

To: Human Services Committee  
Isabella County Commission on Aging

From: Brenda J. Upton, M.A. – Director  
Isabella County Commission on Aging

Date: Monday, June 19, 2015

Re: Memorandum of Understanding – Medicare Medicaid Assistance Program (MMAP)

### Background

For many years the Commission on Aging has provided assistance on a wide variety of issues concerning both Medicare and Medicaid and other insurance concerns. The services include; community outreach and education, assistance with the application process for Medicaid and assistance with the enrollment of Medicare Part D.

Under the Memorandum of Understanding (MoU) we will continue to provide the same services and will have access to any training and educational programming provided by Region VII AAA or the State MMAP Services Program.

### Financial Impact

There isn't any financial reimbursement from the AAA or from the State MMAP program for the provision of this service. The biggest gain for the COA and our MMAP Team counselors is access to educational materials and training opportunities on changes to insurance programs.

### Recommendations

We request the Isabella County Board of Commissioners review and sign the MoU.

### Attachments

The following documents are attached for your review and signature:

1. MoU with Region VII AAA – MMAP Services (2-copies)

Memorandum of Understanding  
Between Region VII Area Agency on Aging  
and Isabella County Commission on Aging

Purpose of the Agreement

The purpose of this agreement is to ensure the implementation of MMAP services throughout the communities of Region VII served by the Region VII Area Agency on Aging.

MMAP is a statewide program that provides health benefits counseling free of charge to Medicare beneficiaries and their families, and conducts community outreach and education about Medicare health benefits and MMAP services.

MMAP Team Members are trained, supervised, and supported locally by Region VII Area Agency on Aging at local MMAP Counseling Locations.

Region VII Area Agency on Aging, located at 1615 S. Euclid Avenue, Bay City, MI 48706 and Isabella County Commission on Aging located at 2200 S. Lincoln Rd, Mt. Pleasant, MI 48858 agree to work cooperatively for the program year beginning April 1, 2015 and ending March 31, 2016.

**Isabella County Commission on Aging** agrees to do the following:

1. Be responsible for support of MMAP Team Members within its agency and to notify the Regional Coordinator of any issues that would affect the delivery of MMAP services, including any changes in the availability of or changes in status of MMAP Team Members.
2. Assure that MMAP services are provided in a manner consistent with program policies and guidelines as stated in the MMAP Service Providers Manual, including the protection of confidential beneficiary information and avoidance of conflict of interest when providing health benefits information, counseling, and assistance.
3. Assure that MMAP counseling activities are documented in the NPR reporting program available at <https://shipnpr.shiptalk.org>. A month's counseling activities should be entered into NPR by the 10th of the following month.
4. Assure that required reports and forms are submitted to the Regional Coordinator by the date due.
5. Agrees that cost sharing policies and practices are not allowed in the MMAP program. Beneficiaries and contacts will be provided services without the request or requirement of a donation.

**Region VII Area Agency on Aging** agrees to do the following:

1. Provide for the coordination, maintenance, and supervision of regional MMAP Counseling Locations and MMAP Team Members according to the MMAP Service Providers Manual.
2. Arrange for continuous education training and certification for MMAP Team Members.
3. Provide supervision, support, and technical assistance for MMAP Team Members.
4. Periodically update all member agencies about the regional and state MMAP plans for the fiscal year and progress to date.
5. Submit reports and forms to MMAP, Inc. as required.

**Region VII Area Agency on Aging and Isabella County Commission on Aging** agree to the following:

1. Modifications to this agreement will be in writing and be made by mutual agreement.
2. Either party, upon giving thirty (30) days written notice to the other party, may terminate this agreement without cause.

By signing this agreement both parties acknowledge they will actively abide by its terms.

**Isabella County Commission on Aging**

**Region VII Area Agency on Aging**

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Signature

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Signature

George Green

Andrew Orvosh

Name Typed

Name Typed

Board of Commissioners Chairperson

Executive Director

Title

Title

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Date

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Date