

May 16, 2000

Dear State Medicaid Director:

The Health Care Financing Administration (HCFA) is committed to improving access to care for Medicare beneficiaries who do not have public or private supplemental insurance. As part of the Agency's commitment, HCFA established a goal under the Government Performance and Results Act (GPRA) to increase enrollment in the dual eligible programs.

We have undertaken a number of activities to reach and enroll additional dual eligible beneficiaries. One of these activities was to develop training materials that contain the most current information on the dual eligible programs and counseling techniques employed by the State Health Insurance Assistance Programs (SHIPs). The manual was designed to be used by the SHIPs for training their volunteers and counselors. However, HCFA has many other important partners, including the State Medical Assistance Offices, Peer Review Organizations, Carriers, and Fiscal Intermediaries, who play an instrumental role in enrolling low-income beneficiaries who might also find the training manual helpful.

Enclosed is a copy of the "State Health Insurance Assistance Programs Training Manual for Dual Eligible Programs." We encourage you to use this manual to help reach out to vulnerable beneficiaries.

If you have any questions or comments about the training materials, please contact Bob Adams on (410) 786-2695, or e-mail him at RAdams2@hcfa.gov.

Sincerely,

/s/

Thomas E.
Hamilton
Director

Enclosure: State Health Insurance Assistance Programs Training Manual for Dual Eligible Programs

cc: All HCFA Regional Administrators All HCFA Associate Regional Administrators for Medicaid and State Operations

Lee Partridge - Director, Health Policy Unit, American Public Human Services Association
Joy Wilson - Director, Health Committee, National Conference of State Legislatures
Matt Salo - Director of Health Legislation, National Governors' Association

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