2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

An “A to Z” Interactive Discussion of SHIP NPR Functionality, Enhancements and Tips based on SHIP Feedback and Help Desk Inquiries

Technical Frontiers, Inc.

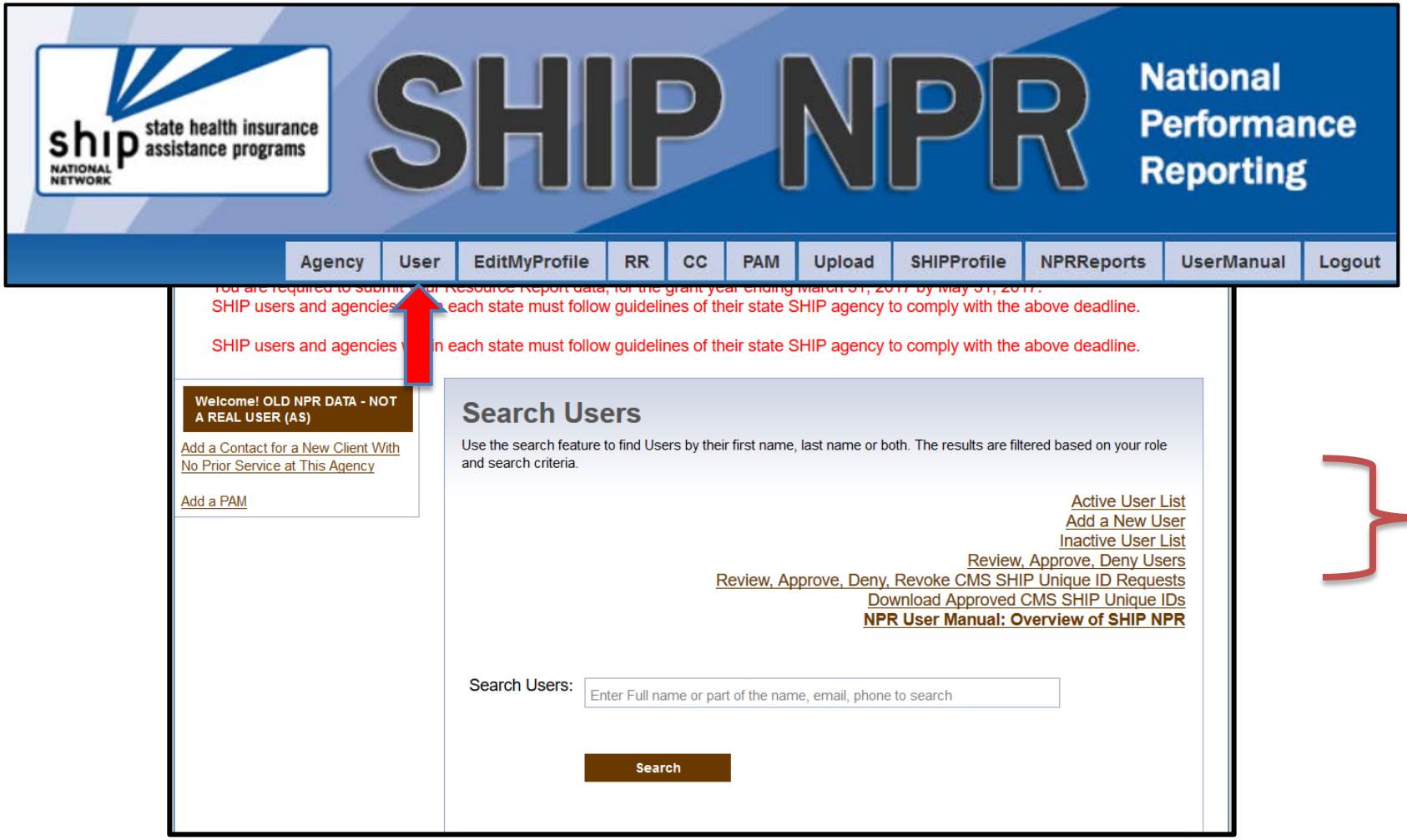
Agenda

- Top Inquires to the Help Desk
- Updates to CMS Unique ID and Accounts
- Sub-State Regions
- State Special Use Fields
- Batch Uploads
- Other SHIP NPR Items and Questions

Top Inquires to the Help Desk

- Password Resets & Creation
- Account Set-Up & Access
- Email Changes
- Ad Hoc Data Requests
- CMS SHIP Unique IDs
- Batch Uploads
- Client Contacts and/or PAMs

User Page


ship state health insurance assistance programs
NATIONAL NETWORK
SHIP NPR
National Performance Reporting
Agency
User
EditMyProfile
RR
CC
PAM
Upload
SHIPProfile
NPRReports
UserManual
Logout
SHIP users and agencies in each state must follow guidelines of their state SHIP agency to comply with the above deadline.
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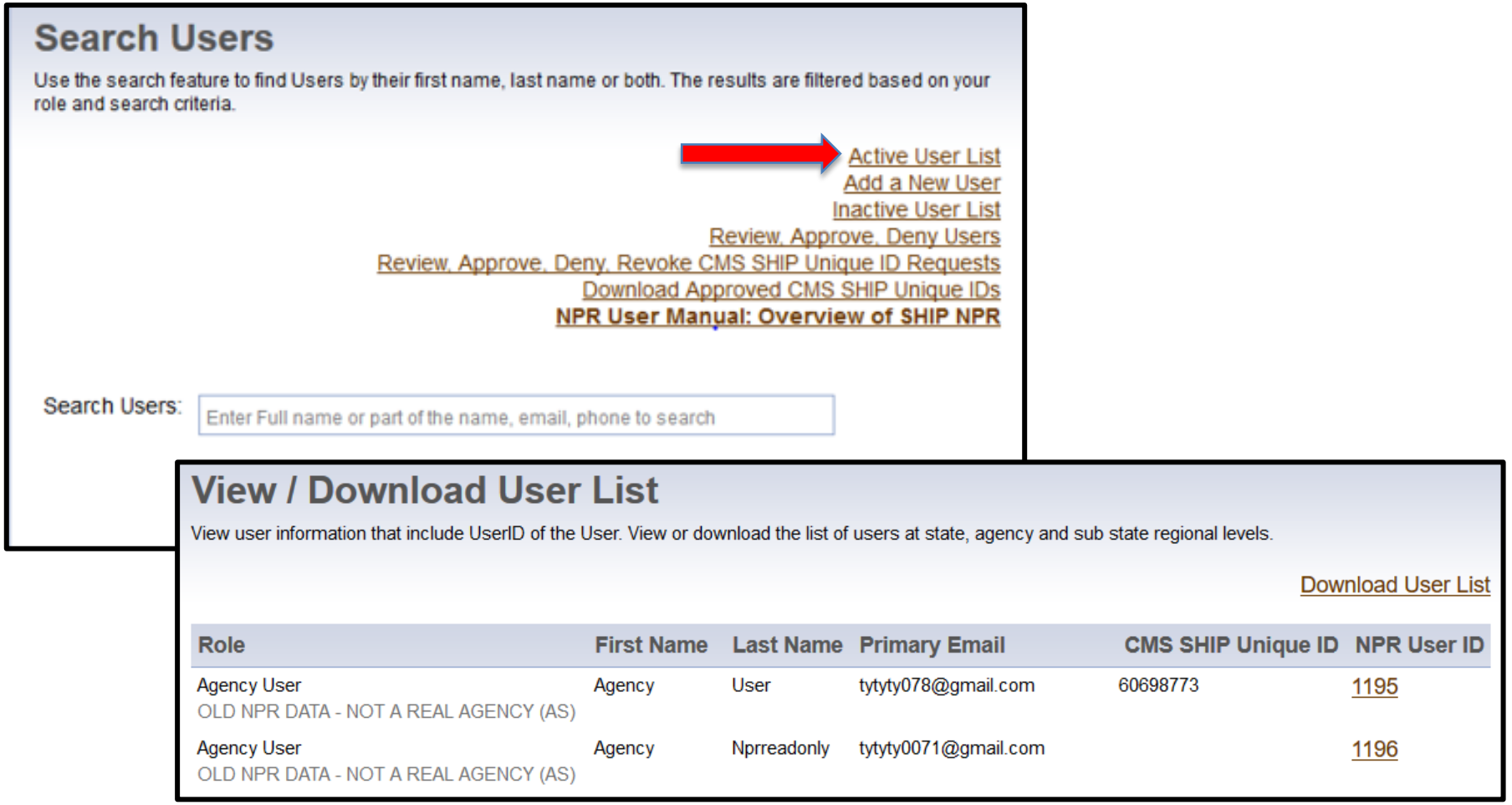
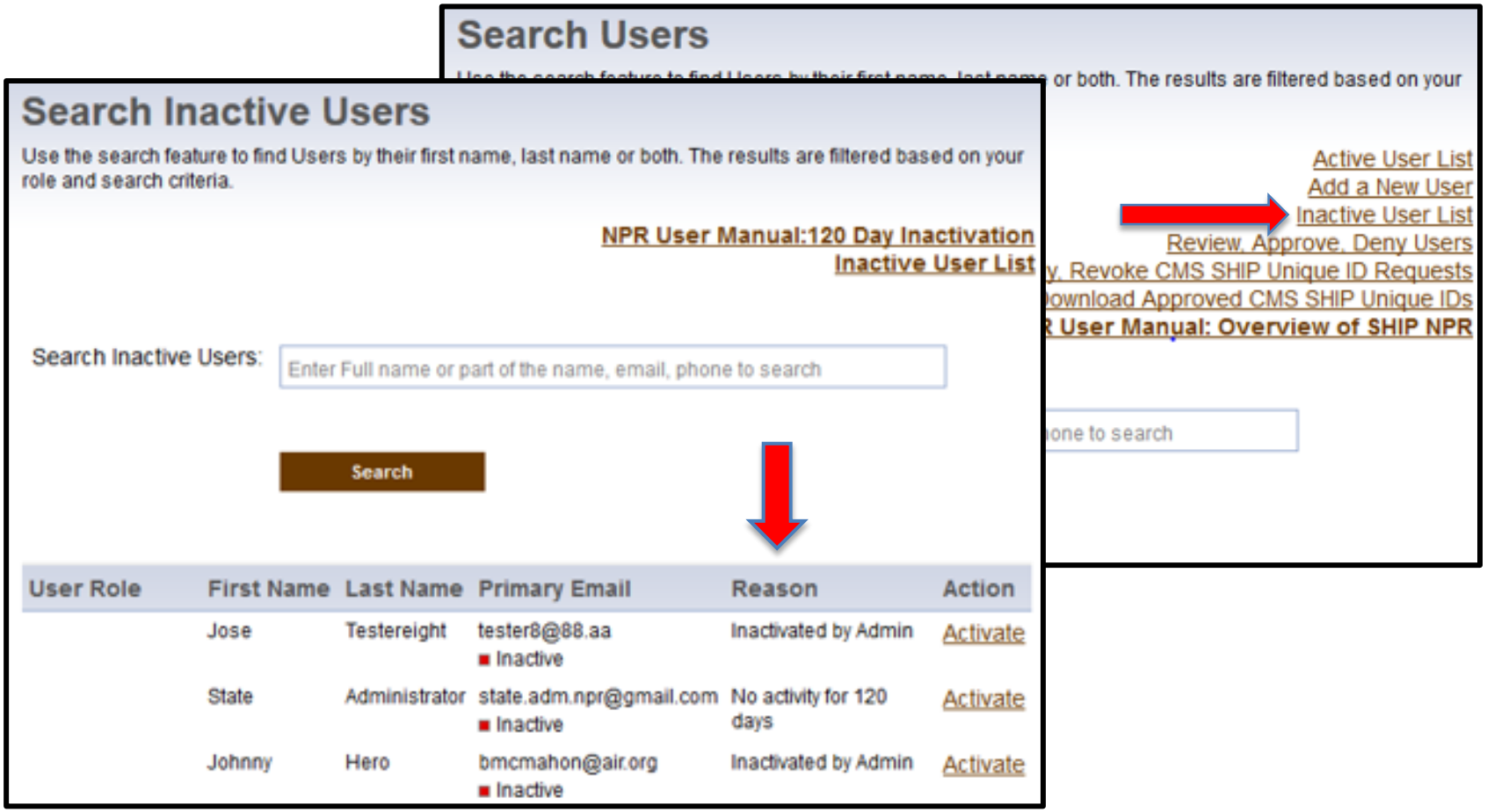
Welcome! OLD NPR DATA - NOT A REAL USER (AS)
Add a Contact for a New Client With No Prior Service at This Agency
Add a PAM
Search Users
Use the search feature to find Users by their first name, last name or both. The results are filtered based on your role and search criteria.
Active User List
Add a New User
Inactive User List
Review, Approve, Deny Users
Review, Approve, Deny, Revoke CMS SHIP Unique ID Requests
Download Approved CMS SHIP Unique IDs
NPR User Manual: Overview of SHIP NPR
Search Users:
Enter Full name or part of the name, email, phone to search
Search

Active User List



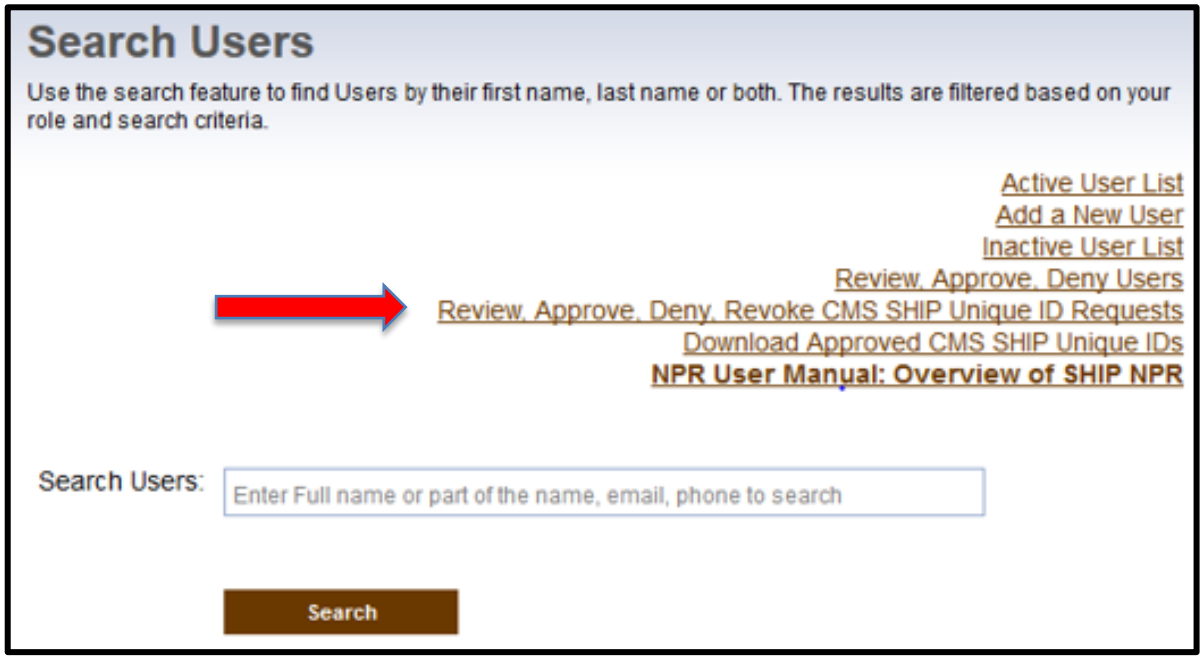
Inactive User List



SHIP NPR User Accounts

- Users must do one of the following at least once every 120 days:
  - Log in to their SHIP NPR account, or
  - Have new client contacts and/or public media and events entered into SHIP NPR under their name.
- If not, then their account will be automatically inactivated at 120 days by SHIP NPR

CMS SHIP Unique IDs



CMS SHIP Unique IDs

- **As of March 1, 2017 - Automatic Revocation of CMS SHIP Unique ID with Inactivation of SHIP NPR Account**
  - When a SHIP NPR user's account becomes inactive for 120 days of non-use by the user, SHIP NPR will automatically inactivate that user's account **AND** revoke the user's CMS SHIP Unique ID.

- **Manual Inactivation of SHIP NPR Account**
  - A SHIP NPR user's account can be manually inactivated by the SHIP Director, Director Designee(s), or Administrator at any time.
  - This action will result in the automatic revocation of the CMS SHIP Unique ID.

CMS SHIP Unique IDs

- **Reactivating of SHIP NPR Account**:
  - The SHIP Director, Director Designee(s), or Administrator can manually activate a SHIP NPR account at any time. SHIP NPR will not allow the reactivation of the CMS SHIP Unique ID.

- **Revoking of CMS SHIP Unique ID**:
  - The SHIP Director or Director Designee(s) would revoke the user's CMS SHIP Unique ID while leaving the SHIP NPR account active.

- **Reactivating the CMS SHIP Unique ID (after revocation):**
  - The SHIP Director, Director Designee(s), or Administrator must manually reactivate a CMS SHIP Unique ID after it has been revoked.

CMS SHIP Unique ID – Effective Dates

- ACL sends CMS an updated CMS SHIP Unique ID list on the last Thursday of every month.
- CMS takes 7 -10 days to process the monthly Unique ID file.
- Unique IDs that are **approved** before the last Thursday of the month will be available for use within the first 7 - 10 days of the following month.
- Unique IDs approved on the last Thursday of the month or after, will be usable the second month following their approval.

Summary Action Chart

Action	Responsible Party
Approve CMS SHIP Unique ID	SHIP Director (or Director Designee) Only
Deny CMS SHIP Unique ID	SHIP Director (or Director Designee) Only
Revoke CMS SHIP Unique ID	SHIP Director (or Director Designee) Only
Manually Inactivate a SHIP NPR User Account	SHIP Director (or Director Designee) or Administrator
Reactivate a SHIP NPR User Account	SHIP Director (or Director Designee) or Administrator
Reactivate a CMS SHIP Unique ID after Inactivity	SHIP Director (or Director Designee) Only
Reinstate a CMS SHIP Unique ID after Revocation	SHIP Director (or Director Designee) or Administrator

CMS SHIP Unique IDs
Reminders for Open Enrollment Period

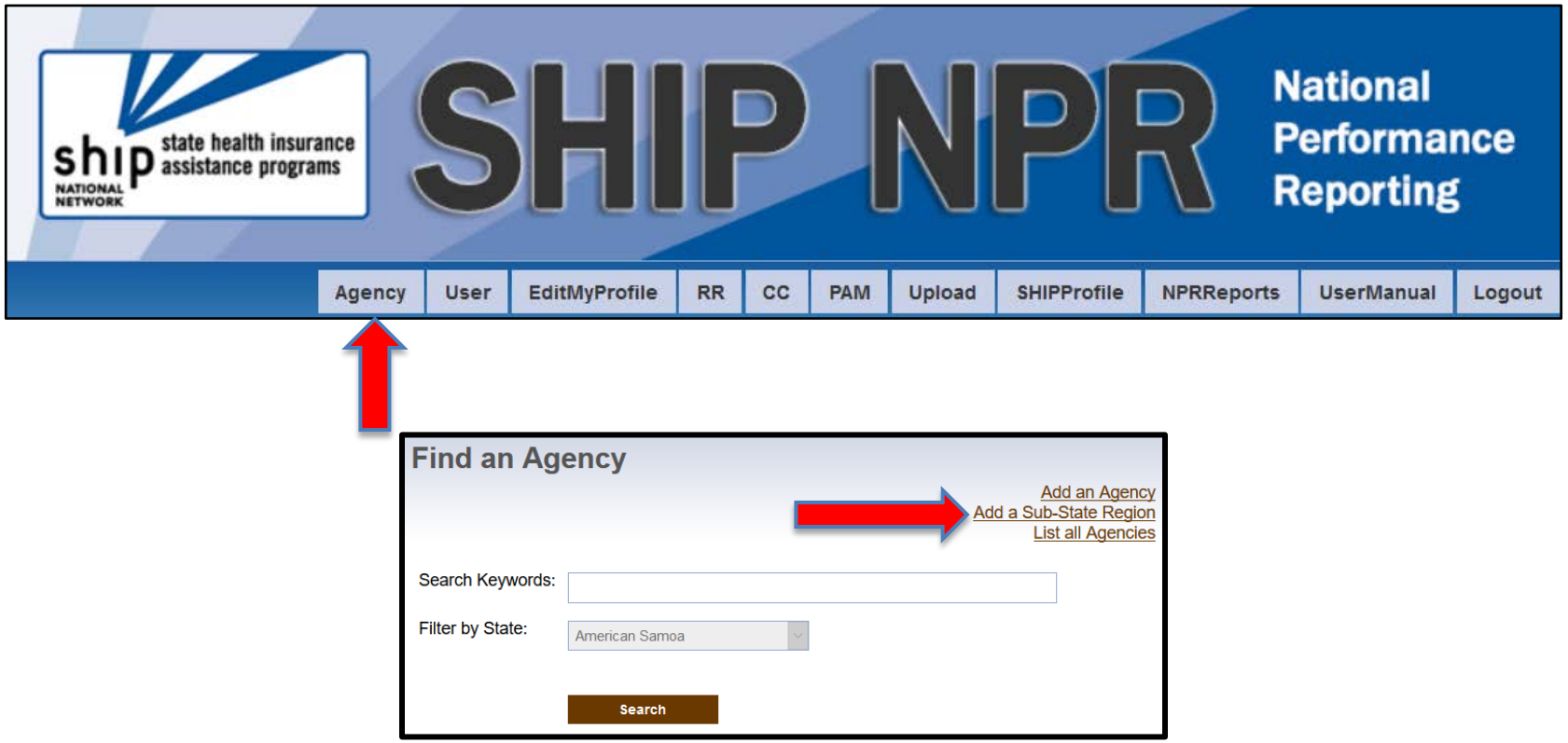
- **Before** Wednesday, September 27th
  - Review the Inactive User list
  - Reactivate Users
  - Reinstate Unique IDs by 5:00pm EST (Unique ID will then be active in October)
  - Remind users to log into SHIP NPR at least once every 120 days or enter CCs/PAMS to remain active

- **After** Thursday September 28th

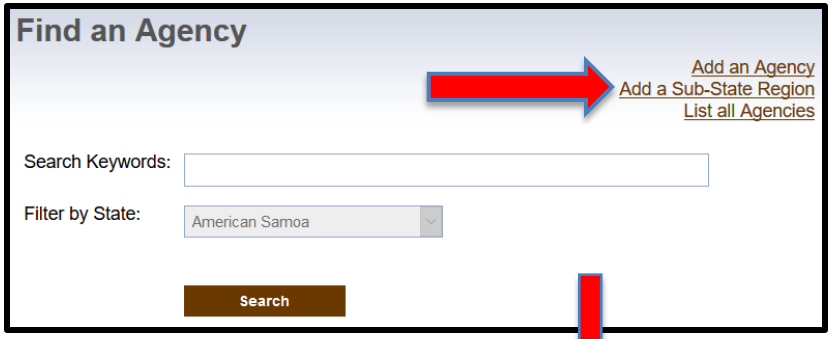
  If a user's Unique IDs is processed after this date then:
  - The Unique IDs will not be active for the start of Open Enrollment
  - The user will **NOT** be able to call the CMS 1-800 number designated for SHIPs in October

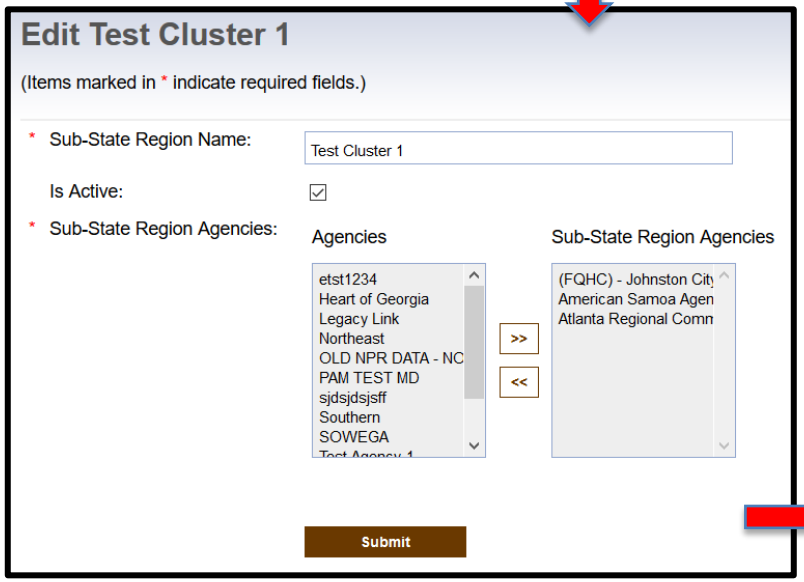
  The user should be added to the October CMS Unique ID list
  - User's Unique ID may not be active then till the first week in November

Agency

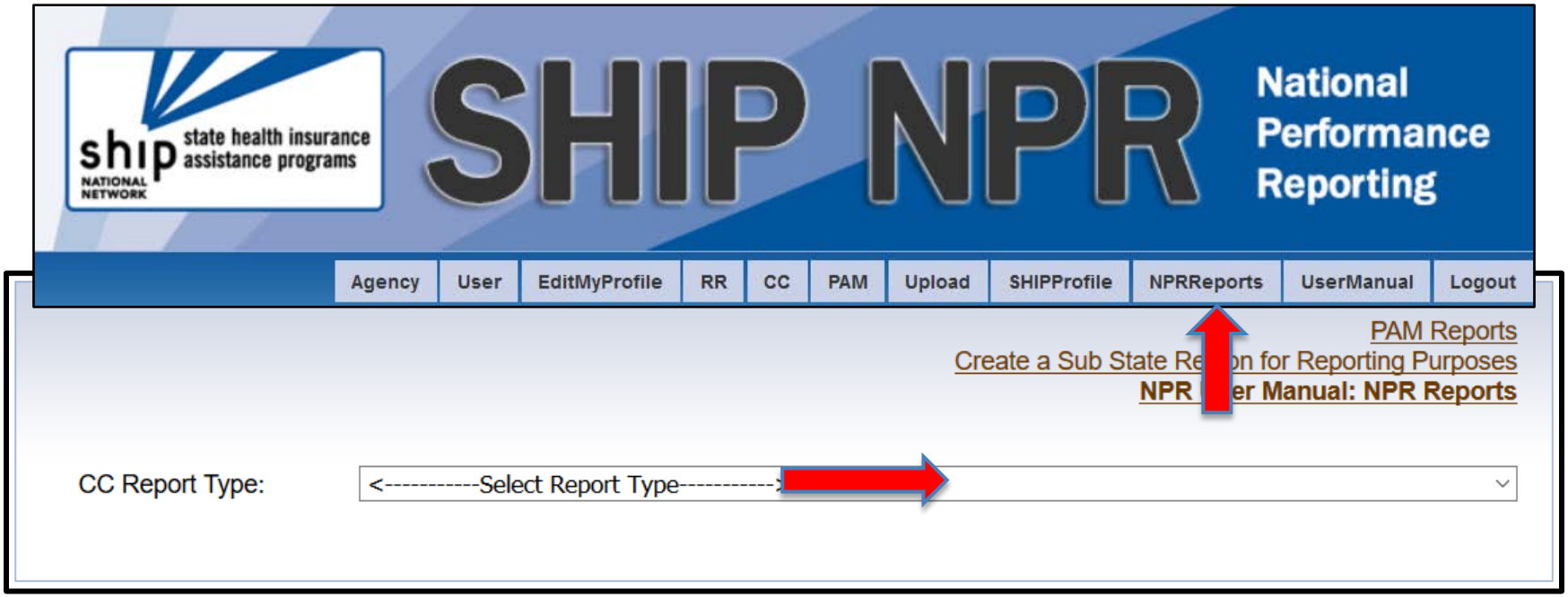

ship state health insurance assistance programs
NATIONAL NETWORK
SHIP NPR
National Performance Reporting
Agency
User
EditMyProfile
RR
CC
PAM
Upload
SHIPProfile
NPRReports
UserManual
Logout
Find an Agency
Add an Agency
Add a Sub-State Region
List all Agencies
Search Keywords:
Filter by State:
American Samoa
Search

Managing Sub-State Regions

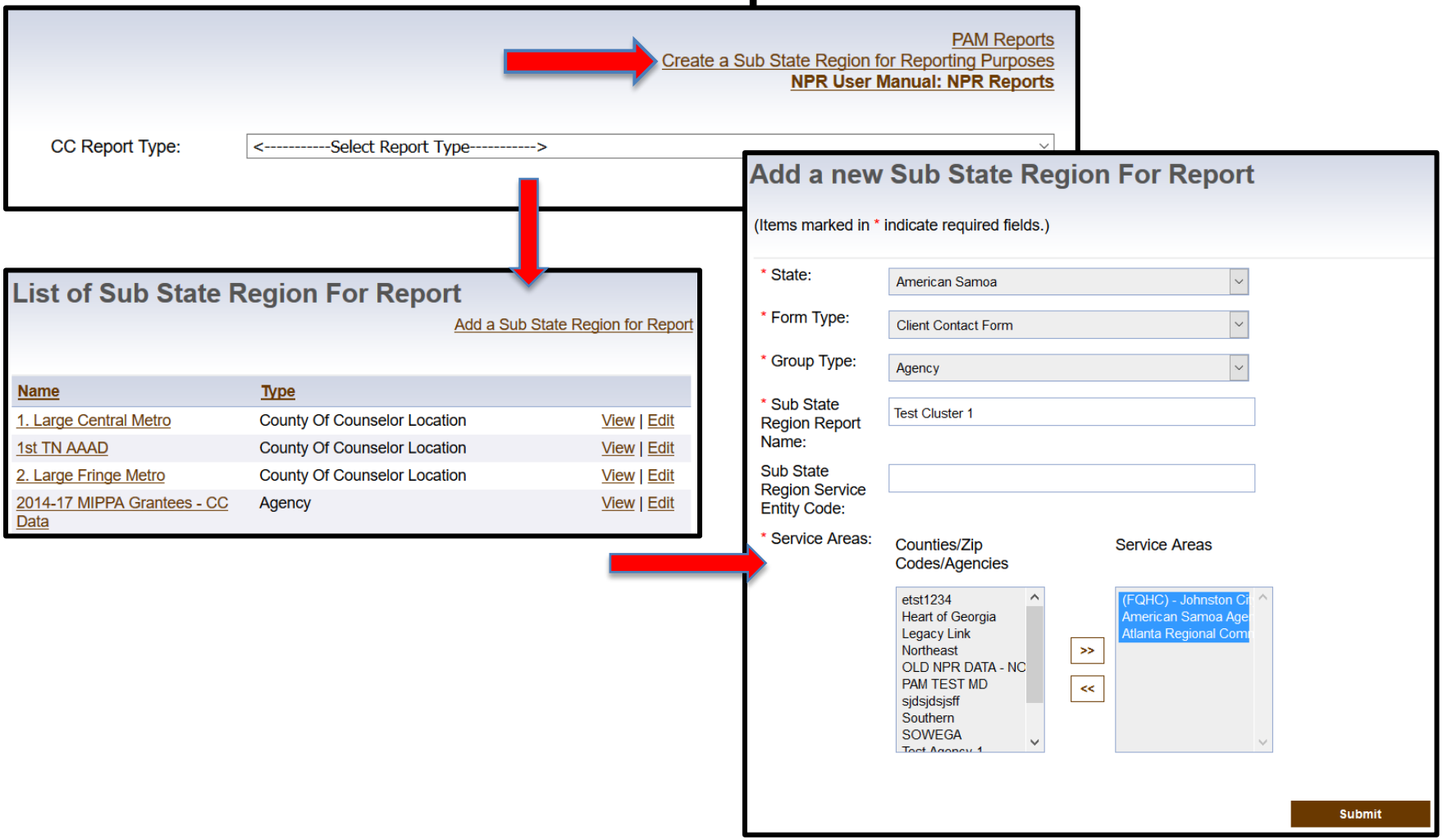




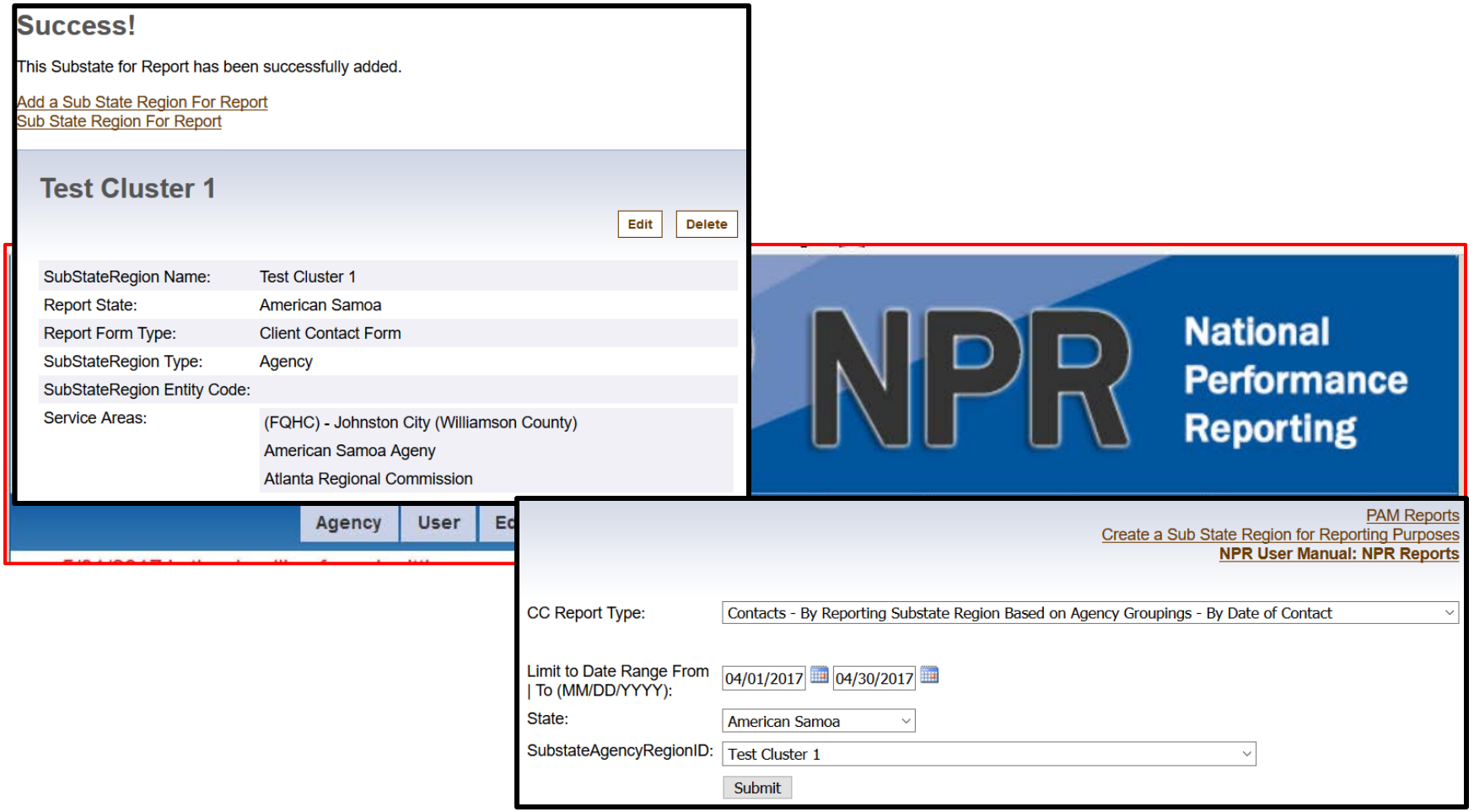
Sub-State Regions and NPRReports



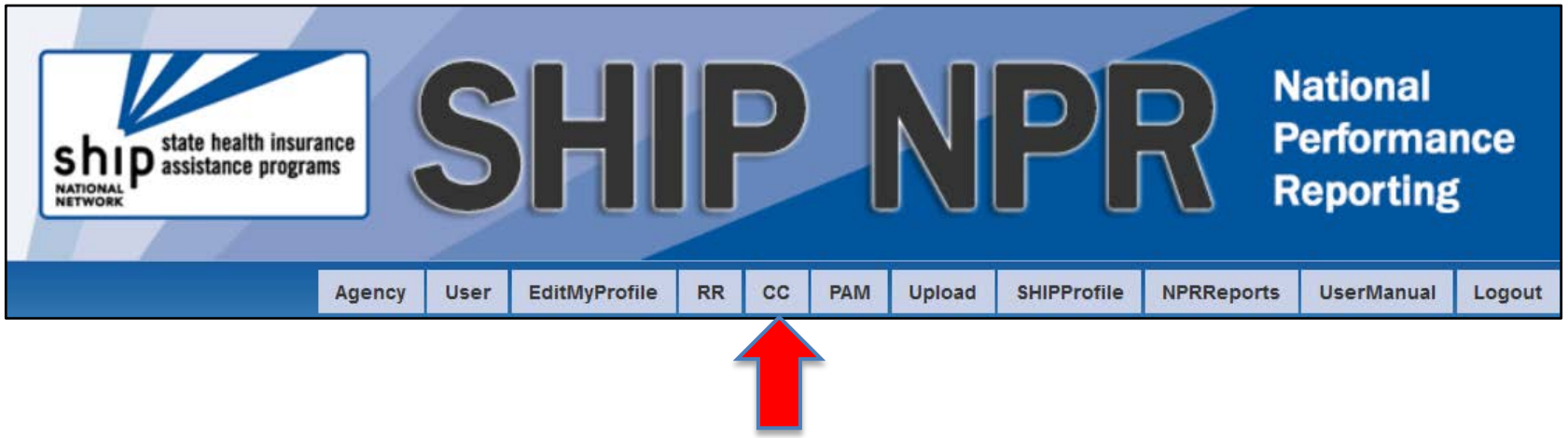
Creating Sub-State Region for NPRReports

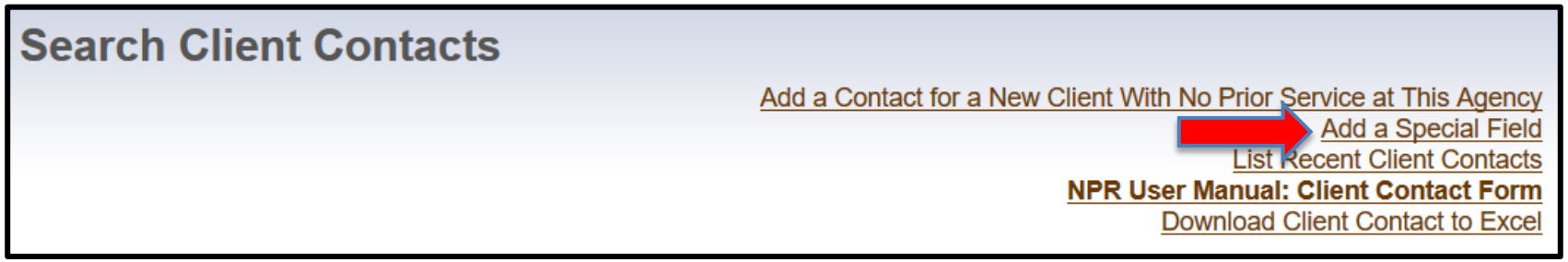


Creating Sub-State Regions for NPRReports

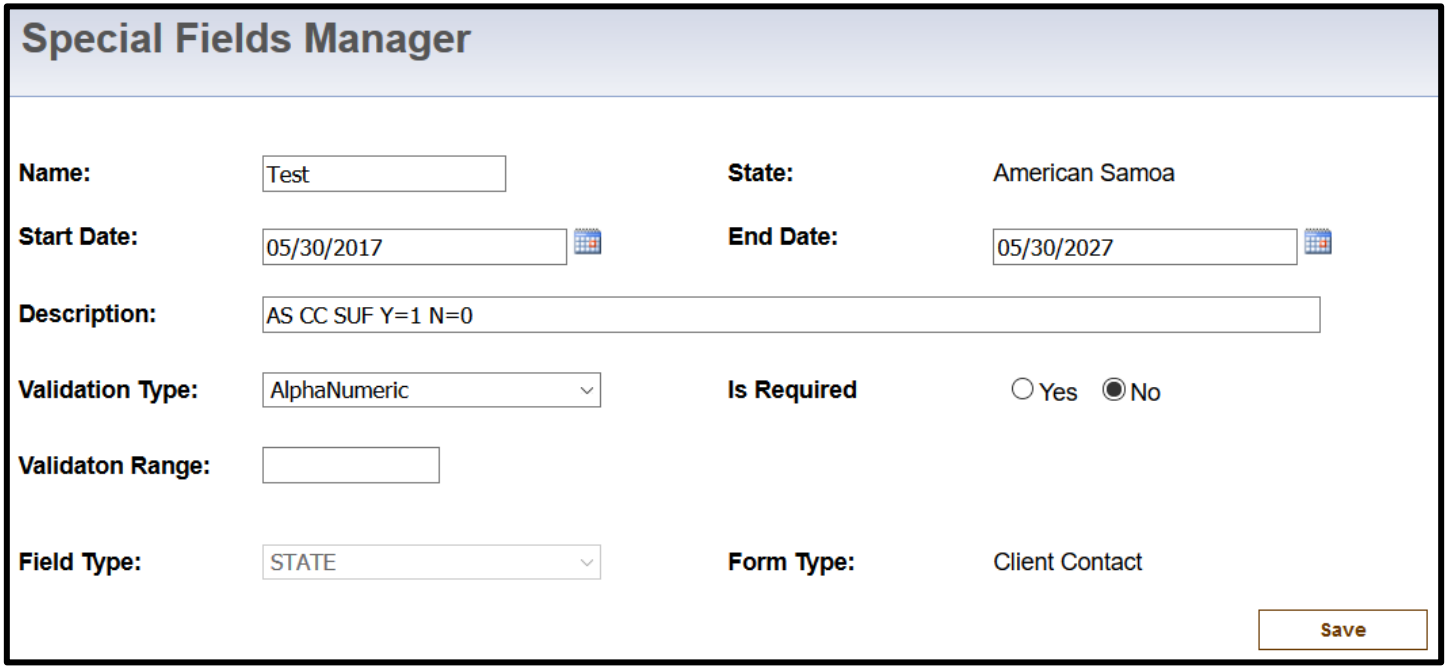


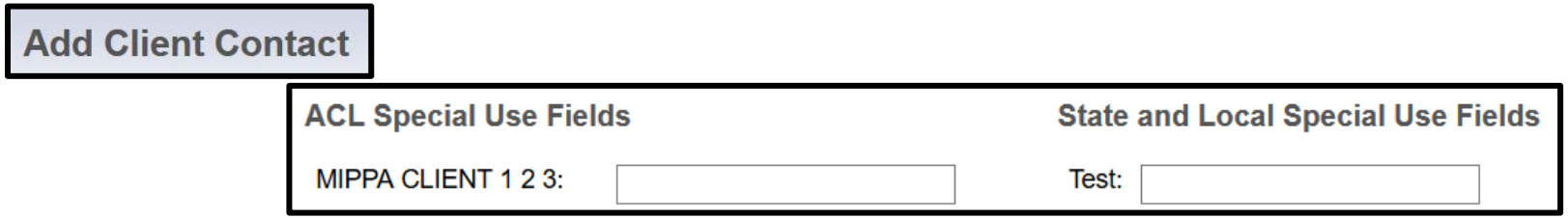
State Special Use Fields



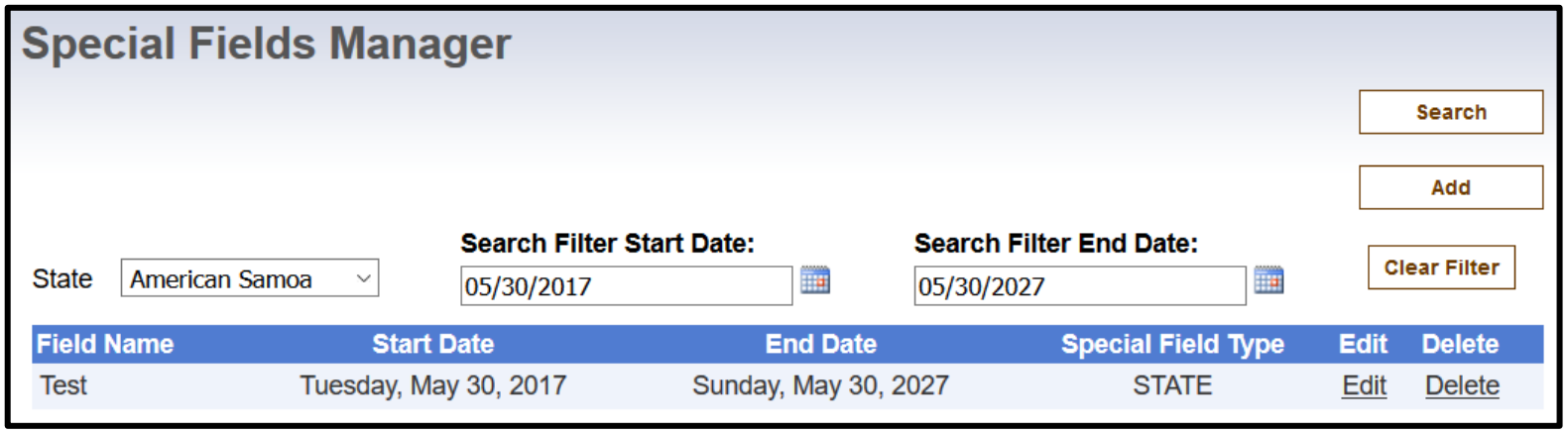


Add a Special Use Field



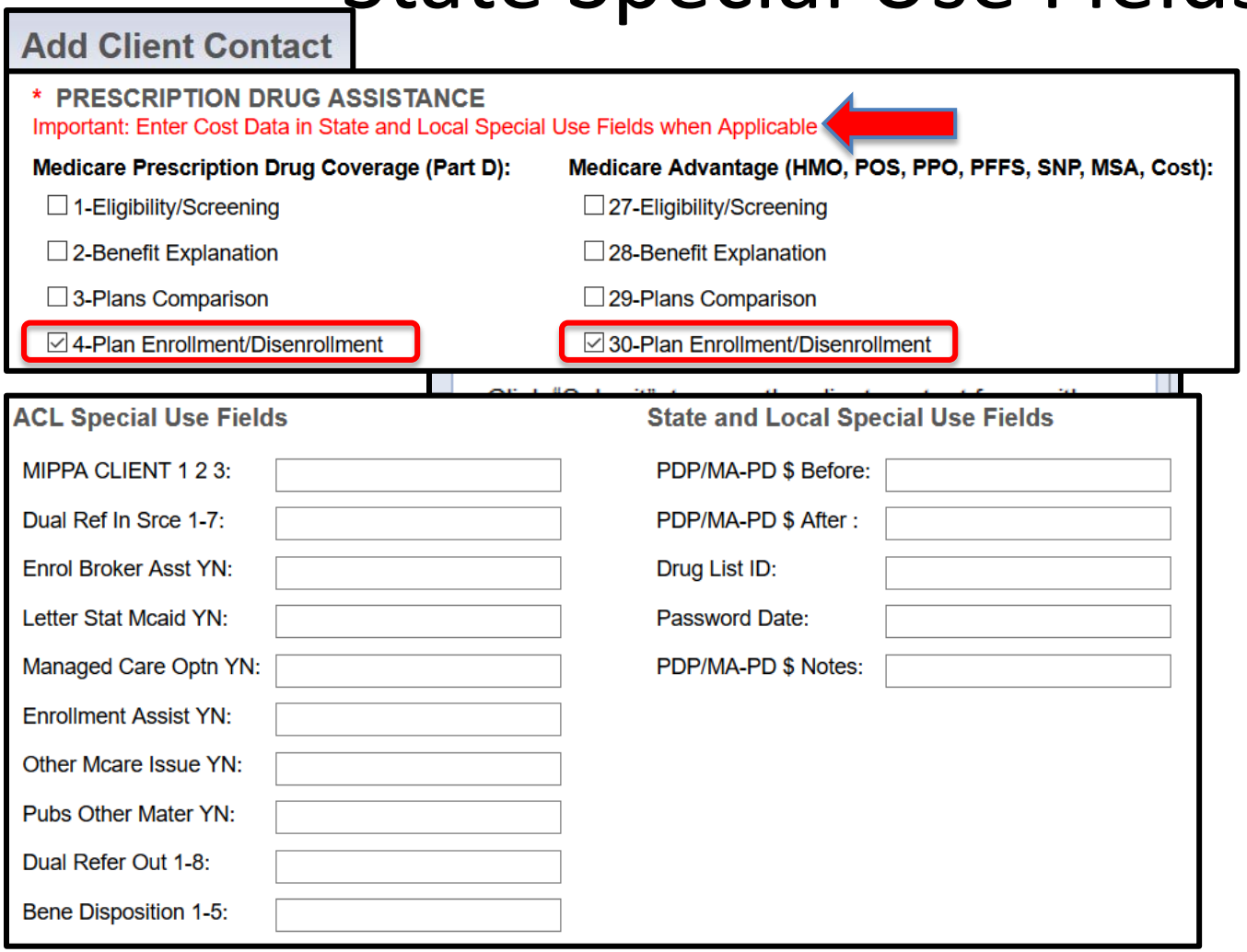


Managing Special Use Fields

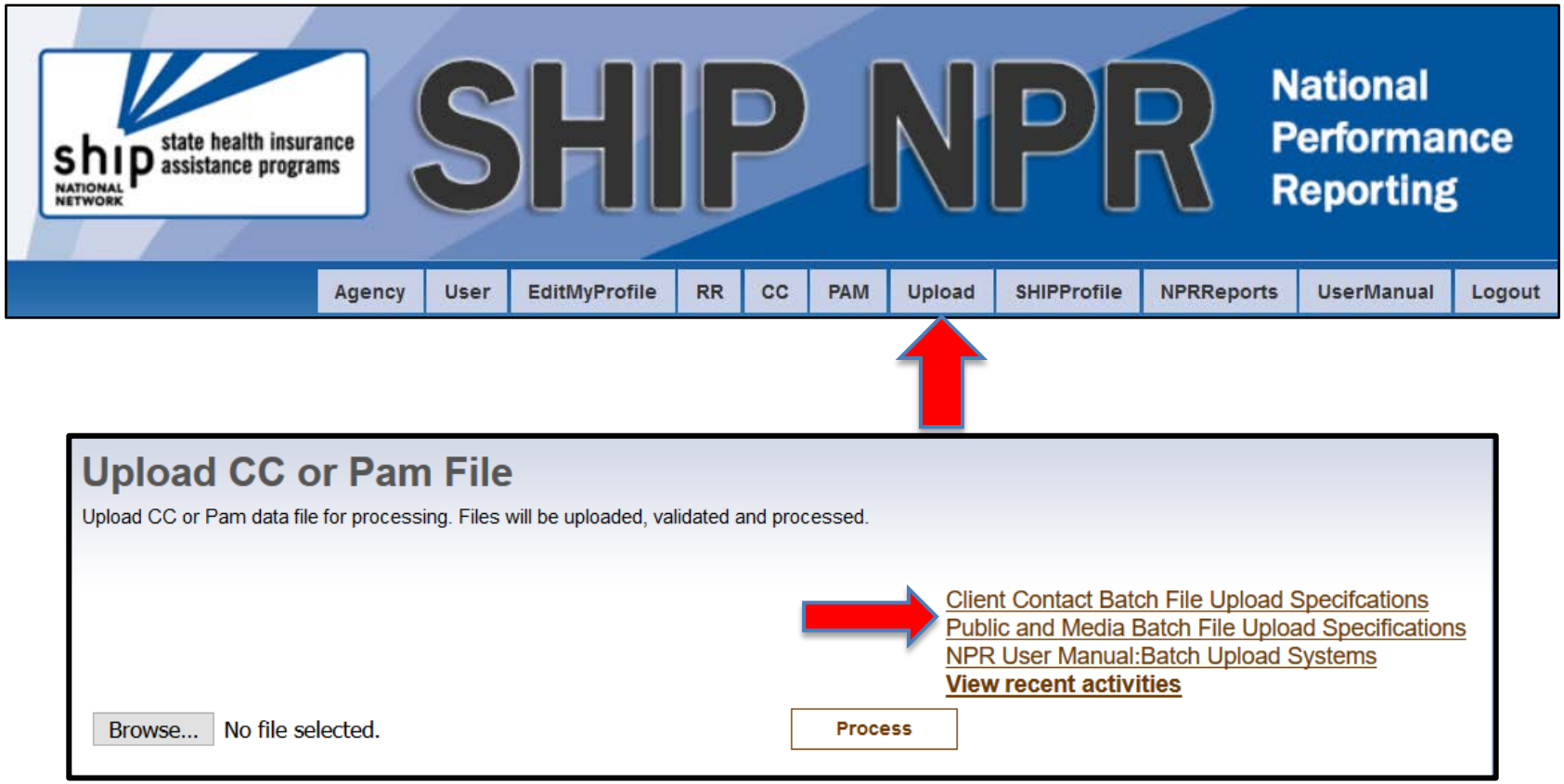


- Addition of either CC and PAM Special Use Fields

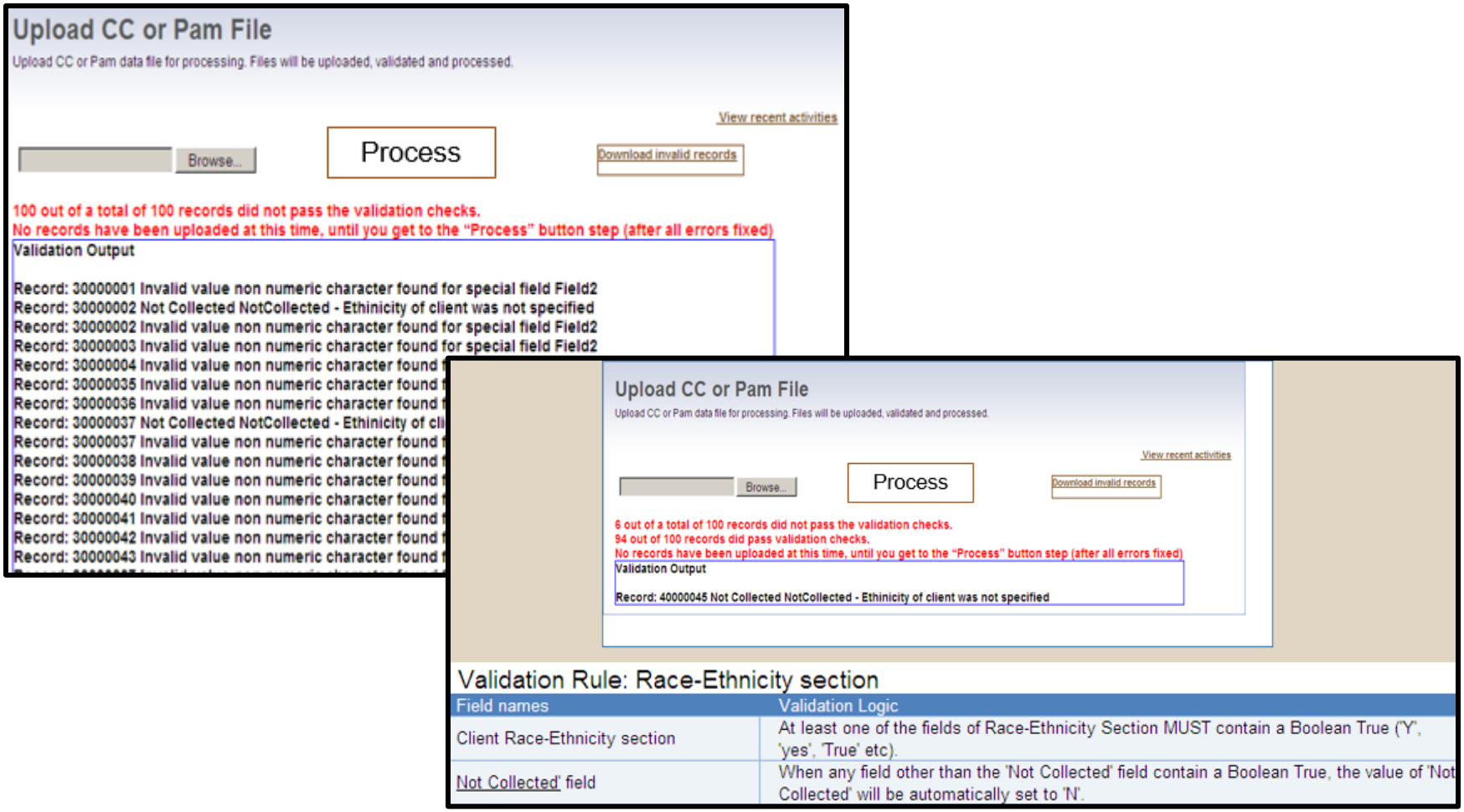
Enrollment Outcomes Pilot Preview
State Special Use Fields



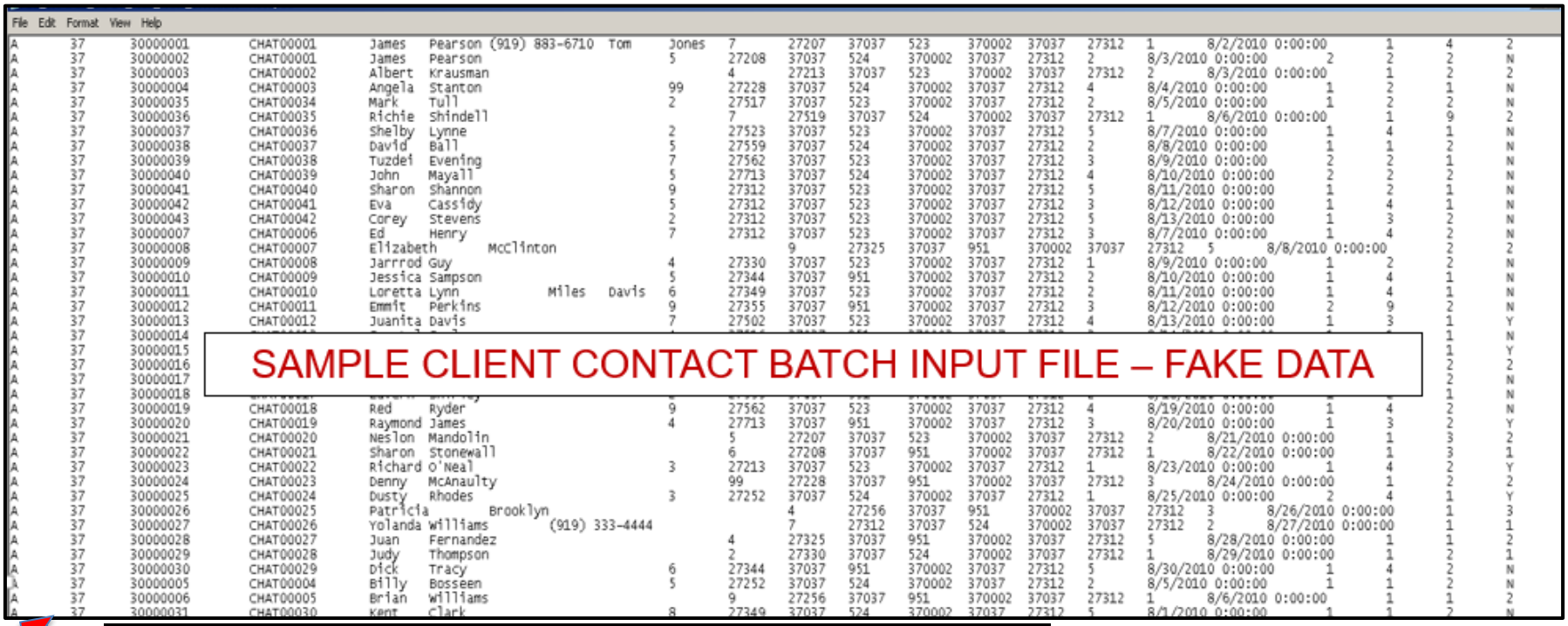
Batch Upload



Example Error Message



Corrections to Batch Upload Files



File Edit Format View Help

A	37	30000001	CHAT00001	James	Pearson (919) 883-6710	Tom	Jones	7	27207	37037	523	370002	37037	27312	1	8/2/2010 0:00:00	1	4	2
A	37	30000002	CHAT00001	James	Pearson			5	27208	37037	524	370002	37037	27312	2	8/3/2010 0:00:00	2	2	N
A	37	30000003	CHAT00002	Albert	Krausman				4	27213	37037	523	370002	37037	27312	2	8/3/2010 0:00:00	1	2	2
A	37	30000004	CHAT00003	Angela	Stanton			99	27228	37037	524	370002	37037	27312	4	8/4/2010 0:00:00	1	2	1	N
A	37	30000035	CHAT00034	Mark	Tull			2	27517	37037	523	370002	37037	27312	2	8/5/2010 0:00:00	1	2	2	N
A	37	30000036	CHAT00035	Richie	Shindell				7	27519	37037	524	370002	37037	27312	1	8/6/2010 0:00:00	1	9	2
A	37	30000037	CHAT00036	Shelby	Lynne			2	27523	37037	523	370002	37037	27312	5	8/7/2010 0:00:00	1	4	1	N
A	37	30000038	CHAT00037	David	Ball			5	27559	37037	524	370002	37037	27312	2	8/8/2010 0:00:00	1	1	2	N
A	37	30000039	CHAT00038	Tuzdei	Evening			7	27562	37037	523	370002	37037	27312	3	8/9/2010 0:00:00	2	2	1	N
A	37	30000040	CHAT00039	John	Mayall			5	27713	37037	524	370002	37037	27312	4	8/10/2010 0:00:00	2	2	2	N
A	37	30000041	CHAT00040	Sharon	Shannon			9	27312	37037	523	370002	37037	27312	5	8/11/2010 0:00:00	1	2	1	N
A	37	30000042	CHAT00041	Eva	Cassidy			5	27312	37037	523	370002	37037	27312	3	8/12/2010 0:00:00	1	4	1	N
A	37	30000043	CHAT00042	Corey	Stevens			2	27312	37037	523	370002	37037	27312	5	8/13/2010 0:00:00	1	3	2	N
A	37	30000007	CHAT00006	Ed	Henry			7	27312	37037	523	370002	37037	27312	3	8/7/2010 0:00:00	1	4	2	N
A	37	30000008	CHAT00007	Elizabeth	McClinton					9	27325	37037	951	370002	37037	27312	5	8/8/2010 0:00:00	2	2
A	37	30000009	CHAT00008	Jarrrod	Guy			4	27330	37037	523	370002	37037	27312	1	8/9/2010 0:00:00	1	2	2	N
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A	37	30000013	CHAT00012	Juanita	Davis			7	27502	37037	523	370002	37037	27312	4	8/13/2010 0:00:00	1	3	1	Y
A	37	30000014																	1	N
A	37	30000015																	1	Y
A	37	30000016																	2	2
A	37	30000017																	2	N
A	37	30000018																	1	N
A	37	30000019	CHAT00018	Red	Ryder			9	27562	37037	523	370002	37037	27312	4	8/19/2010 0:00:00	1	4	2	N
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A	37	30000022	CHAT00021	Sharon	Stonewall				6	27208	37037	951	370002	37037	27312	1	8/22/2010 0:00:00	1	3	1
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A	37	30000027	CHAT00026	Yolanda	Williams	(919) 333-4444				7	27312	37037	524	370002	37037	27312	2	8/27/2010 0:00:00	1	1
A	37	30000028	CHAT00027	Juan	Fernandez				4	27325	37037	951	370002	37037	27312	5	8/28/2010 0:00:00	1	1	2
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A	37	30000006	CHAT00005	Brian	Williams				9	27256	37037	951	370002	37037	27312	1	8/6/2010 0:00:00	1	1	2
A	37	30000031	CHAT00030	Kent	Clark			8	27349	37037	524	370002	37037	27312	5	8/1/2010 0:00:00	1	1	2	N

SAMPLE CLIENT CONTACT BATCH INPUT FILE – FAKE DATA

The action MUST be one of the following values:
A - Stands for 'Add'. Value 'A' indicates that the record is a new record never before submitted.
U - Stands for 'Update'. Value 'U' indicates that an update is being requested for a previous record that matches the Agency Code + Unique Record ID being uploaded.
D - Stands for 'Delete'. Value 'D' indicates that a delete operation is being requested for a record with the Agency Code + Unique Record ID being uploaded.

Contact Information

Technical Frontiers, Inc. - SHIP NPR Helpdesk

Shipnprhelp@technicalfrontiers.com

1-800-253-7154, ext. 1.