national council on aging

Introduction to the National Center for Benefits Outreach and Enrollment (NCBOE)

Agenda

1. The National Council on Aging (NCOA) and Center for Economic Well-Being (CEW)
2. The National Center for Benefits Outreach and Enrollment (NCBOE)
3. NCOA’s Website
4. Additional Resources

The National Council on Aging (NCOA) and Center for Economic Well -Being (CEW)

Who We Are and What We Do



- Since 1950, we've made improving the lives of older adults our passion and mission through engagement with caregivers, professionals, and advocates.
- The National Council on Aging (NCOA) delivers the resources, tools, best practices, and advocacy our nation needs to ensure that every person can age with health and economic well-being.

Our Vision: A just and caring society in which each of us, as we age, lives with dignity, purpose, and security.

Our Mission: To create the conditions for all to age well today and into the future.

Center for Economic Well -Being (CEW)

- Oversees the National Center for Benefits Outreach and Enrollment (NCBOE)
  - ❑ Operated by the National Council on Aging through a cooperative agreement with ACL.
  - ❑ Provides training and technical assistance to help professionals enroll low-income Medicare beneficiaries into benefits.
  - ❑ Serves as the MIPPA Resource Center.

- Serves as the Direct Care Workforce Strategies Center
  - ❑ Operated by the National Council on Aging through a cooperative agreement with ACL.

- Administers outside grant funding opportunities from private and corporate foundations
  - ❑ SNAP Enrollment Initiative (Wal-Mart Foundation)
  - ❑ Financial management (Bank of America)
  - ❑ And More!

CEW Staff

Jessica Johnston - Senior Director

Jennifer Teague - Director of Health Coverage and Benefits

Ebony White - Director of Economic Security and Social Safety Net Initiatives

Rosalind Newsholme – Associate Director of Benefits Outreach and Enrollment

Ryan Ramsey - Associate Director of Health Coverage and Benefits

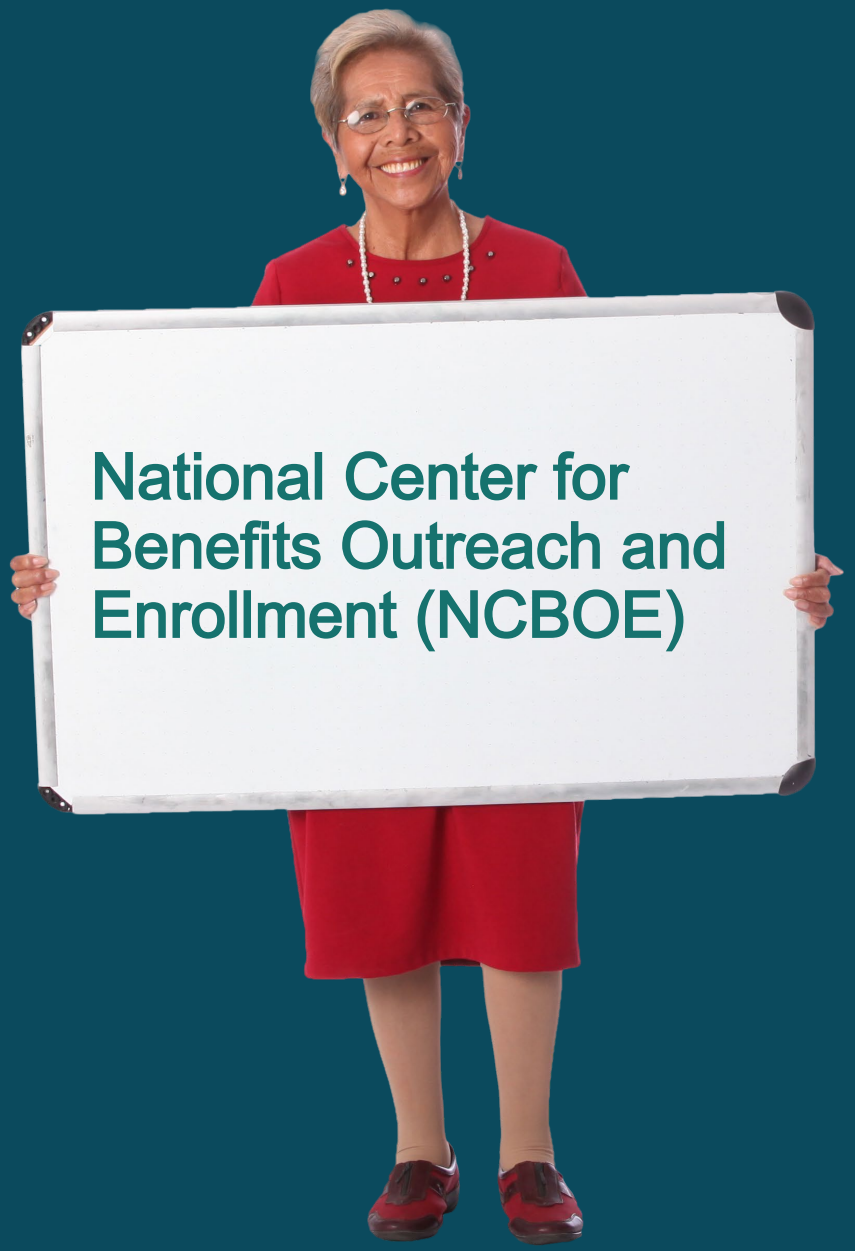
Victoria Spera-Ballesteros – Senior Program Specialist

Gabriel Smith - Program Associate

Barbara Shaheed - Senior Coordinator

Andy Stamp - Senior Specialist

National Center for Benefits Outreach and Enrollment (NCBOE)



- ACL releases a cooperative agreement opportunity in various cycles and NCOA was selected to serve as the NCBOE.
  - ❑ Previous cycles were 5 years.
  - ❑ This was for 3 years.
- NCOA has served as the NCBOE for 18 years, since MIPPA's inception.
- Also known as the MIPPA Resource Center.
- Provides training & technical assistance, to support increases in outreach and enrollment into MSP/LIS.
- Utilizes data and mapping/data visualization to help target outreach.

Benefits Enrollment Centers (BECs)

- BECs connect eligible individuals to federal, state, and local benefit programs that help them afford daily expenses or help them reduce their expenses.
- Serving older adults and adults with disabilities eligible for Medicare.
- Our network of BECs extends to 90 agencies working across 40 states and territories.



To see the lists of Benefits Enrollment Centers across the country visit:
www.ncoa.org/article/meet-our-benefits-enrollment-centers

Benefits Enrollment Centers (BECs)

- BECs assist individuals with the following programs:



Medicare Low-Income Subsidy
(assistance with prescription drug costs)



Medicare Savings Programs (MSP)
(assistance with Medicare premiums)



Supplemental Nutrition Assistance Program (SNAP)
(food assistance)



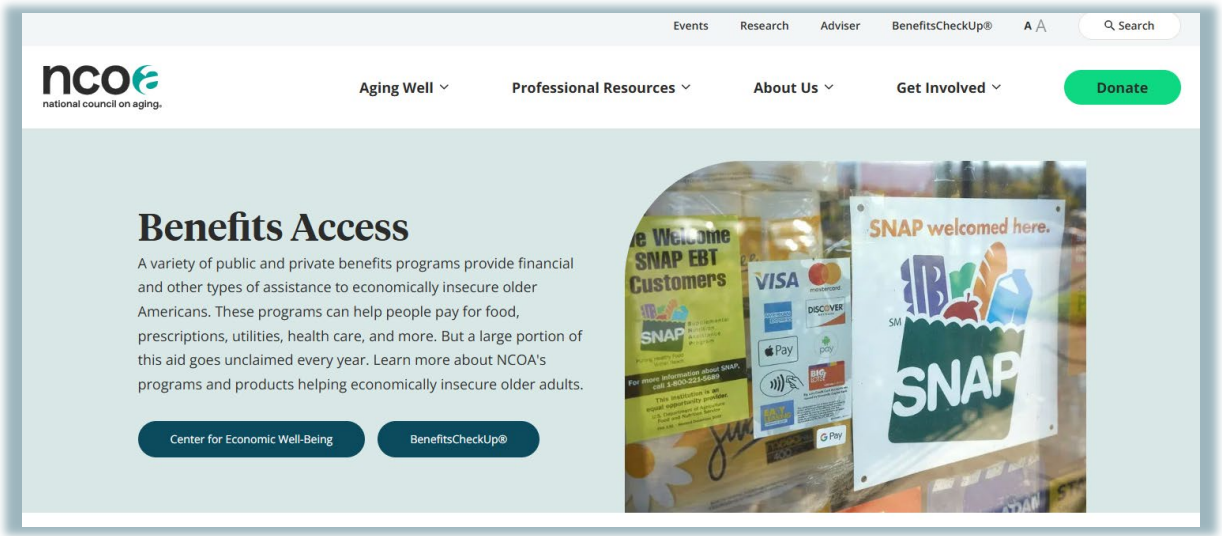
Medicaid
(health coverage program for low-income individuals)

- On average these programs can save individuals:
  - ❑ MSP ≈ $2,434.80 per year($202.90/month)
  - ❑ LIS ≈ $5,700 per year
  - ❑ SNAP ≈ $2,256 per year (≈ $188/month)
  - ❑ Medicaid ≈ $26,484 per year

- These benefits and more can be found on NCOA's Estimated Value of Benefits for Benefits Enrollment Centers page.

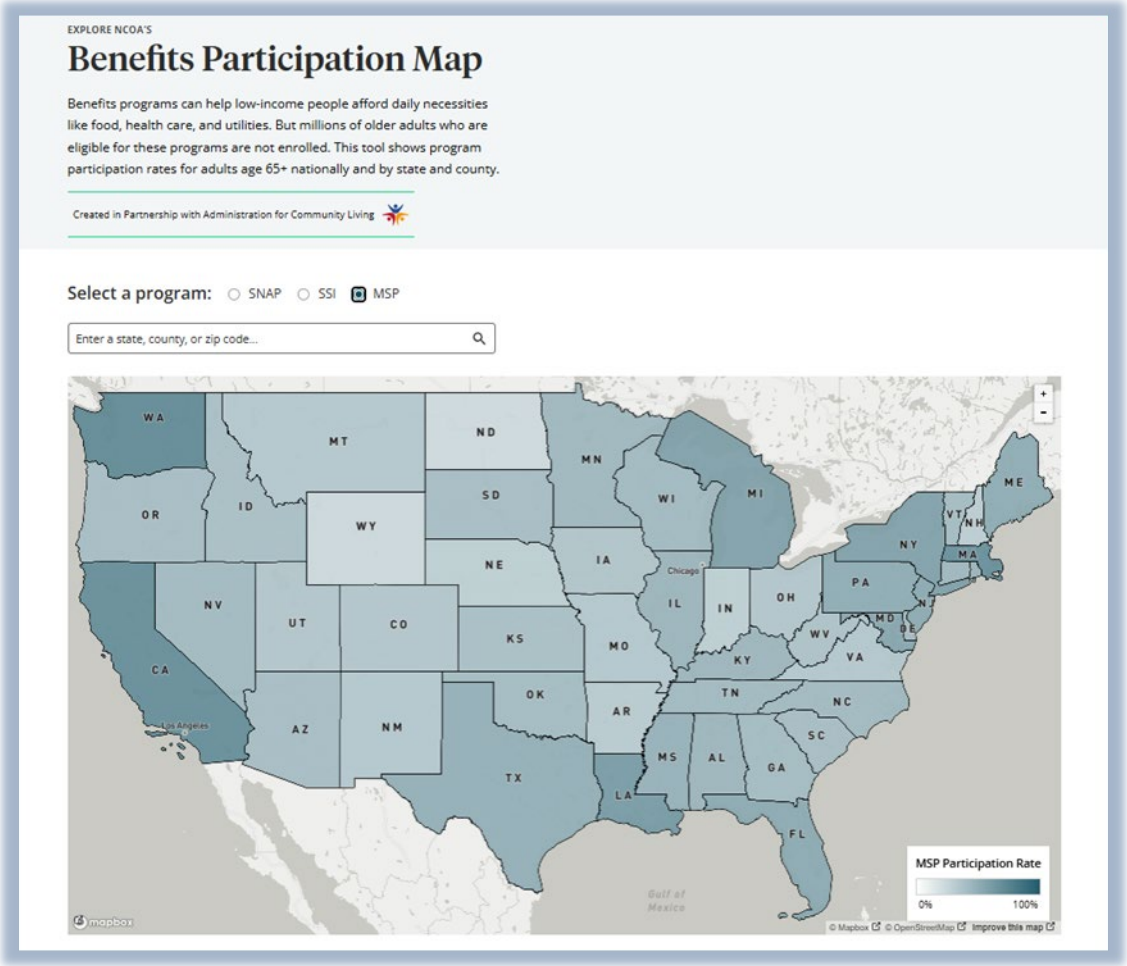
NCOA’s Website

NCOA's Website



- Information on MIPPA, resources and fact sheets on core benefit programs.
- Sample outreach materials and toolkits.
- Promising practices in benefits outreach and enrollment.
- Mapping/data visualization tools.
- NCOA.org: Center for Economic Well-Being

Benefits Participation Map



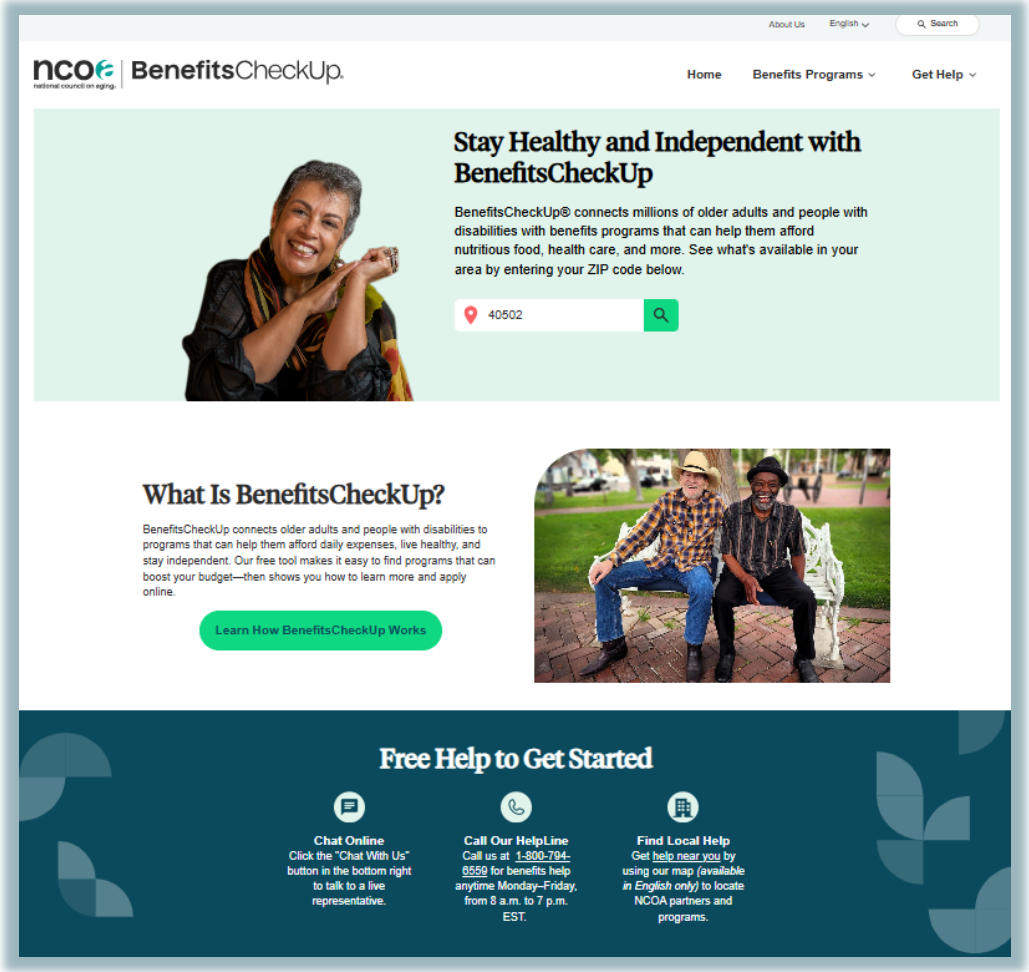
- This tool shows program participation rates for adults age 65+ nationally and by state and county.
- On this page you will find the interactive map which allows you to select up to five counties or states to compare on a chart and table beneath.
- There is also further ability to filter by SNAP, SSI, and MSP participation rates.
- https://www.ncoa.org/benefits-participation-map/

BenefitsCheckUp ®

www.BenefitsCheckUp.org

Free online screening tool with 2,500+ public and private benefits

We have white labels available and can support a MIPPA lead in having a white label if it would be useful



Benefits Helpline



Call Our HelpLine

Call us at 1-800-794-6559 for benefits help anytime Monday–Friday, from 8 a.m. to 7 p.m. EST.

- Operated by the Medicare Rights Center
- The Benefits Helpline and Screening Service acts as a supplement to NCOA's BenefitsCheckUp ®
- Provides benefits information and referrals to older adults and caregivers through a national toll-free helpline and online chat assistance.

MIPPA Technical Assistance Calls

- TA Webinar:
  - ❑ Teams Webinars, Second Wednesday @ 2:00pm EST of Each Month
  - ❑ Peer-to-Peer Learning Replaces this Quarterly (March, June, September)
  - ❑ Register for these on NCOA Connect
  - ❑ Complete the Microsoft Teams Registration page linked to the registration button within each event
  - ❑ You will receive a registration confirmation and your link to join the meeting

- No calls scheduled for October, November, and December to allow focus on Medicare's Annual Enrollment Period.

State MIPPA Leads Calls

- MIPPA Leads Call:
  - ❑ Teams Webinars, Fourth Wednesday of the Month @ 2:00pm EST Quarterly
  - ❑ March, June, September
  - ❑ If you cannot locate this series or need another meeting series invite, please email Ryan.Ramsey@ncoa.org

- No calls scheduled for October, November, and December to allow focus on Medicare's Annual Enrollment Period.

NCOA Connect: the MIPPA Learning Management System

- Go to the website https://connect.ncoa.org/

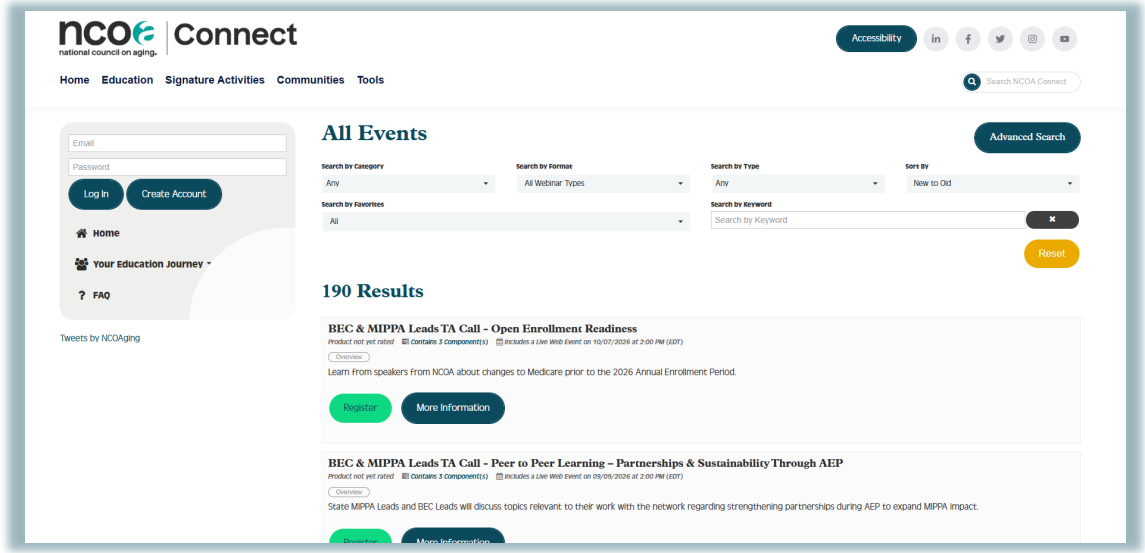
- On the left-hand side, enter your email address and password to log in.
  - ❑ Don't have a log-in yet? Select "Create Account"
  - ❑ Forgot your password? Visit https://connect.ncoa.org/password/forgot to request a reset.

- Be sure to set your email filter to allow connect.ncoa.org@mailgun.commpartners.com to send notifications and reminders about any events/activities you register for using the platform.



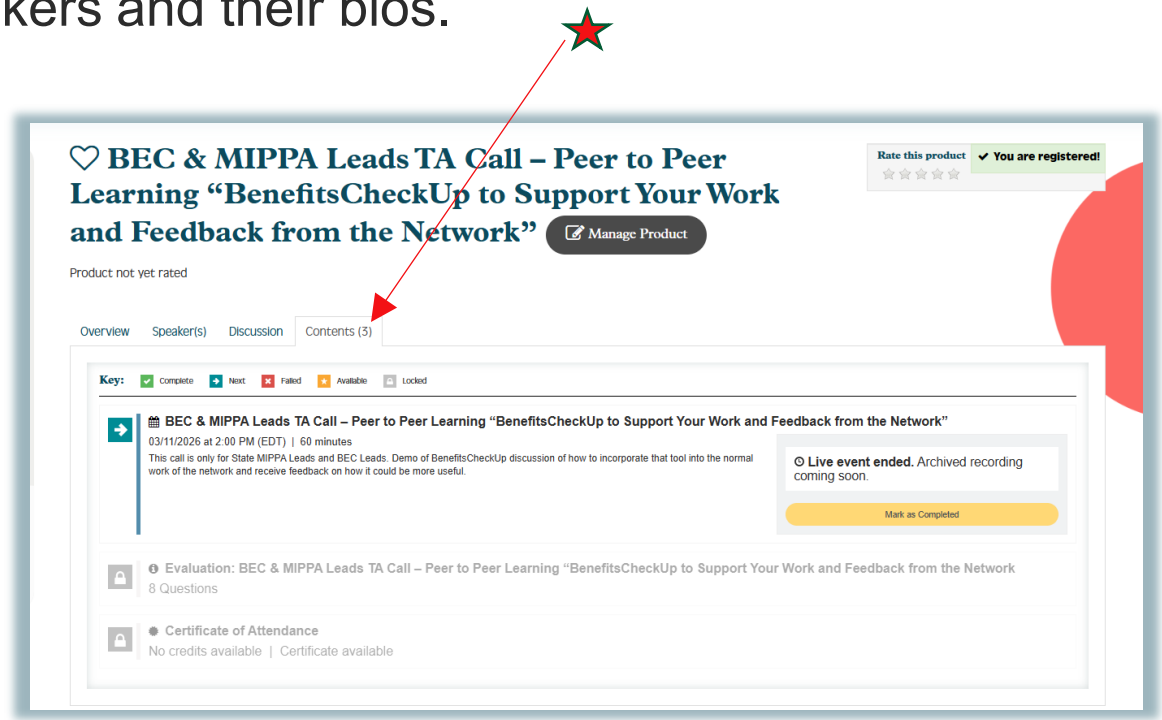
NCOA Connect: the MIPPA Learning Management System

- Once logged in, you now have full range of access to content within NCOA Connect.
- Scrolling down the homepage lets you see upcoming events, which can be filtered by topic and type (e.g., webinar)
- You can search by topic to find content within these general broad categories:
  - ❑ Business Acumen
  - ❑ Diverse Populations
  - ❑ Economic Security
  - ❑ Healthy Living
  - ❑ Senior Centers
  - ❑ Public Policy & Advocacy



NCOA Connect: the MIPPA Learning Management System

- Each module contains several tabs:
  - ❑ The “Overview” tab provides information and resources about the topic.
  - ❑ The “Speakers” tab will include the list of speakers and their bios.
  - ❑ “Discussion” will display comments left by participants.
  - ❑ The “Contents” tab is where you’ll find the video/audio recording for the module as well as any downloadable materials and links related to the module content, such as PowerPoint presentations.



Center Communications: MIPPA List-serv

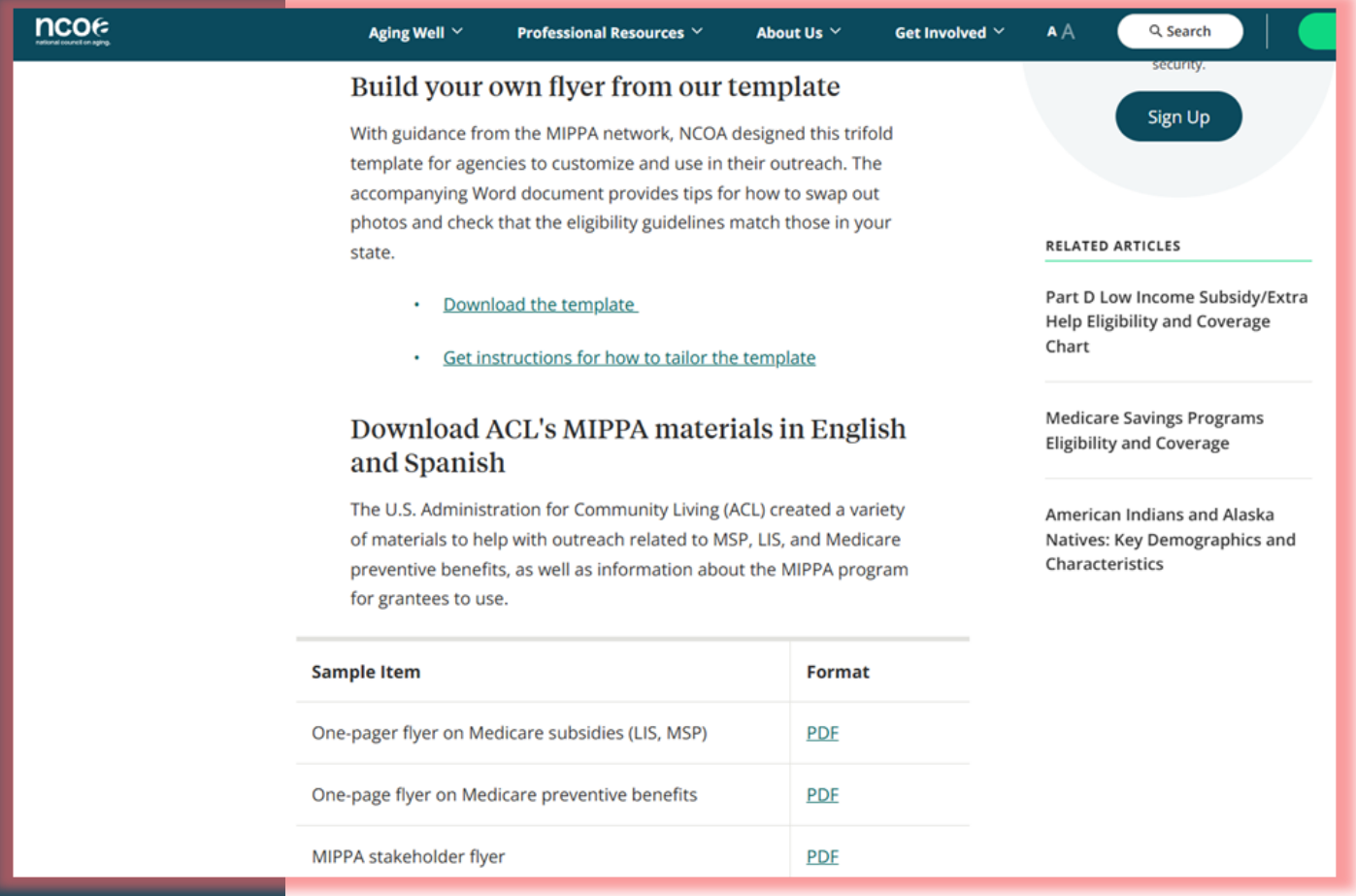
- E-mail distribution of Medicare policy updates, MIPPA related fact sheets and education materials, outreach tools and training info, to MIPPA network.

- These communications are sent via our Simplelist and recipients will receive weekly updates:
  - ❑ Victoria Spera-Ballesteros manages these emails
  - ❑ May need to ensure it does not get caught in Spam folder and mark it as safe to ensure consistent receipt of that email
  - ❑ We will send the updated list of directors each month

- To join list-serv contact:

Victoria Spera-Ballesteros | victoria.spera-ballesteros@ncoa.org

Sample MIPPA Outreach Materials



https://www.ncoa.org/article/sample-mippa-outreach-materials/

Additional Resources

Boost Your Budget



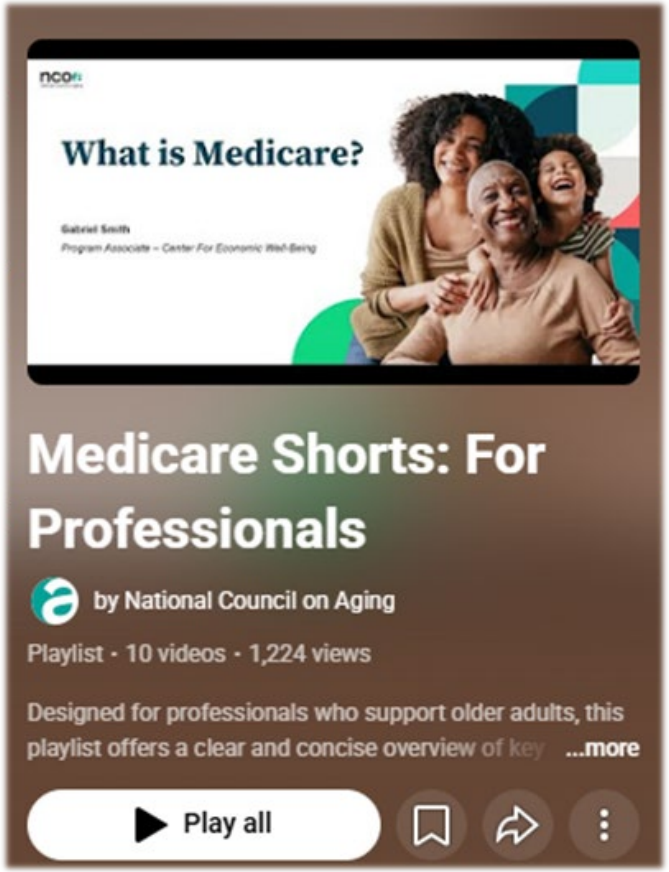
April 13 – 17, 2026

- NCOA's national campaign unites aging and disability service providers under a common charge to:
  - ❑ Educate low-income Medicare beneficiaries and their caregivers about the benefits available to improve their health and economic security, and
  - ❑ Connect individuals to online (BenefitsCheckUp®) and community resources for benefits screening and application assistance

- Annual event that takes place during the second full week of April each year

NCOA Video Shorts

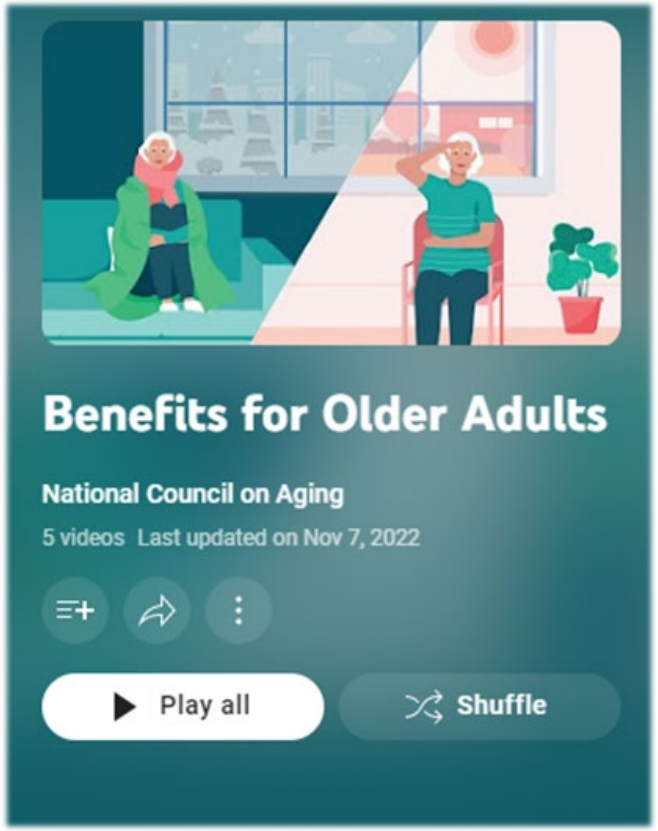
Medicare Shorts Series



- **Medicare Shorts: For Professionals - YouTube**
- What is Medicare
- Overviews of each aspect of Medicare
- LIS/Extra Help
- Medicare Savings Programs
- Medicare Prescriptions Payment Plan
- Demo on Plan Finder and Case Scenarios
- And more to be added and updated in the future

NCOA Video Shorts

Benefits for Older Adults



- [Benefits for Older Adults – YouTube]
- Looking to share short videos that introduce key benefits programs to your low-income clients?
- Use our series of illustrated explainer videos.

MIPPA Tools and Training

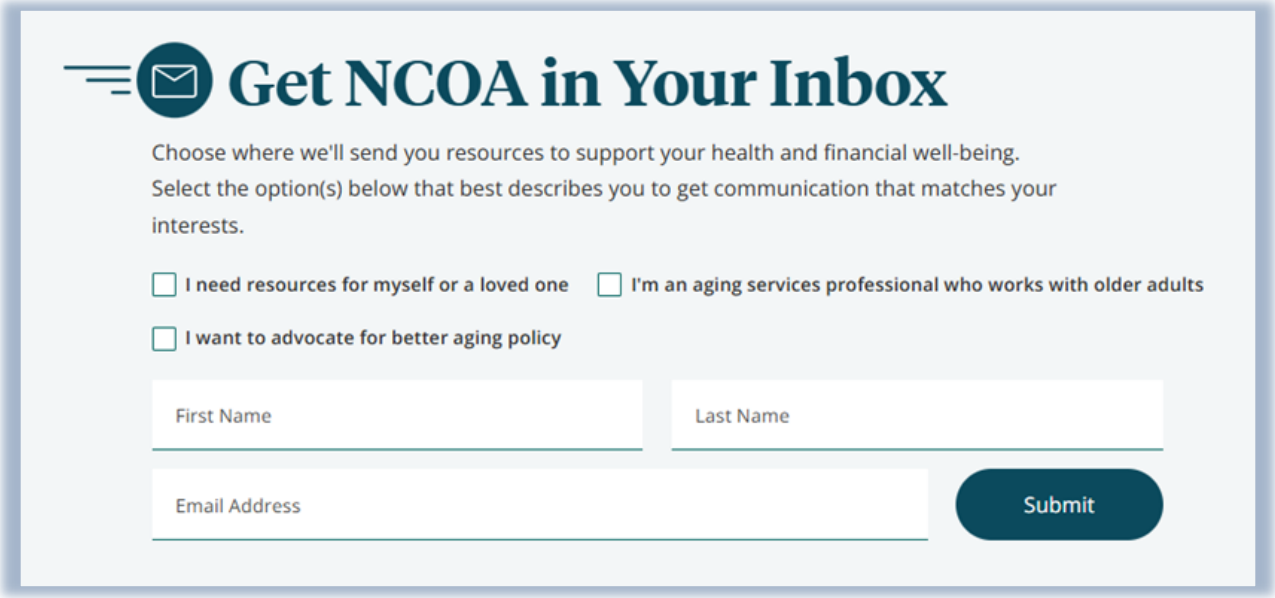
Tools & Training for Professionals

- Part D Extra Help Eligibility and Coverage
- Medicare Savings Program Eligibility and coverage
- Open enrollment toolkits



NCOA's Insights for Benefits Access Professional's Newsletter

- Subscribe to the monthly newsletter on ncoa.org then look for the following sign-up box



Contact

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