



## Training Outreach Program (TOP)

The Medicare Rights Center (MRC) conducts two major training initiatives throughout the year. They are the Training Outreach Program (TOP) and City NET (Network, Education, and Training). See the one page descriptions for more information about these programs.

### What is TOP?

TOP is the Medicare Training Outreach Program developed by Medicare Rights Center in partnership with the Center for Medicare Education of the American Association of Homes and Services for the Aging. TOP is supported by a grant from the Robert Wood Johnson Foundation.

### Medicare Rights Center

Medicare Rights Center (MRC) is a national, not-for-profit organization dedicated to helping people understand Medicare rights, options, and benefits. For nearly a decade, MRC has provided information and assistance through its counseling hotlines, education programs, and policy initiatives.

### TOP Objectives

To train professionals who work with seniors and people with disabilities on Medicare rights, benefits and options so that people on Medicare:

- 1) Take a more active role in their health care;
- 2) Understand that the health plan they choose affects the health care they get;
- 3) Know their rights if they are not getting the care they need;
- 4) Know where to turn for more information.

### Supplementary Program Components

To reinforce and enhance professionals' Medicare knowledge and skills, TOP provides:

- 1) A substantive Medicare training and reference manual that contains presentation talking points, PowerPoint slides, and reference guides.
- 2) Technical assistance to all trainees in the form of counselor advice.
- 3) A wide range of Medicare consumer publications that can be customized to meet community needs, including Medicare Watch, a biweekly fax on Medicare policy and education issues.

**To register and get more information**, call Ruchel Ramos, Director of Education at (212) 398-2190 ext. 13.



# CityNET (Network, Education, and Training)

## What is CityNET?

Supported by grants from the Altman and Guttman Foundations, CityNET is a community education project of Medicare Rights Center (MRC). CityNET is designed to train staff at New York City community-based organizations about Medicare and give them information resources to help clients with Medicare questions and problems.

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## Major CityNET Objectives

- 1) Conduct a series of half-day Medicare workshops for at least 100 community-based organizations in New York City. The workshops will cover:
  - ❖ Medicare basics and options
  - ❖ Medicare appeals
  - ❖ Advocacy tips
  - ❖ Assistance programs for people with low or limited incomes
- 2) Provide technical assistance to participating community-based organizations.

**To register and get more information**, call Allison Elgart, Education Associate at (212) 398-2190 ext. 15.