

From: Wolf, Anne <awolf@aging.sc.gov>

To: Kinney, Rebecca (ACL/AOA) (Rebecca.Kinney@acl.hhs.gov) <Rebecca.Kinney@acl.hhs.gov>

CC: Strong, Crystal <cstrong@aging.sc.gov>

Kester, Tony <kester@aging.sc.gov>

Date: 11/21/2014 1:39:00 PM

Subject: FW: ACOG/AAA Open Enrollment

Hi Rebecca,

We have had the following information conveyed to us. Is there any policy/guideline regarding denying assistance at the regional level? Any assistance you are able to provide would be greatly appreciated.

Thanks,

Anne

From: Strong, Crystal

Sent: Friday, November 21, 2014 1:34 PM

To: Wolf, Anne

Subject: FW: ACOG/AAA Open Enrollment

Importance: High

FYI

Crystal K. Strong

Program Manager

State Health Insurance and Senior Medicare Patrol Programs

Lt. Governor's Office on Aging

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From: Karen Carter [<mailto:kcarter@scacog.org>]

Sent: Friday, November 21, 2014 1:33 PM

To: Aging, PSA Help; Strong, Crystal

Cc: Steve Pelissier; Kim Reyes; Tim Womack

Subject: ACOG/AAA Open Enrollment

Importance: High

Please be aware that the ACOG/AAA has stopped accepting calls for the Open Enrollment for Medicare. This has occurred due to the very high volume in calls and a staff shortage. The staff will be working on current calls until they are completed. If the work is completed before December 5, the staff will accept calls for a short amount of time.

The message on our line states that people should contact Medicare via their website or telephone number.

Karen B. Carter, AAA Director

Appalachian Council of Governments

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