

MAKING A DIFFERENCE



Grand Challenges

K-State Research and Extension develops and delivers practical, research-based solutions to challenges faced by all Kansans, which includes the grand challenges:

- Global Food Systems
- Water
- Health
- Community Vitality
- Developing Tomorrow's Leaders

Find more stories like this and more at :
www.ksu.edu/solutions

K-State Research & Extension
Shawnee County
1740 SW Western Ave.
Topeka, KS 66604
785.232.0062
Shawnee.ksu.edu



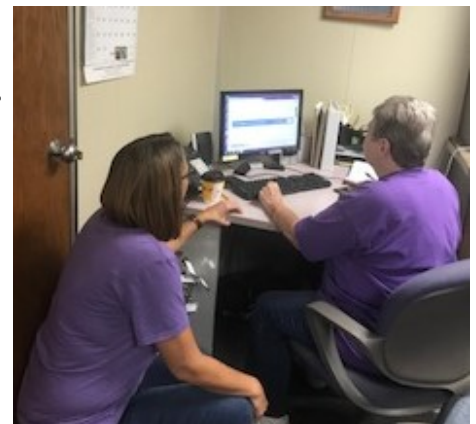
Grand Challenge: Health

Title: Medicare Part D Computer Lab Clinics at the Shawnee County Extension Office

Why is this issue important? According to the *Center for Economic Development and Business Research* the state of Kansas population older than 65 years old is projected to grow at a considerably faster rate than the population as a whole, expanding from 415,823 to 856,389 in the next 50 years. With this changing population trend comes a growing need for Medicare counseling as seniors consider wise choices of their health care dollars.

How did Extension address this issue?

Susan Fangman is a Family & Consumer Sciences Agent and certified Senior Health Insurance Counselor for Kansas. In an effort to serve the growing demand of those that need counseling during Medicare Part D (prescription) Open Enrollment, Extension hosted several computer lab clinics. Clients could make one hour appointments to use one of three computers in the extension office where they could utilize the Medicare.gov Plan Finder to shop drug plans. Susan was available to help clients navigate the site as well as to discuss available drug plan options for each client. This allowed Susan to increase the number of individuals she was able to help this season.



What was the impact? During the 2020 Medicare Part D Open Enrollment Period:

- 32 Medicare beneficiaries attended a Medicare Part D computer lab session at the Shawnee County Extension Office.
- 174 individuals attended one-on-one counseling sessions with Susan Fangman.
- Of the 206 total people counseled this year, 112 individuals changed prescription drug plans, saving them a total of \$70,386.