

**From:** Kinney, Rebecca (ACL/AOA) <Rebecca.Kinney@acl.hhs.gov>  
**To:** Wolf, Anneawolf@aging.sc.gov  
**CC:** Strong, Crystalcstrong@aging.sc.gov  
Kester, Tonykester@aging.sc.gov  
**Date:** 11/24/2014 9:02:50 AM  
**Subject:** RE: ACOG/AAA Open Enrollment

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Hello Anne,

It is actually pretty common for SHIPs to reach capacity during OEP. I've had about 10 states ask us to stop calls from 1-800-Medicare already because their backlogs are so large. It sounds to me like your local site simply cannot handle any more calls. If they don't have enough people to take care of everyone in their backlog it doesn't make sense to force them to take on more beneficiaries. Can any of your other local sites help them with their backlog? If not, referring beneficiaries to Medicare makes sense.

I hope this is helpful but please let me know if you have additional questions.

Thanks,  
Rebecca

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**From:** Wolf, Anne [mailto:awolf@aging.sc.gov]  
**Sent:** Friday, November 21, 2014 1:39 PM  
**To:** Kinney, Rebecca (ACL/AOA)  
**Cc:** Strong, Crystal; Kester, Tony  
**Subject:** FW: ACOG/AAA Open Enrollment  
**Importance:** High

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

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**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  
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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**  
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