

**2020 SMP/SHIP
National Conference**

July 21-23, 2020



STATE OF THE PROGRAMS

Date: 7/21/2020

Location: Zoomtopia

Agenda

- SMP and SHIP Beneficiary Satisfaction Survey Report
- SMP and SHIP Data Overview
- ACL Staff and Updates
- Coming in 2021
- Questions and Feedback



SMP & SHIP Beneficiary Satisfaction Survey – Results!

The SHIP and SMP survey project is a multi-year effort designed to gain insight into Medicare beneficiaries' satisfaction with the program services.

Survey Features:

- OMB-cleared surveys
- Two separate customer satisfaction surveys
 - SHIP – phone survey of individuals who received one-on-one counseling from local SHIP providers
 - SMP – comment card survey of individuals who attended group outreach and education presentations
- Administered over three years: August 2017-August 2020
- Provided State/Territory-level reports
 - Each of the 54 States/Territories received two summary reports (one for SHIP, one for SMP)
 - Collection Goal: 75 completed surveys per State/Territory

Survey Findings:

- Results indicated high satisfaction with the services received from both programs.
- The greatest predictor of overall satisfaction was the usefulness of the information received.
- There were meaningful differences in SHIP results for two variables:
 - Administration Period: Open Enrollment results were consistently higher than those collected outside of the Open Enrollment period.
 - Interaction Type: Individuals who met with a SHIP counselor in a face-to-face setting provided higher responses than those who met with counselors over the phone.



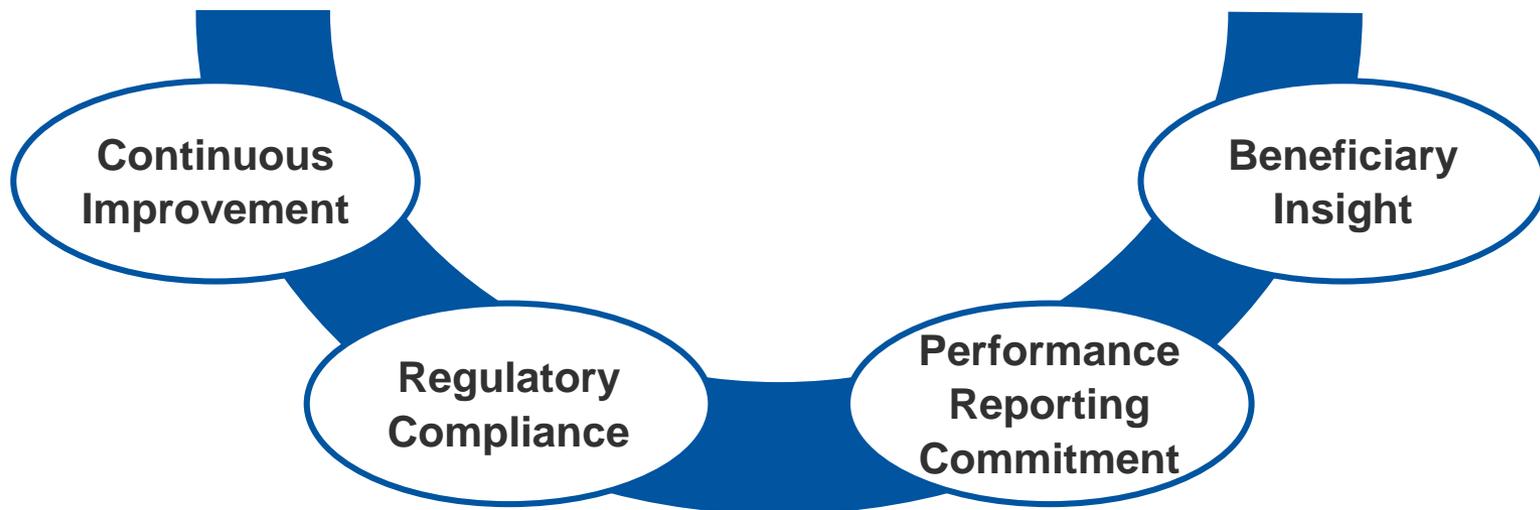
Background

Background: Purpose

Following the SMP and SHIP evaluations, ACL and CGS worked to develop beneficiary satisfaction surveys for both the SHIP and SMP programs.

The survey effort had four focus areas.

Beneficiary Satisfaction Survey



ACL collects a variety of data elements about the SHIP and SMP programs. Additionally, some states collected satisfaction data from their beneficiaries. However, before these surveys were developed, there was no national process for collecting beneficiary satisfaction data.

ACL set out to develop a survey that:

- Is customer-friendly
- Produces meaningful State/Territory data
- Addresses service inputs and outputs/outcomes
 - Input – was it easy to find and contact SHIP/SMP?
 - Output/Outcomes – was the information useful?; what action(s) will you take based on the services you received?



Methodology

SHIP & SMP Survey Participation



FEATURES



- Counseling

Survey Focus

- Presentations (outreach)

- Counselees

Survey Participants

- Presentation Attendees

- Phone Bank

Survey Method

- Voluntary Comment Cards

- Anonymous
- Representative
- National Conclusions
- State/Territory Conclusions
- Statistically Valid

Key Features

- Anonymous
- Representative
- National Conclusions
- State/Territory Conclusions
- Statistically Valid

Survey Administration Details



FEATURES



- Three years

Total Duration

- Three years

- Two administration periods per year
 1. Open Enrollment (Nov/Dec)
 2. Non-Open Enrollment (Mar/Apr)

Annual Activity

- One ongoing administration period, up to six months per year

- 18 States/Territories per year
- Each State/Territory participates once over three-year survey period

State/Territory Participation

- 18 States/Territories per year
- Each State/Territory participates once over three-year survey period

- Beneficiaries surveyed once

Beneficiary Participation

- Beneficiaries surveyed once

SMP Survey Questions

Input Questions

1. How did you learn about today's presentation?
2. It was easy to find the details of the presentation, such as date, time, location, and topic.

Output Questions

3. This presentation provided me with useful information.
4. Overall, I am satisfied with the presentation today.
5. I would contact the presenter for help or information.
6. I would recommend this presentation to others.
7. Based on what you learned today, what will you do differently?

Open-ended Question

8. What could we do to improve the information or service(s) provided to you today?

SHIP Survey Questions

Screening Questions

1. Our records indicate that you spoke with {insert Counselor's name}, a Counselor from {insert SHIP/Agency name}, in the last several weeks to discuss Medicare. Is this correct?
2. Would you like to participate in this survey?
3. Do you have any questions for me before we begin the survey?

Input Questions

4. I was able to find and contact {insert SHIP/Agency name} in a timely fashion.
5. How long did it take for someone from SHIP to speak with you?
6. The information provided to me was accurate.

Output Questions

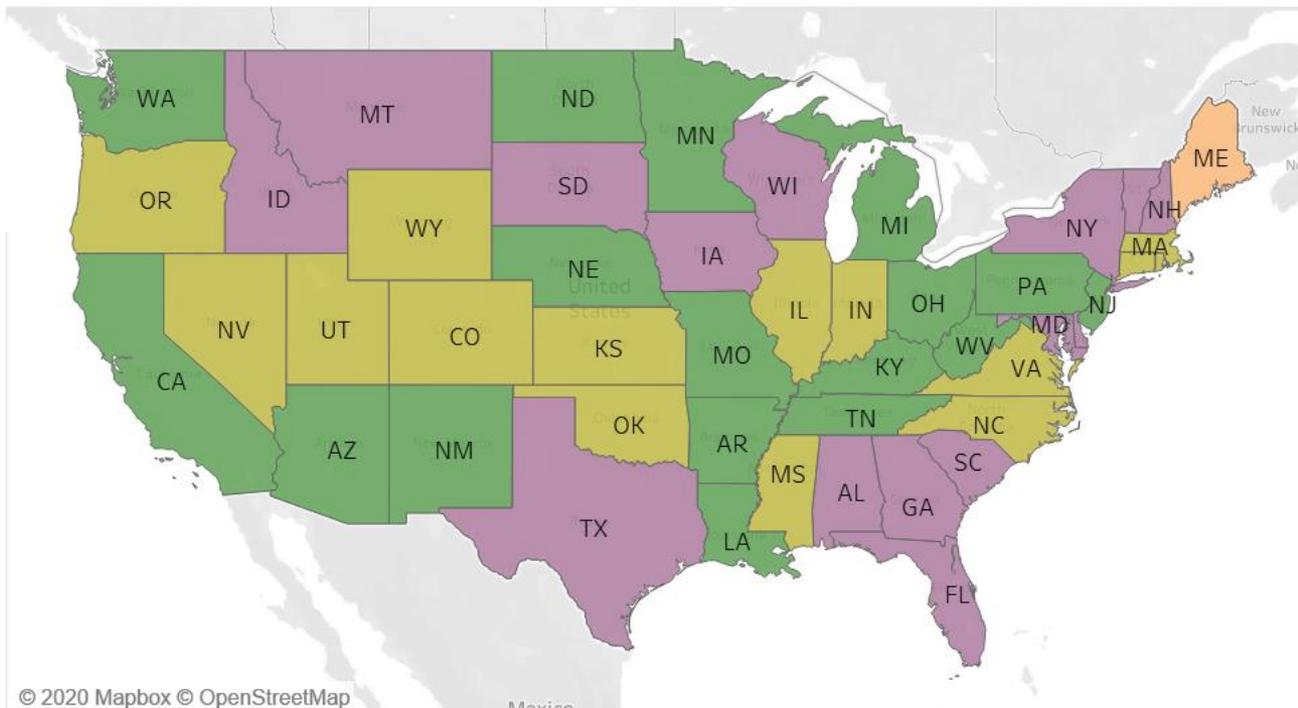
7. SHIP provided me with useful information.
8. As a result of the information you received from counseling, did you take or do you plan to take action?
9. Overall, I was satisfied with my interaction with SHIP.
10. I would contact SHIP again for assistance.
11. I would recommend SHIP's services to others.

Open-ended Question

12. What could SHIP do to improve the service(s) they provided to you?

Map of States/Territories by Survey Year

- Year 1
- Year 2
- Year 2/3
- Year 3





Detailed Findings

Detailed Findings

Results indicated high satisfaction with the services received from both programs.

(1 = Strongly Disagree; 5 = Strongly Agree)

	Respondents were provided with useful Information.	Overall. respondents were satisfied.	Respondents would contact SHIP/SMP again for help/ assistance.	Respondents would recommend SHIP/SMP to others.
SMP National Average	4.63	4.63	4.51	4.64
SHIP National Average	4.29	4.32	4.37	4.37

Detailed Findings

The greatest predictor of overall satisfaction was the usefulness of the information received.

Program	Question A	Question B	Correlation Coefficient*	Interpretation
SMP	Q3. This presentation provided me with useful information.	Q4. Overall, I am satisfied with the presentation today.	0.79	The way survey respondents answered Q3 has a very strong correlation with how they answered Q4.
SHIP	Q7. SHIP provided me with useful information.	Q9. Overall, I was satisfied with my interaction with SHIP.	0.77	The way survey respondents answered Q7 has a very strong correlation with how they answered Q9.

** Positive Correlation Results are bounded by 0 and 1. The closer a coefficient is to 1, the stronger the correlation between the two variables.*

There were meaningful differences in SHIP results for two variables.

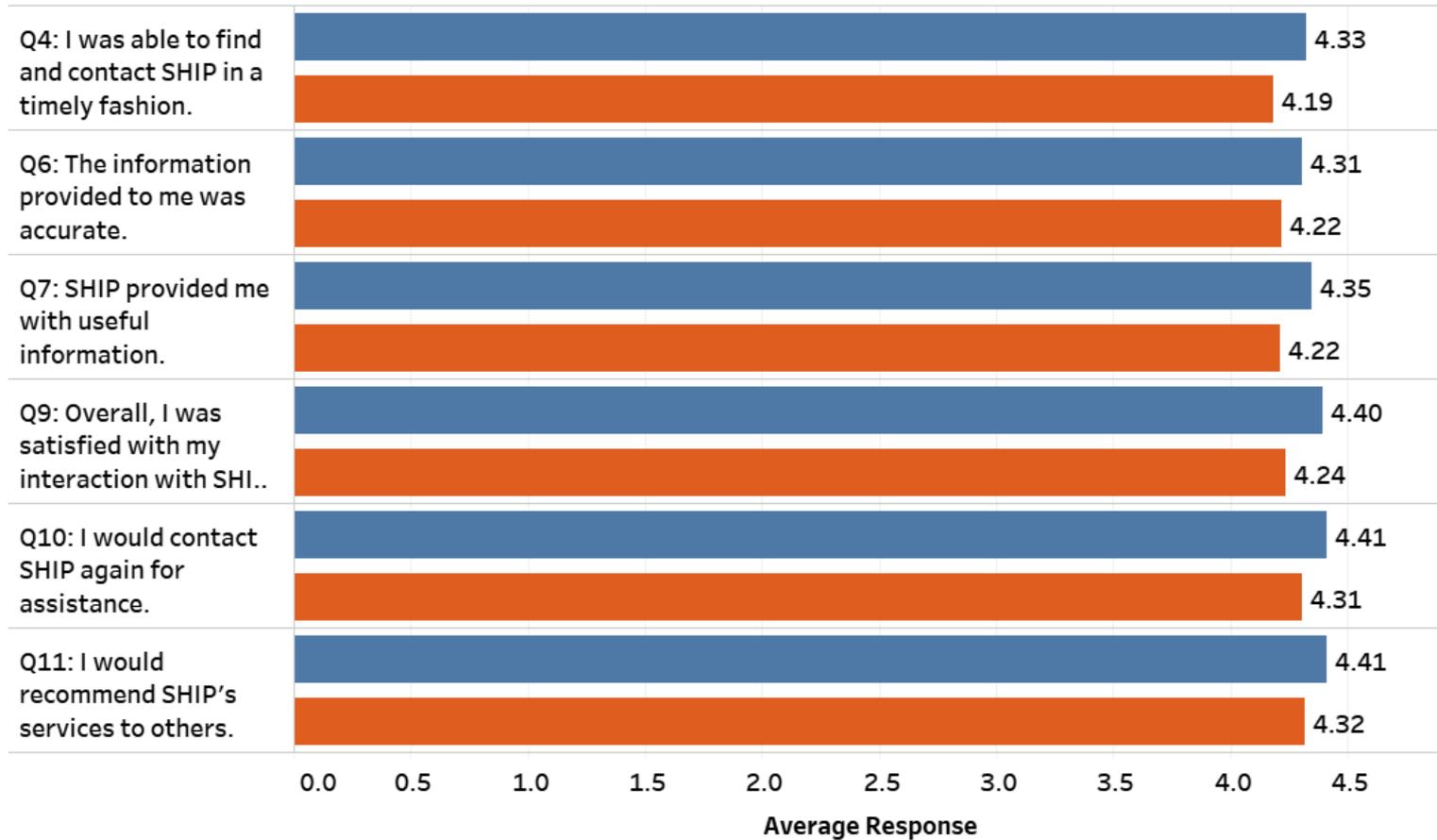
- OEP vs Non-OEP
- Face-to-face counseling vs. phone counseling

These differences are statistically significant.

- The differences cannot be explained by random variation in the data.

Detailed Findings

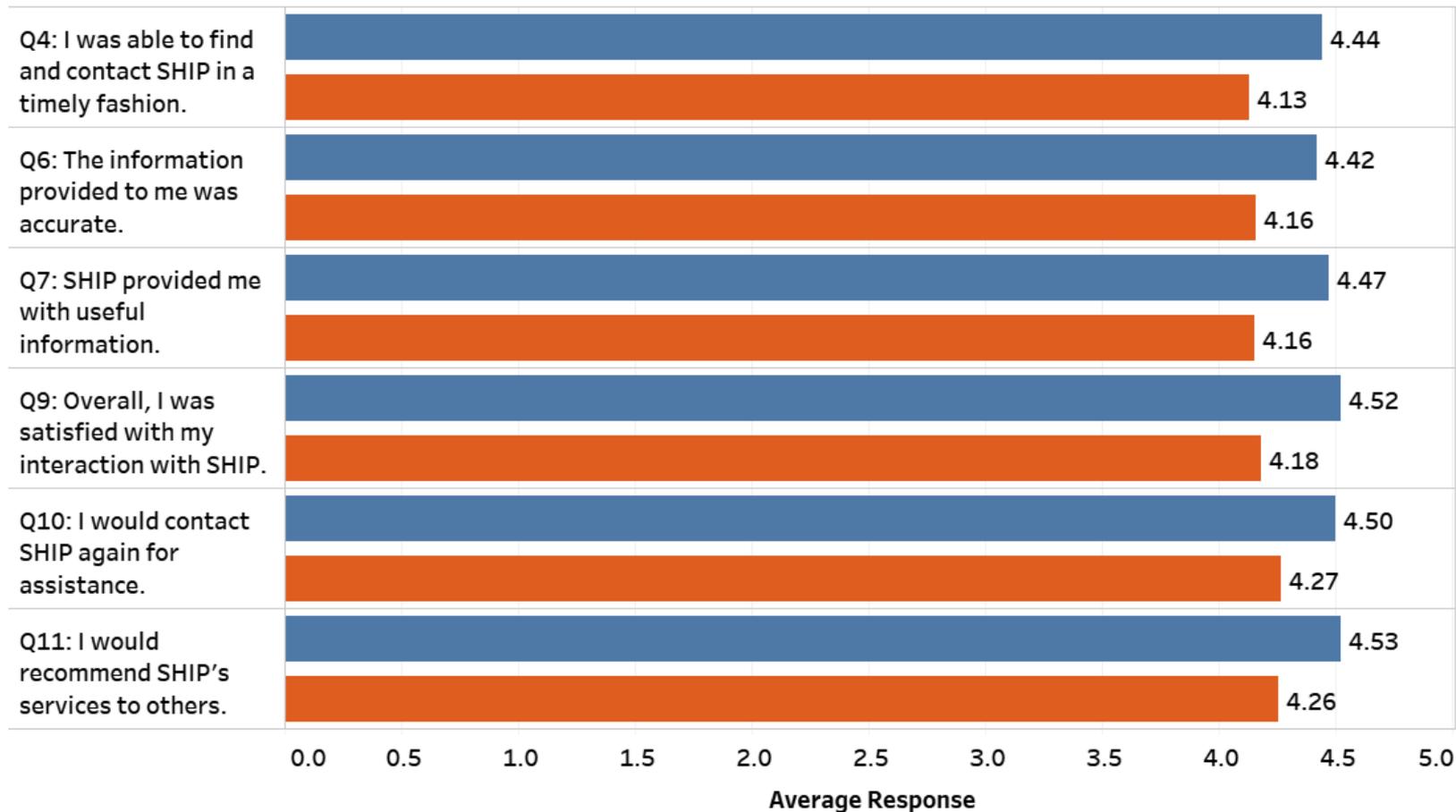
SHIP responses by administration period.



- Open Enrollment Period
- Non-Open Enrollment Period

Detailed Findings

SHIP responses by type of service.

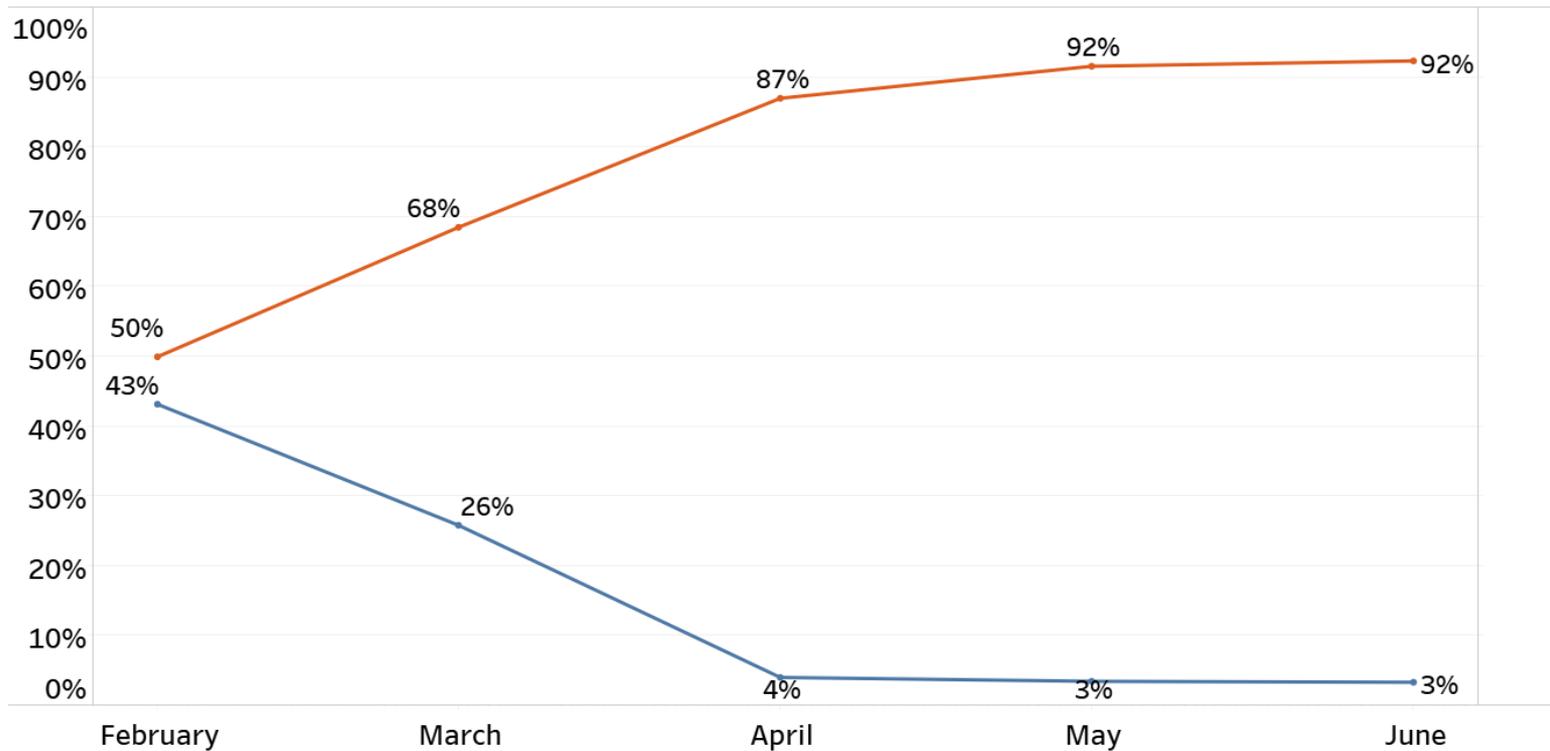


■ Face to Face
■ Phone

Detailed Findings

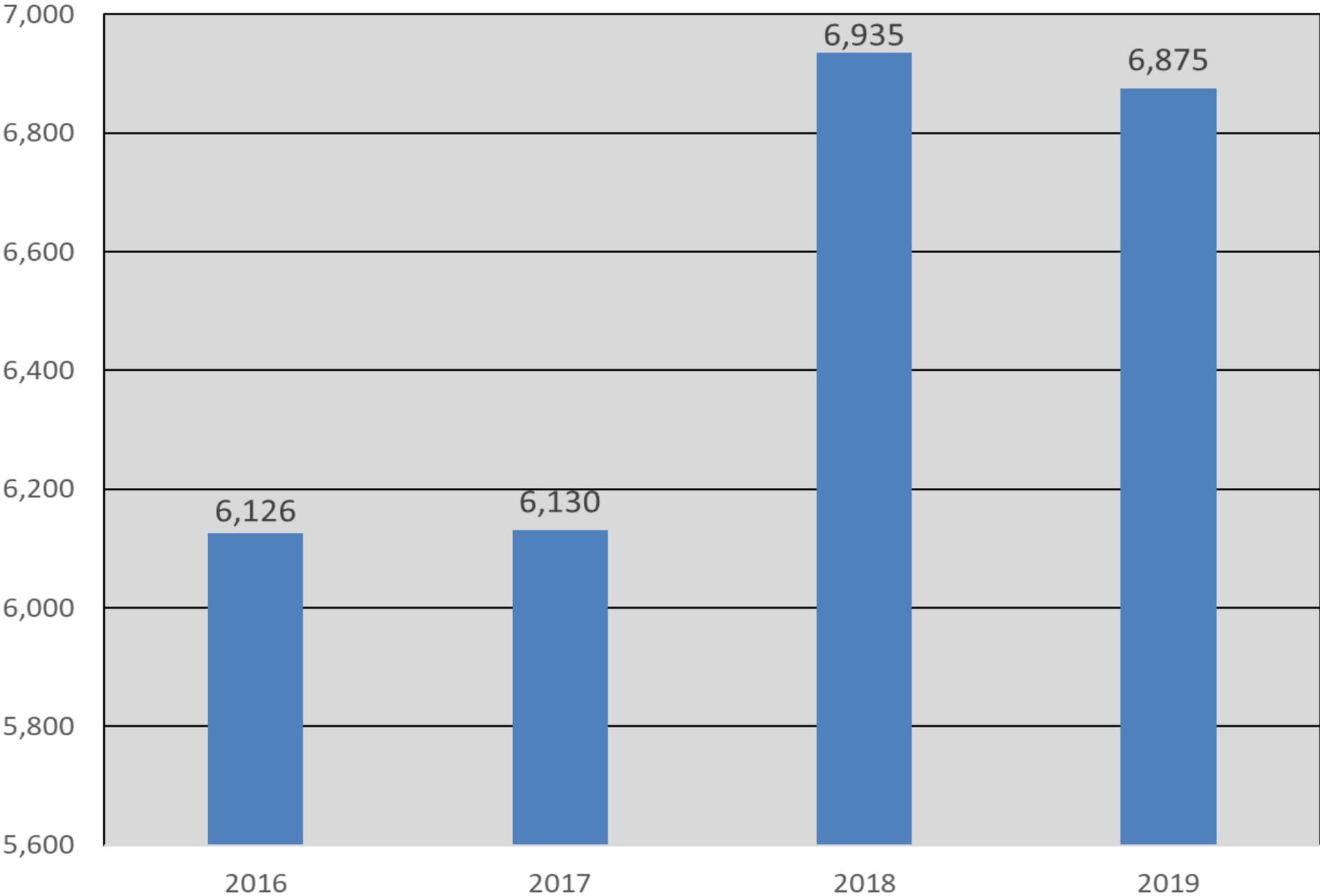
The way Medicare beneficiaries receive SHIP services has shifted from face-to-face to phone in 2020, likely as a result of the pandemic.

SHIP Service Delivery in 2020

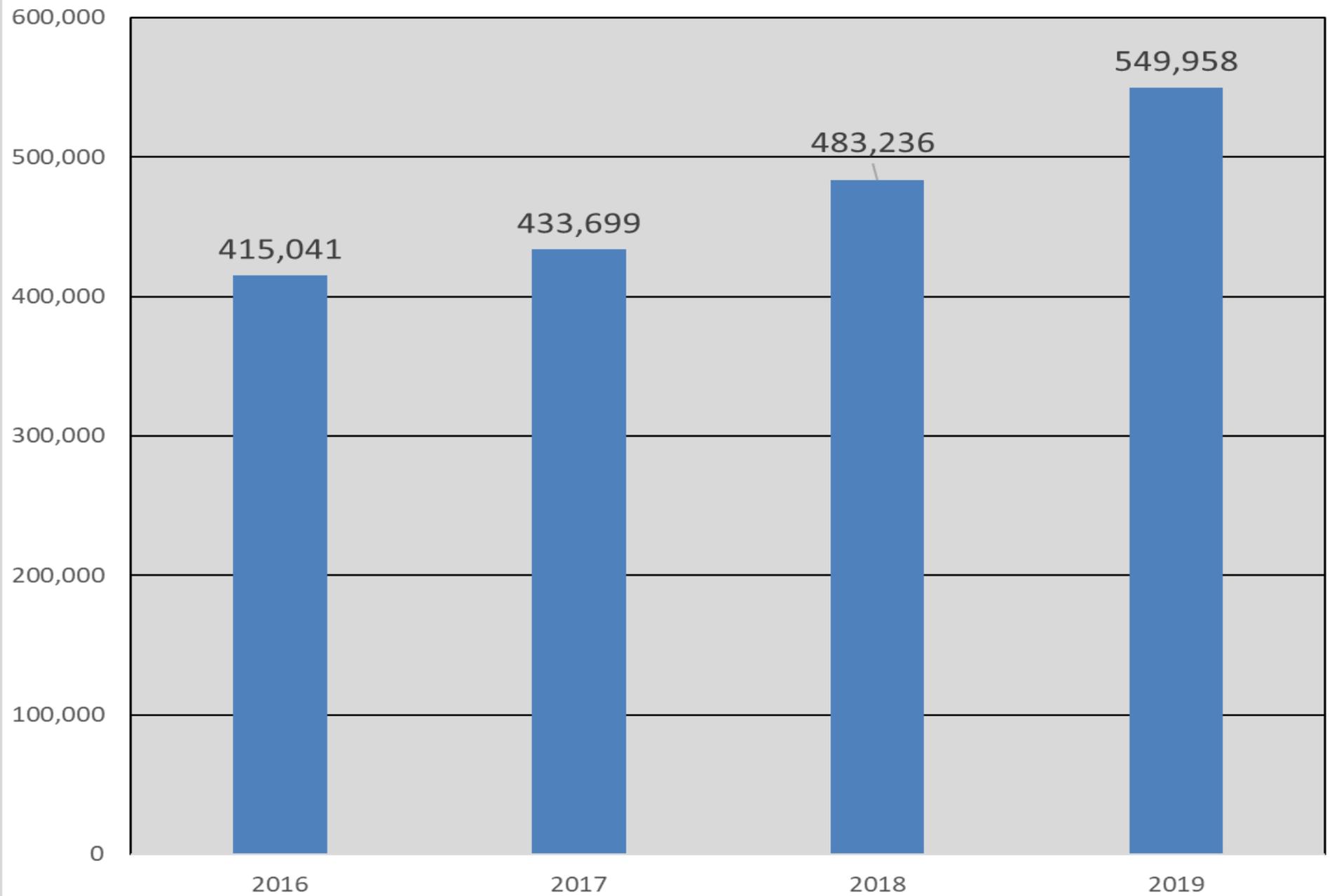


SMP Performance Data Overview

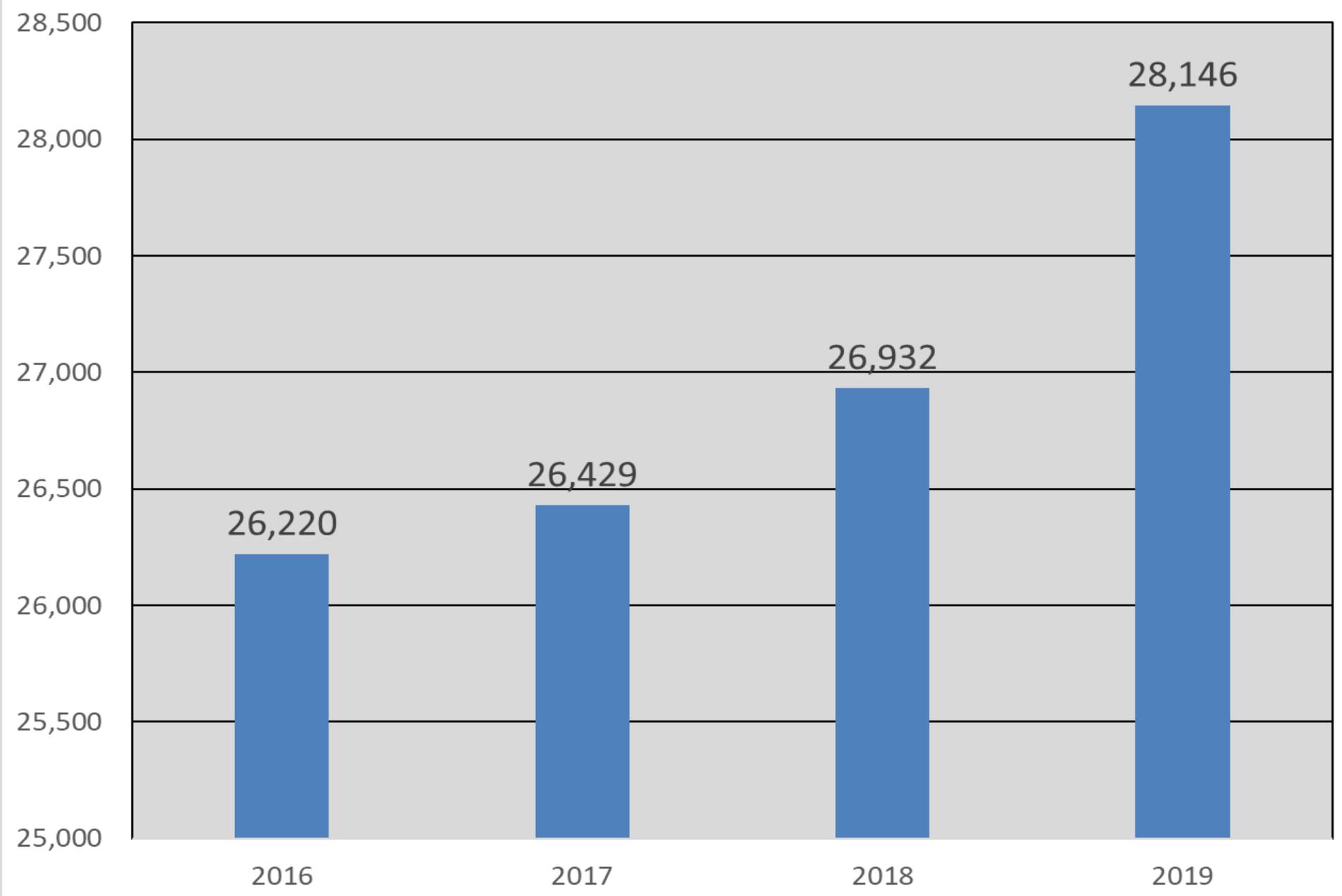
PM 1: Active Team Members



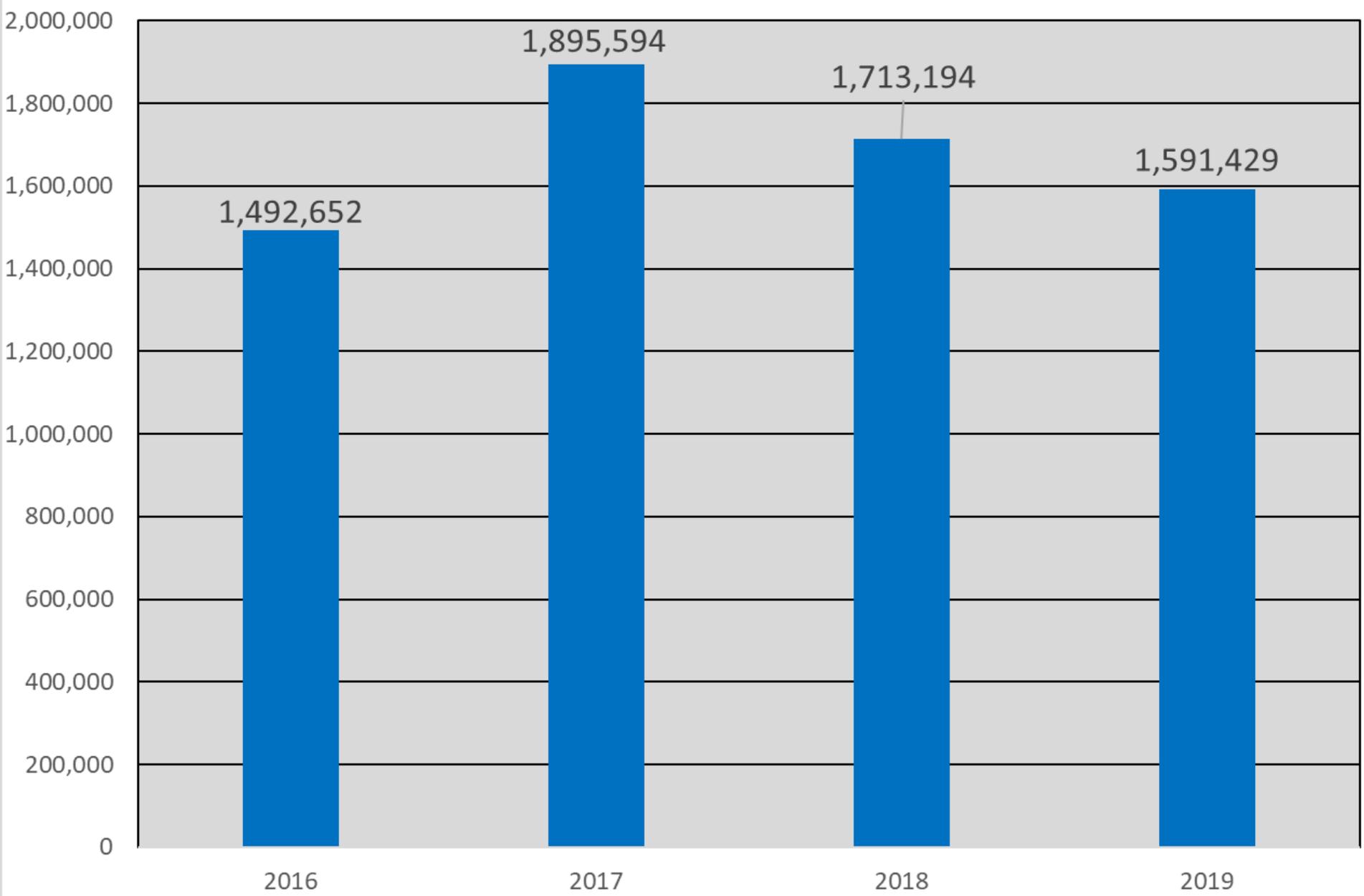
PM 2: Team Member Hours



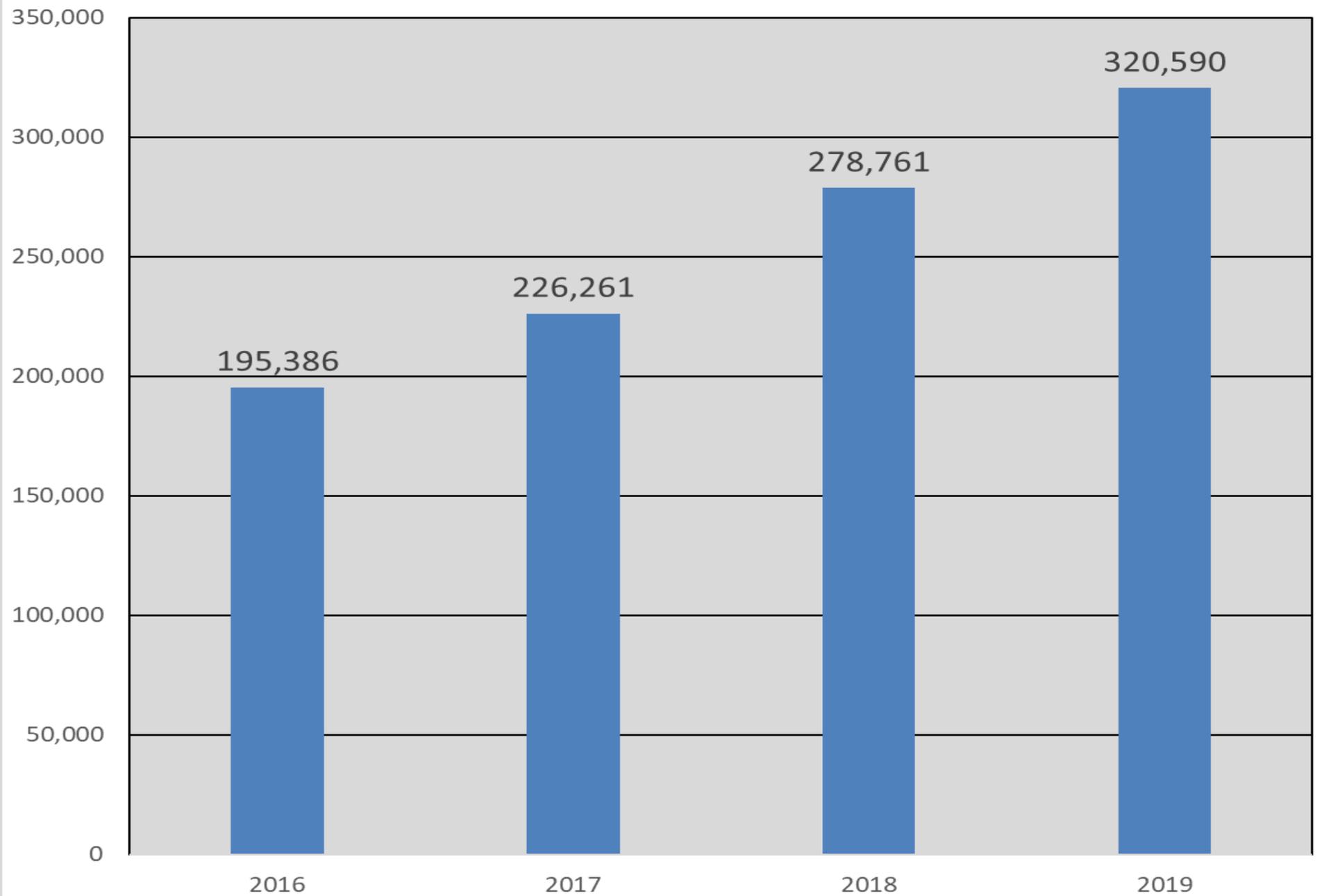
PM 3: Number of Group Outreach Events



PM 4: Number Reached Group Outreach



PM 5: Individual Interactions



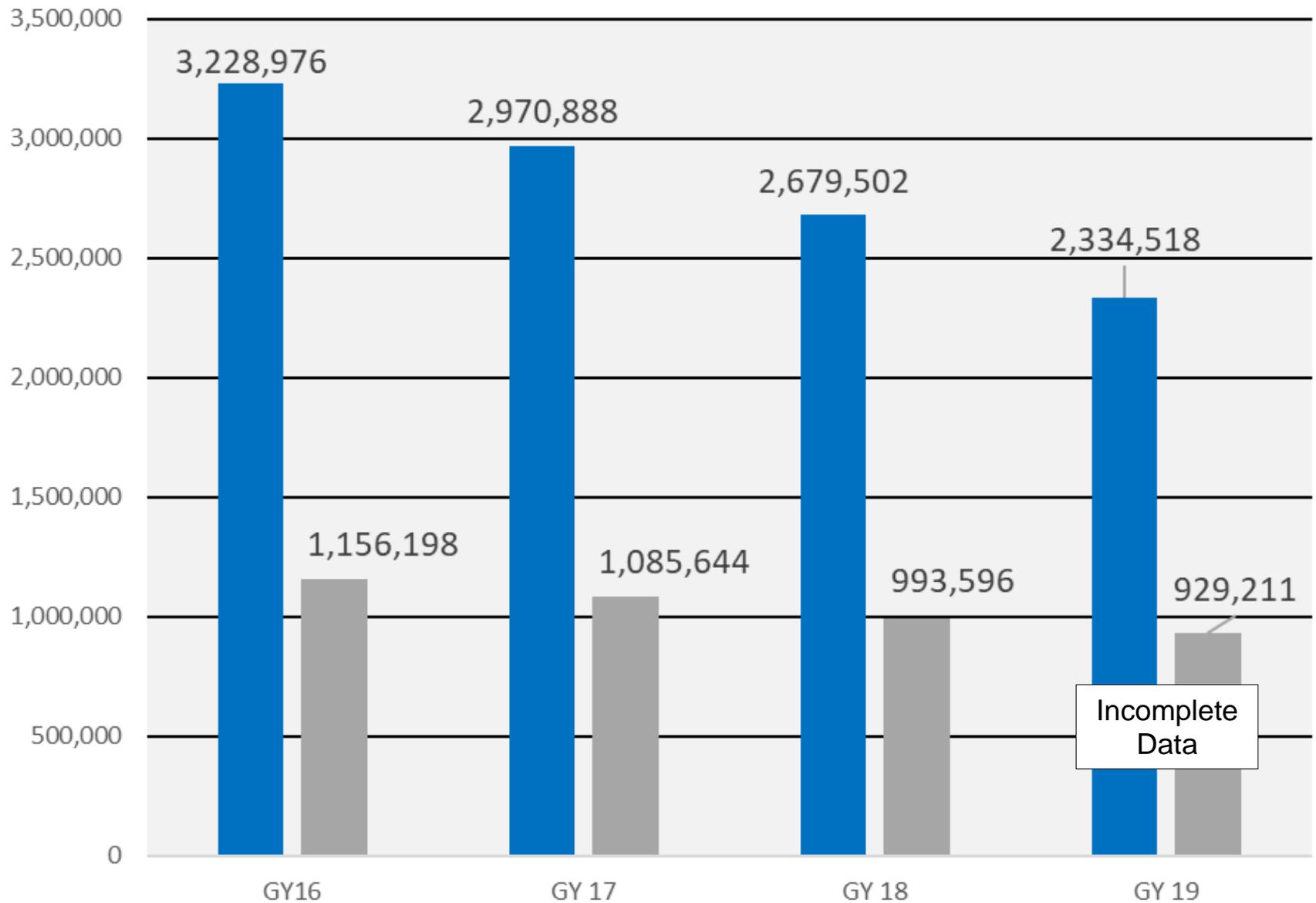
Expected Recoveries and Cost Avoidance

	2014	2016	2017	2018	2019
Expected Medicare Recoveries	\$660,829	\$2,672	\$2,010,475	\$15,136	\$2,382,572
Additional Expected Medicare Recoveries	NA	NA	\$53,248,830	\$11,864,529	\$0
Expected Medicaid Recoveries	\$504	\$0	\$0.00	\$5,734	\$0
Additional Expected Medicaid Recoveries	NA	NA	\$1,789,200	\$0.00	\$0
Cost Avoidance	\$200,598	\$163,904	\$211,749	\$602,063	\$60,971
Total Savings to Beneficiaries and Others	\$80,228	\$53,449	\$44,468	\$27,689	\$20,150

SHIP Performance Data Overview

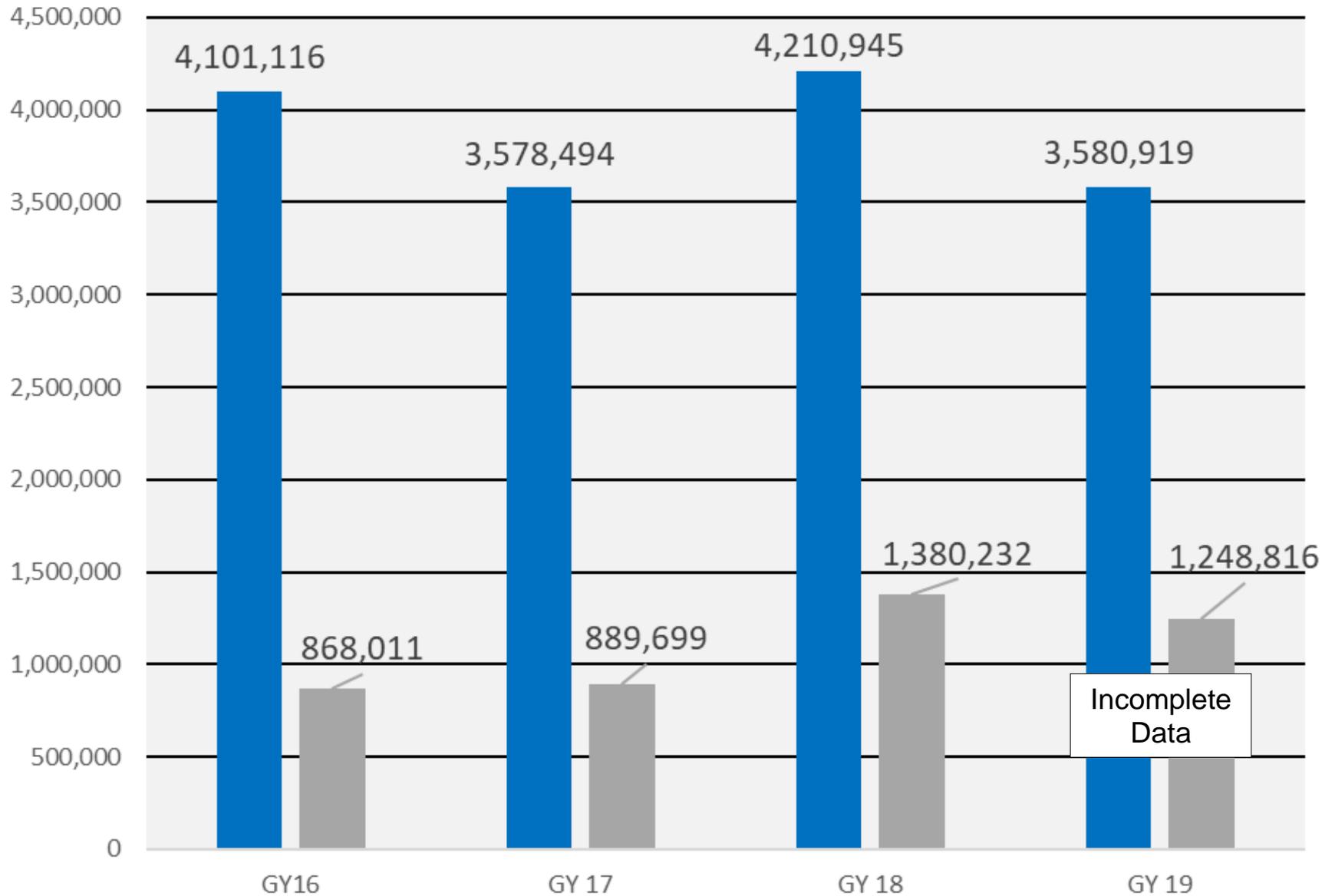
PM 1 Beneficiary Contacts

■ PM 1: Beneficiary Contacts ■ OEP PM 1: Beneficiary Contacts

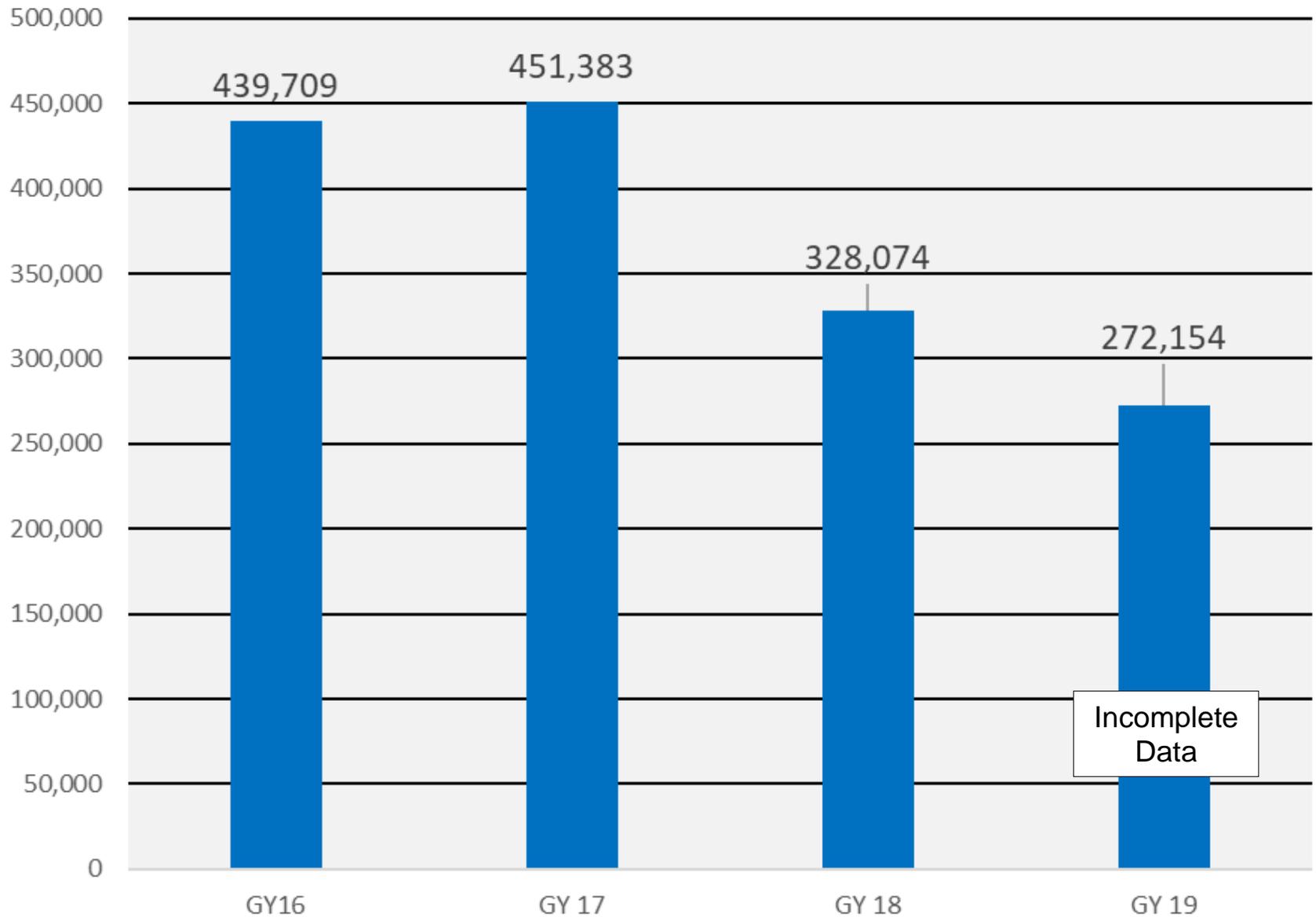


PM 2 Group Outreach

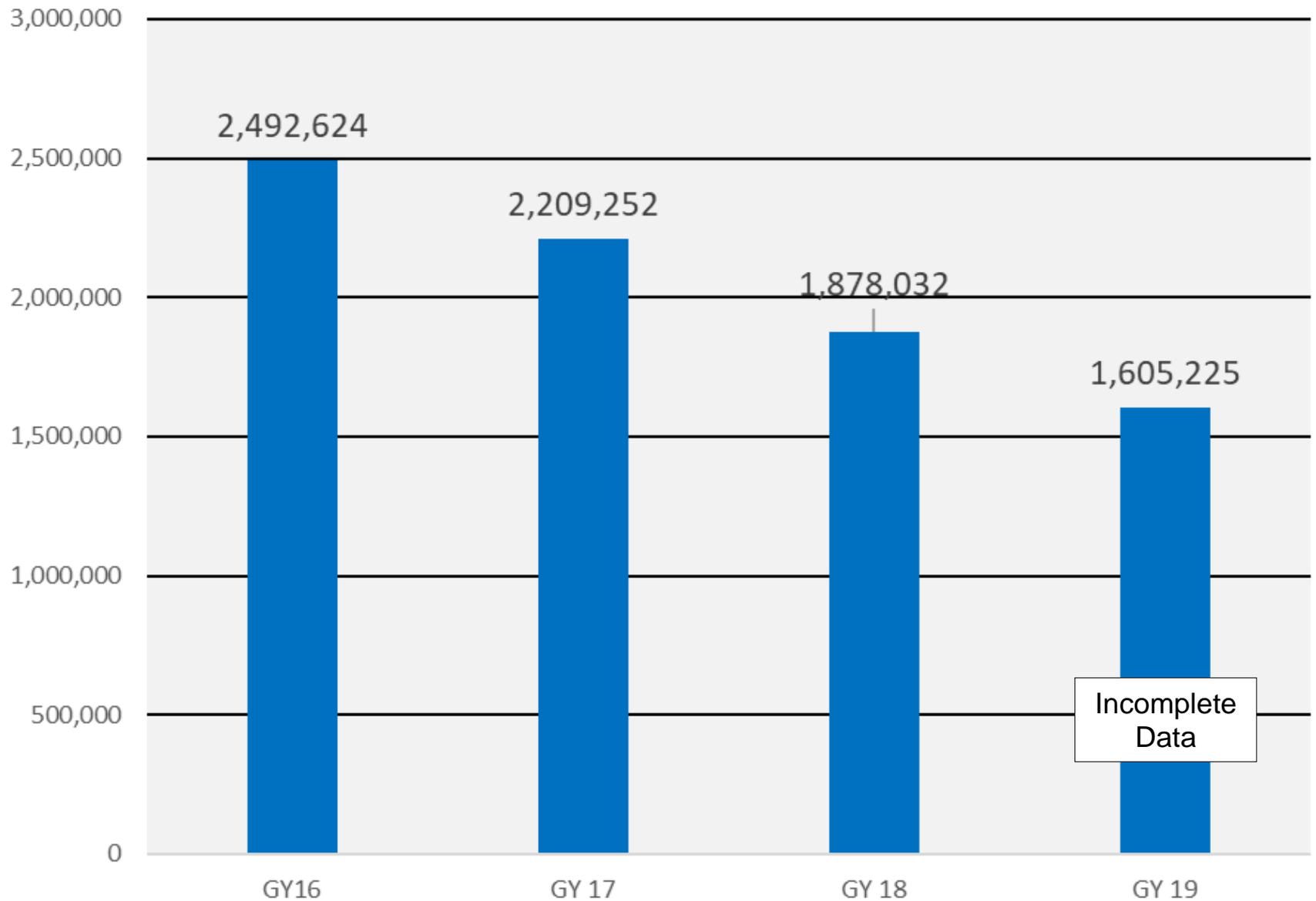
■ PM 2: Group Outreach Contacts ■ OEP PM 2: Group Outreach Contacts



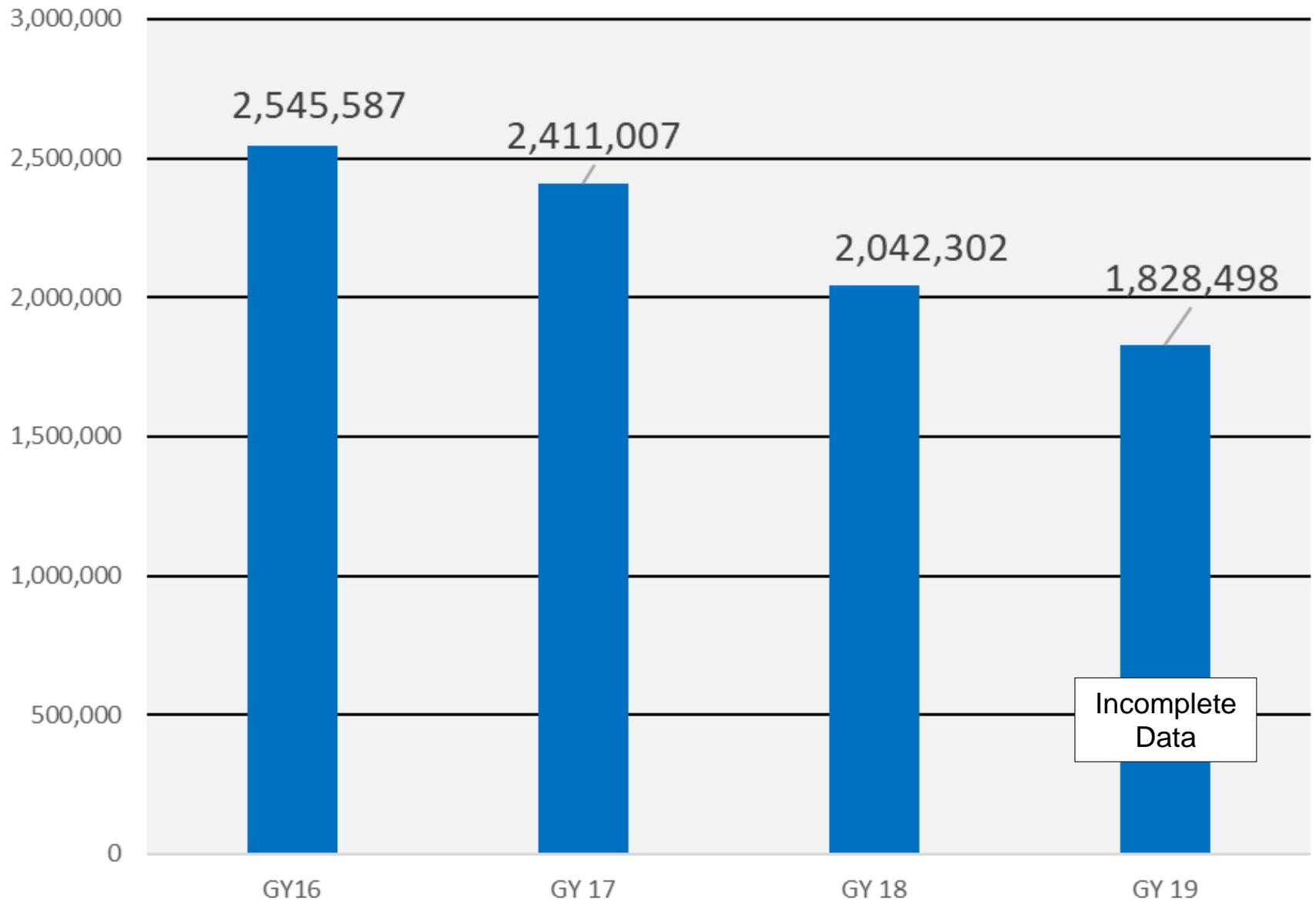
PM 3 Medicare Beneficiaries Under 65



PM 4 Hard-to-Reach Contacts

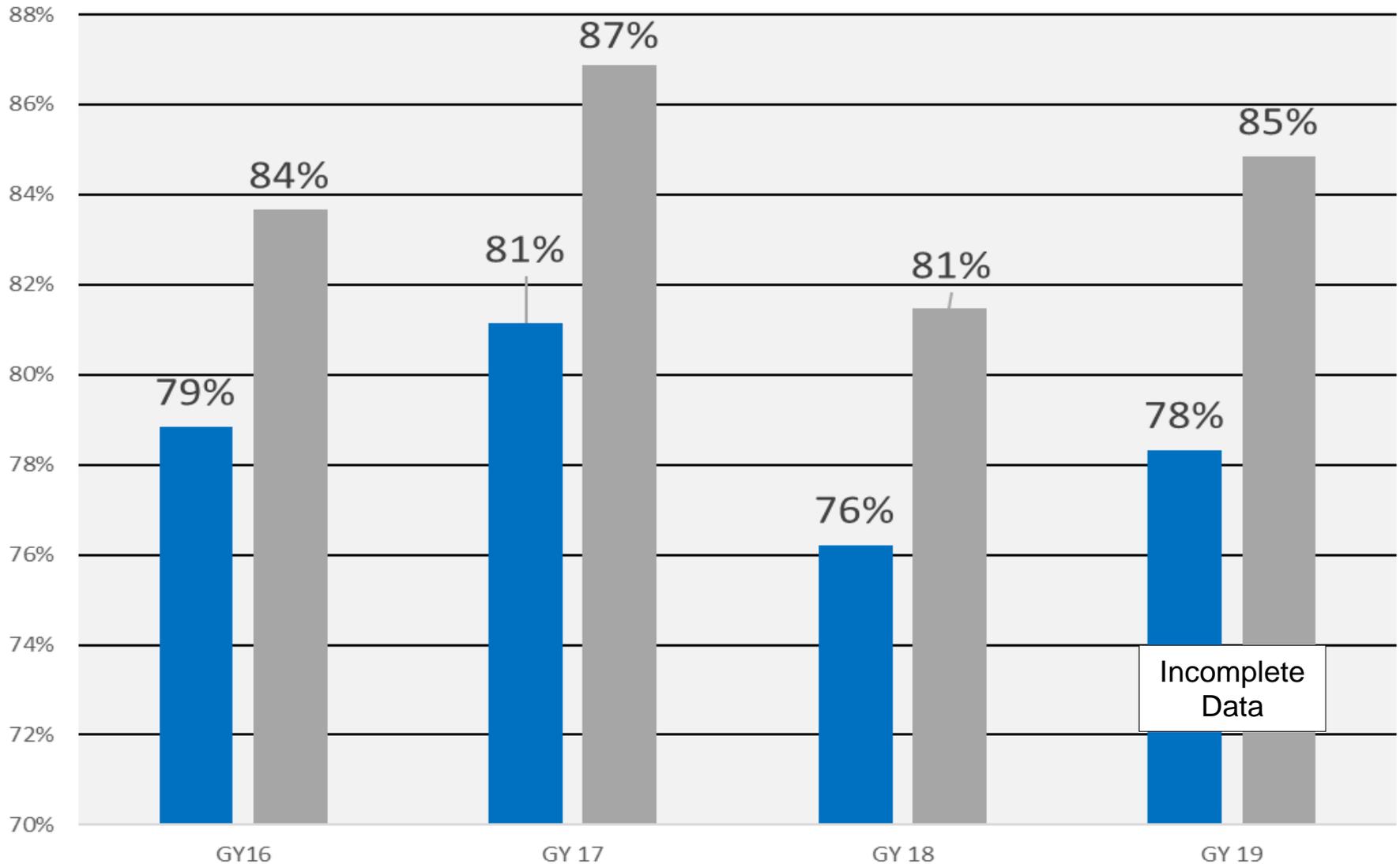


PM 5 Enrollment Contacts



Percent of Beneficiary Contact Forms with Enrollment Topics

■ PM 5 as % of PM 1 ■ OEP - PM 5 as % of PM 1



Part D Enrollment Outcomes

- STARS Reports
 - Quality Assurance
 - Cost Change Summary National, State, and Team Member
- SHIP TA Center Webinar
 - 9/11/2020 2-3:30 pm EST
 - Reporting Cost Change
 - Quality Assurance Process

OHIC Staff



Akia Dieuseul



Maggie Flowers



Katie Glendening

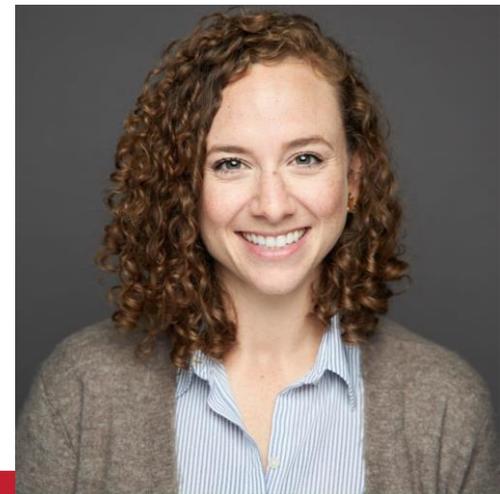
Shefy Simon



Sara Vogler



Marissa Whitehouse



2020 New OHIC Team Members



Ade Adenariwo



Wayne Ambramovich

Ariel Kennedy



Corey Roberts



Also New in 2020

- Thank you volunteer chairs, co-chairs, and committee members!
- COVID Work Groups
 - Managing a program and team remotely
 - Preparing for Medicare Open Enrollment Period
 - Preparedness plans for future emergencies
- Collecting and creating job aides, tip sheets, and resources for sharing before October

Coming in 2021

Strengthening Partnerships

- CMS
- National Government Services
- National Health Care Antifraud Association
- AARP
- OIG
- ACL



SMP & SHIP Beneficiary Satisfaction Survey

- New 5 – Year Contract – Starting in October
- Expanding on original surveys:
 - National level evaluations done annually
 - All grantees will be impacted every year
 - Provide annual national level report
 - Will not include annual state-level reports
 - Both surveys (one-on-one call backs and outreach event surveys) will be done with both programs
 - The survey instruments have been slightly tweaked to allow use with both networks

MIPPA Evaluation

- New contract to conduct full program evaluation on MIPPA
- Starts October 2020
- Will provide two reports:
 - As-Is: What is the current state of the program?
 - To-Be: Based on findings in the As-Is, what changes/improvements could be made to help the program, ACL, and the grantees?
- MIPPA grantees and partners will be invited to participate in the evaluation. Details will be available later this calendar year.

SMP Activities

- National Media Training and Resources
- Outreach Research Project



Questions and Feedback