



Free, Unbiased Medicare
Information for Idaho

Post-counseling Materials Processing

Phone counseling sometimes requires that mail be sent to the beneficiary after the fact. Enrollment confirmations, plan comparisons, etc.

Counseling done through phone appointments might entail lots of printing and mailing. To streamline this process and alleviate any concern regarding postage and toner expenses, the staff at the Boise office is set-up to perform these tasks.

Requesting print and mailout by the Boise office is a quick request through the Secure Document Upload portal on the volunteer site or via an *encrypted* email. The process for encrypting email can be found below.

Any paperwork that a counselor would like to email to SHIBA for the beneficiary to receive can be converted to a pdf.

There are various ways to convert to PDF. (Scroll to the bottom for more information on conversion.)



Emails to be sent to idahoshiba@doi.idaho.gov

Include:

Counselor - Phone #

Beneficiary - Name / Address

Quantity & name/description of attachments as a list in body of email

Idahoshiba inbox will be monitored throughout the day

Message received will be verified for content = attachments and follow-up with counselor for discrepancies

Printing/mail prep will be done one time daily at the end of the day to be mailed the next morning.

Additional materials will be included in each packet -



Remember to check the corresponding boxes on the CCF -

Other:

- ☐ COBRA
- ☐ DMEPOS
- ☐ Employer/Federal Employee Health Benefits
- ☒ Fraud Error and Abuse Prevention/Education
- ☐ Health Insurance Marketplace
- ☐ Long Term Care (LTC) Insurance
- ☐ LTC Partnership
- ☐ Military Health Benefits
- ☐ Other Insurance
- ☒ Wellness/Preventive Benefits
- ☐ Ambulance
- ☐ New Medicare Card

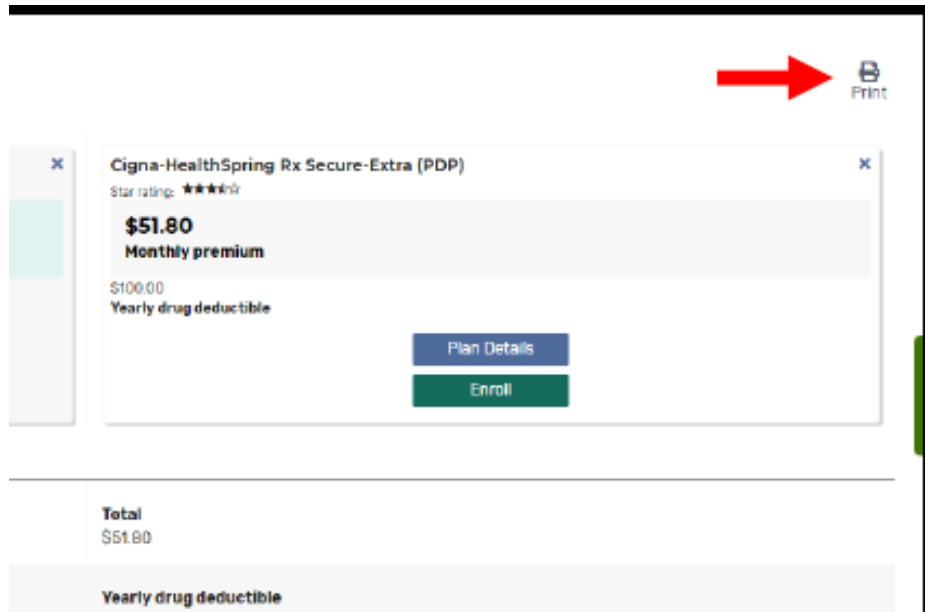
ies

Capturing/Saving and Sharing Information:

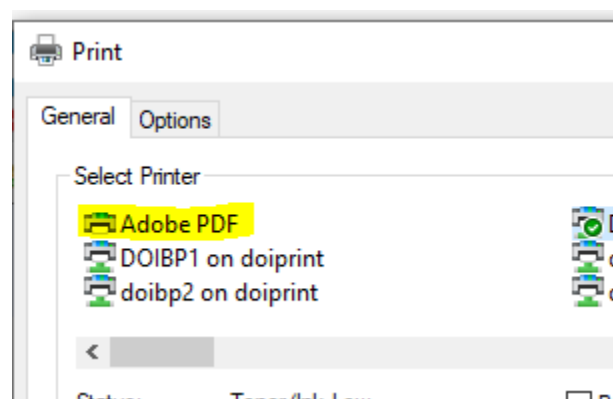
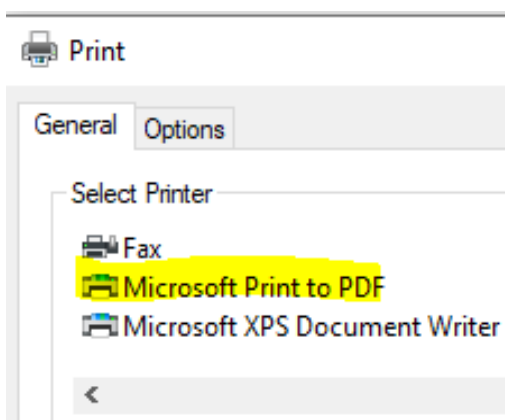
Below are examples of 3 different ways to convert to pdf

- Plan Finder Print option

At the top right corner of each page of the Plan Finder, there is an option to Print the page.



After you select “Print”, you will be taken to a new window and the printer options will appear. Select a printer option that includes “PDF” in the title. Save the file to your computer and it is ready to attach to the email.



- **Screenshots** (2 options):

A screenshot is a picture of the images or data displayed on your computer.



Snipping Tool

Snipping Tool

Many Windows' computers come with a built-in screenshot tool, called the Snipping Tool. You can access it by going to the Start menu > All Programs > Windows Accessories > Snipping Tool.

To use the Snipping tool, open it and click New. A cursor will appear. Drag the cursor to outline the area of the screen that you want to capture. When you let go of the cursor, the image that you chose will appear in a new window. The image is not yet saved. Right click the image to copy and then paste into a Word document.



Print Screen

To capture a picture of your computer's entire screen, press the "Ctrl" button and hold it down while at the same time pressing the "PrtScn" button. This will take a picture of your screen and put the image on your computer's clipboard. Open a Word document and right click to paste the image into the document. Crop the image as needed, save the document, and attach it to the email.

Mac/Apple Computers

Option 1 - simply press ⌘ (command) + Shift + 3 on your keyboard and macOS will do its magic and place your screenshot on your Desktop.

Option 2 - Press ⌘ (command) + Shift + 4 on your keyboard. You will see your cursor change into a pointer or crosshair. Click and drag across the area you want a shot of and then let go. Your screenshot will be saved to the desktop.

Option 3 - If you'd rather copy your screenshot to the clipboard instead of saving to the desktop, press control + command + shift + 3 or 4.

Encryption – via SHIBA website

[SHIBA](#) > [Volunteers](#) > [Tools](#) > Secure Document Submit

SHIBA counselors can upload documents securely to the SHIBA volunteer site for mailing and emailing by SHIBA Staff.



Locate the “Send Secure File” option under Tools. Fill out the form making note of the required fields - counselor and client information. Then attach- doc pdf jpg etc.

Please fill out the following to send secure document(s) to IdahoSHIBA@doi.idaho.gov

Counselor Name:

Counselor email:

Counselor phone:

Client Name:

Client email:

Client mailing address:

Notes/comments:

File attachments may be Adobe PDF, Word, or Excel documents, or images of the .jpg type. Start with #1 and add files as needed.

Attachments upload: File 1-

File 2-

File 3-

File 4-

File 5-

File 6-

File 7-

File 8-

File 9-

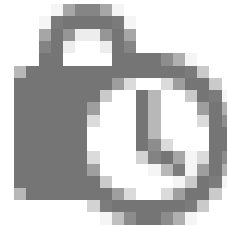
File 10-

Click “submit” and SHIBA will receive a secure email with the information and will mail or email the documents to clients.

Encryption – via email

Gmail (also Cableone)

Compose to start a new email. At the bottom of the new message – click the confidentiality icon.



“Confidential mode” pop-up box will then ask for an expiration date and passcode style. It is advisable to *use the default* choices. The passcode itself is auto generated by google.

Confidential mode

Recipients won't have the option to forward, copy, print, or download this email. [Learn more](#)

SET EXPIRATION

Expires in 1 week

▼ Thu, Oct 22, 2020

REQUIRE PASSCODE

All passcodes will be generated by Google. [?](#)

☒ No SMS passcode

☐ SMS passcode

Cancel

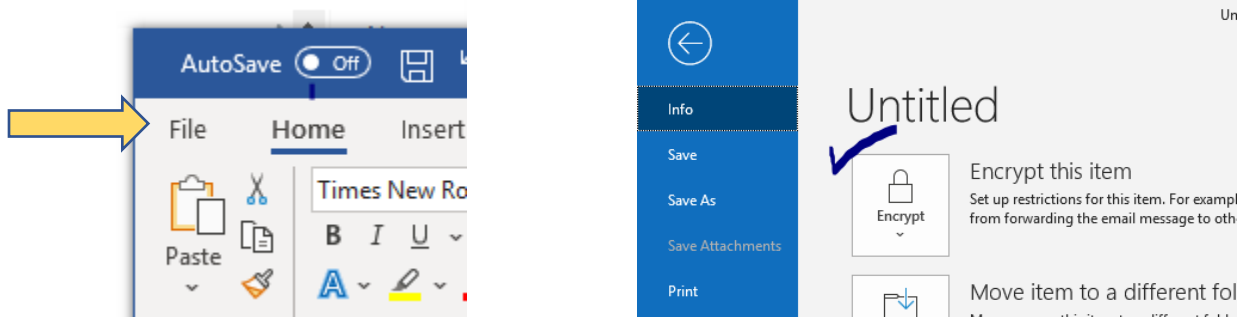
Save

The encryption settings impact both the text and attachments.

Encryption – via email

Outlook – licensed version (also Hotmail/MSN)

Open a new email. Encryption is accomplished through the “File” menu.



From the encrypt drop down menu

Choose ‘Encrypt – Only’



Receiving encrypted email

- Is a nearly identical process for both Gmail & Outlook

An email arrives stating that the contents are secure and provides instructions on how to access. A passcode is autogenerated by the service provider and upon entry, allows the email to be viewed.