experts" sessions

5). **Satellite Broadcast**

(Scheduled to air on October 14, 2005)

<http://www.cms.hhs.gov/partnerships/news/mma/webcasts.asp>

- Partners can view from download sites
- Focus on Plan Finder Tool and assistance with enrollment process

6). **Online Training Modules**

<http://www.cms.hhs.gov/partnerships/tools/materials/medicaretraining/default.htm>

- Used in face-to-face workshops
- Designed in Train-the-Trainer format
- Continuously updated

7). **National Workshops**

<https://cmsworkshops.net/>

- Conducted around the nation in collaboration with CMS regional offices
- One and one and a half-day seminars
- Face-to-face training that is more in-depth than other formats
- Offer practical enrollment information and exercises to reinforce skills

All materials and webcasts are accessible through the <CMS Partner Center website> at <http://www.cms.hhs.gov/partnerships/default.asp>. This website also contains links to the registration sites for the national training workshops.