

This document provides directions for creating a print version of the **Medicare Benefit Counseling for People with Mental Illness: A Guide and Toolkit for SHIP Directors**, for use in implementing this Technical Assistance Program (TAP) developed by the Office of the Medicare Ombudsman (OMO) within the Centers for Medicaid & Medicare Services (CMS).

PRINT INSTRUCTIONS

The documents located in the **Directors Guide Folder** should be printed in the following order. You may wish to create and insert tabs in front of each chapter.

1. Cover.pdf

Note: *You may wish to print Document 1 in color. This document can be inserted into a clear front cover of a binder.*

2. Table of contents.pdf
3. Chapter 1 – Introduction.pdf
4. Chapter 2 – Conducting Network Expansion Activities.pdf
5. Chapter 3 – Enhancing Sensitivity and Awareness.pdf

The documents located in the **Toolkit for Conducting Network Expansion Activities Folder** make up Appendix A of the Guide and Toolkit and should be printed in the following order. You may wish to create an insert a tab in for Appendix A.

1. Appendix A Cover.pdf
2. A-1.pdf
3. Network Expansion Meeting Support Slides HANDOUTS.pdf
4. A-2.pdf
5. Partner Marketing Material.pdf
6. A-3.pdf
7. Sample Agenda.doc
8. A-4.pdf
9. Sample Meeting Report-out.doc
10. A-5.pdf
11. Sample Partner Matrix.doc

The documents located in the **Toolkit for Enhancing Sensitivity and Awareness Folder** make up Appendix B of the Guide and Toolkit and should be printed in the following order. You may wish to create an insert a tab in for Appendix B.

1. Appendix B Cover.pdf
2. B-1.pdf
3. Sensitivity and Awareness Training Slide HANDOUTS.pdf
4. B-2.pdf
5. Sensitivity and Awareness Training Activities.pdf
6. B-3.pdf

Note: *you may wish to print documents 7- 13 in color.*

7. Mental Illness Myths.pdf
8. Depression.pdf
9. Anxiety.pdf
10. Dementia.pdf
11. Counseling People with a Mental Illness.pdf
12. What should you do in a Difficult Conversation.pdf
13. Counseling People who Take and Antipsychotic, Anticonvulsant, or Antidepressant.pdf