



2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

**Partnerships and Collaboration:
eQHealth, MN, and TN**

SMP Collaboration Efforts with QIOs

PRESENTED BY:

Debra Rushing, RN, MBA

eQHealth Solutions Project Director of CMS & SMP

Why collaborate?

Partnerships

A partnership is an arrangement where parties agree to cooperate to advance their mutual interests.



Why collaborate?



Create synergy!!!!

A **synergistic relationship** is a relationship
where both parties
achieve more together
than they are able to as individuals.

Synergy

Reasons to focus on synergy

- Consume fewer resources
- Achieve higher quality and quantity outputs
- Create a better chance of realizing goals

Daryl Conner
Blogger and Author

Synergy

“Individuals play the game, but teams beat the odds.”

Navy Seals



Synergy



How to create synergy –

- Perquisite – **willingness**
- **Interact** and let ideas flow
- **Appreciative understanding** of what others bring to the table
- **Integrate** new ideas and move beyond the current thinking
- **Implement** using rapid cycle improvement

COMMITMENT



NEXT STEPS

Find your QIO



What is a QIO?

Quality Improvement Organization

- One of the largest federal programs dedicated to improving health quality for **Medicare beneficiaries**
- Integral part of the U.S. Department of Health and Human (HHS) Services' National Quality Strategy for providing better care at lower cost
- QIOs are required under Sections 1152-1154 of the Social Security Act

Types of QIOs

Beneficiary and Family Centered Care QIOs (BFCC-QIOs)

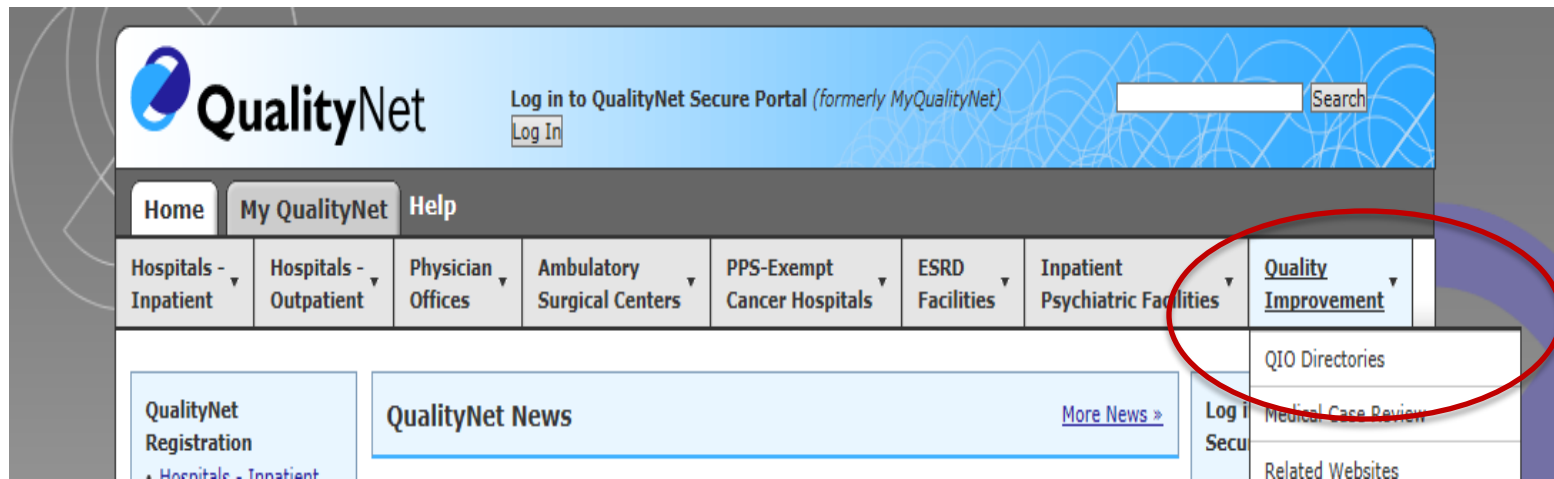
- Addresses quality of care concerns and appeals of discharge notices and immediate advocacy needs
- KEPRO and Livanta

Quality Innovation Network-QIOs (QIN-QIOs)

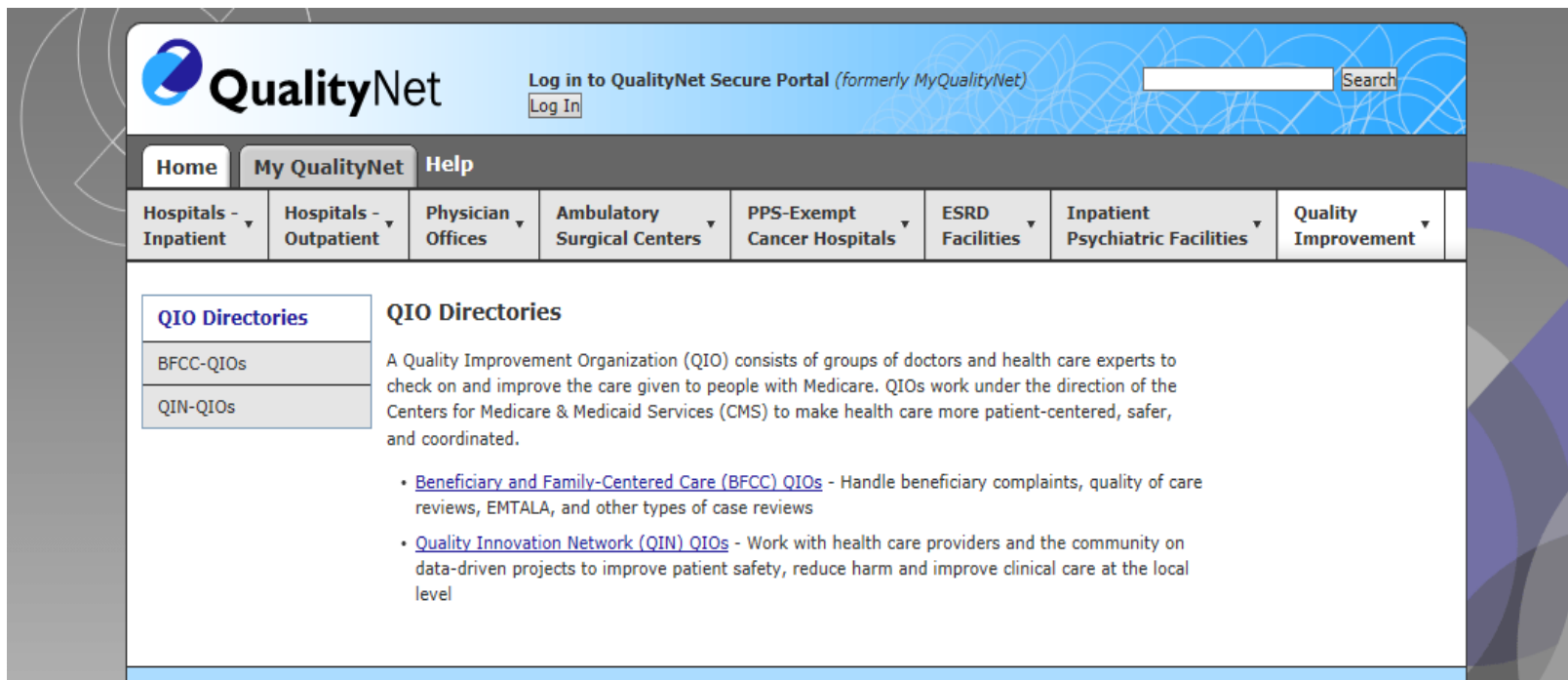
- Regional – 2 to 6 states
- Bring Medicare beneficiaries, providers, and communities together in data-driven initiatives
- Work crosses all inpatient and outpatient settings

How do I find my QIO?

www.qualitynet.org



How do I find my QIO?



The screenshot shows the QualityNet website interface. At the top, there is a blue header with the QualityNet logo on the left. To the right of the logo, there is a link that says "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" button below it. Further right is a search bar with a "Search" button. Below the header is a navigation bar with three tabs: "Home", "My QualityNet", and "Help". Under the "My QualityNet" tab, there is a row of eight menu items, each with a dropdown arrow: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement". Below the navigation bar, the main content area is titled "QIO Directories". On the left side of this section, there is a sidebar with a "QIO Directories" heading and two links: "BFCC-QIOs" and "QIN-QIOs". To the right of the sidebar, there is a paragraph explaining that a Quality Improvement Organization (QIO) consists of groups of doctors and health care experts to check on and improve the care given to people with Medicare. It states that QIOs work under the direction of the Centers for Medicare & Medicaid Services (CMS) to make health care more patient-centered, safer, and coordinated. Below this paragraph, there are two bullet points: one for "Beneficiary and Family-Centered Care (BFCC) QIOs" which handle beneficiary complaints, quality of care reviews, EMTALA, and other types of case reviews; and another for "Quality Innovation Network (QIN) QIOs" which work with health care providers and the community on data-driven projects to improve patient safety, reduce harm and improve clinical care at the local level.

QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

[Log In](#)

Home **My QualityNet** **Help**

Hospitals - Inpatient ▾ Hospitals - Outpatient ▾ Physician Offices ▾ Ambulatory Surgical Centers ▾ PPS-Exempt Cancer Hospitals ▾ ESRD Facilities ▾ Inpatient Psychiatric Facilities ▾ Quality Improvement ▾

QIO Directories

BFCC-QIOs

QIN-QIOs

QIO Directories

A Quality Improvement Organization (QIO) consists of groups of doctors and health care experts to check on and improve the care given to people with Medicare. QIOs work under the direction of the Centers for Medicare & Medicaid Services (CMS) to make health care more patient-centered, safer, and coordinated.

- [Beneficiary and Family-Centered Care \(BFCC\) QIOs](#) - Handle beneficiary complaints, quality of care reviews, EMTALA, and other types of case reviews
- [Quality Innovation Network \(QIN\) QIOs](#) - Work with health care providers and the community on data-driven projects to improve patient safety, reduce harm and improve clinical care at the local level

How do I find my QIO?

QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

QIO Directories

- BFCC-QIOs
- QIN-QIOs

BFCC-QIO Directory

Beneficiary and Family Centered Care (BFCC)-QIOs will manage all beneficiary complaints, quality of care reviews, EMTALA, and other types of case reviews to ensure consistency in the review process while taking into consideration local factors important to beneficiaries and their families. The BFCC-QIOs are listed below.

Area 1

States included: Connecticut, Maine, Massachusetts, New Hampshire, New Jersey, New York, Pennsylvania, Puerto Rico, Rhode Island, Vermont, Virgin Islands

[BFCC QIO Area One](#)

Agency Name: Livanta

Address: 9090 Junction Drive, Suite 10
Annapolis Junction, MD 20701

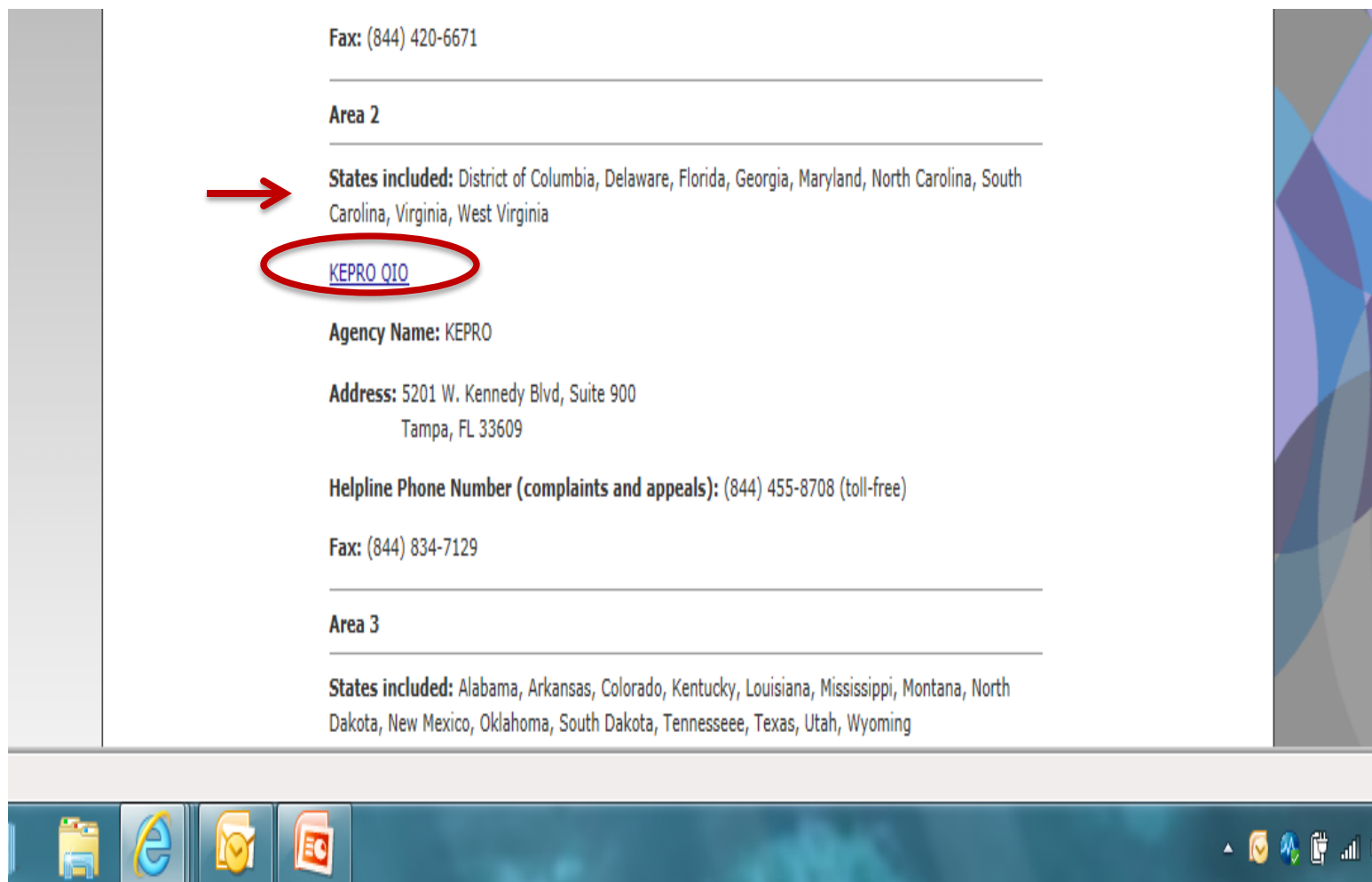
Helpline Phone Number (complaints and appeals): (866) 815-5440 (toll-free) TDD:(866) 868-2289

Fax: (844) 420-6671

Area 2

States included: District of Columbia, Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia

How do I find my QIO?



Fax: (844) 420-6671

Area 2

States included: District of Columbia, Delaware, Florida, Georgia, Maryland, North Carolina, South Carolina, Virginia, West Virginia

[KEPRO QIO](#)

Agency Name: KEPRO

Address: 5201 W. Kennedy Blvd, Suite 900
Tampa, FL 33609

Helpline Phone Number (complaints and appeals): (844) 455-8708 (toll-free)

Fax: (844) 834-7129

Area 3

States included: Alabama, Arkansas, Colorado, Kentucky, Louisiana, Mississippi, Montana, North Dakota, New Mexico, Oklahoma, South Dakota, Tennessee, Texas, Utah, Wyoming

The screenshot shows a web page with a light gray background. On the left, there is a vertical gray bar. On the right, there is a vertical bar with a colorful geometric pattern. The main content area is white. At the bottom, there is a Windows taskbar with several icons: a folder, a web browser (Internet Explorer), a clock, and a calendar. The system tray on the right shows a volume icon, a network icon, and a power icon.

How do I find my QIO?

Beneficiaries and Families

How to File a Quality of Care Complaint

How to File an Appeal

Immediate Advocacy

Appoint a Representative

FAQ

Resources

En Español

Publications

Check Your Discharge Appeal Case Status

Healthcare Providers

Appeals

Beneficiary Complaints

Other Reviews

FAQ

Resources

Physician Acknowledgement Statement

QIO Liaison

Memorandum of Agreement (MOA)

Update Your Contact Information

Become a Physician Reviewer

Partners

Beneficiary Outreach

FAQ

Schedule a Speaker

Quality Innovation Network (QIN) QIO

Annual Reports

Resources

Person and Family Engagement

How do I find my QIO?

eqio.com/partners/frmSpeaker.aspx

Tools Help

Learn About the Quality P... 2016 Medicare Shared

Outreach Specialists' Contact Information

Shannon Sheppard, MPH
(216) 396-7539
Shannon.Sheppard@bfcc2.hcqis.org
NM, CO, UT, WY, MT

Brittney Bratcher, MS, CHES
216-396-7541
Brittney.Bratcher@bfcc2.hcqis.org
TX

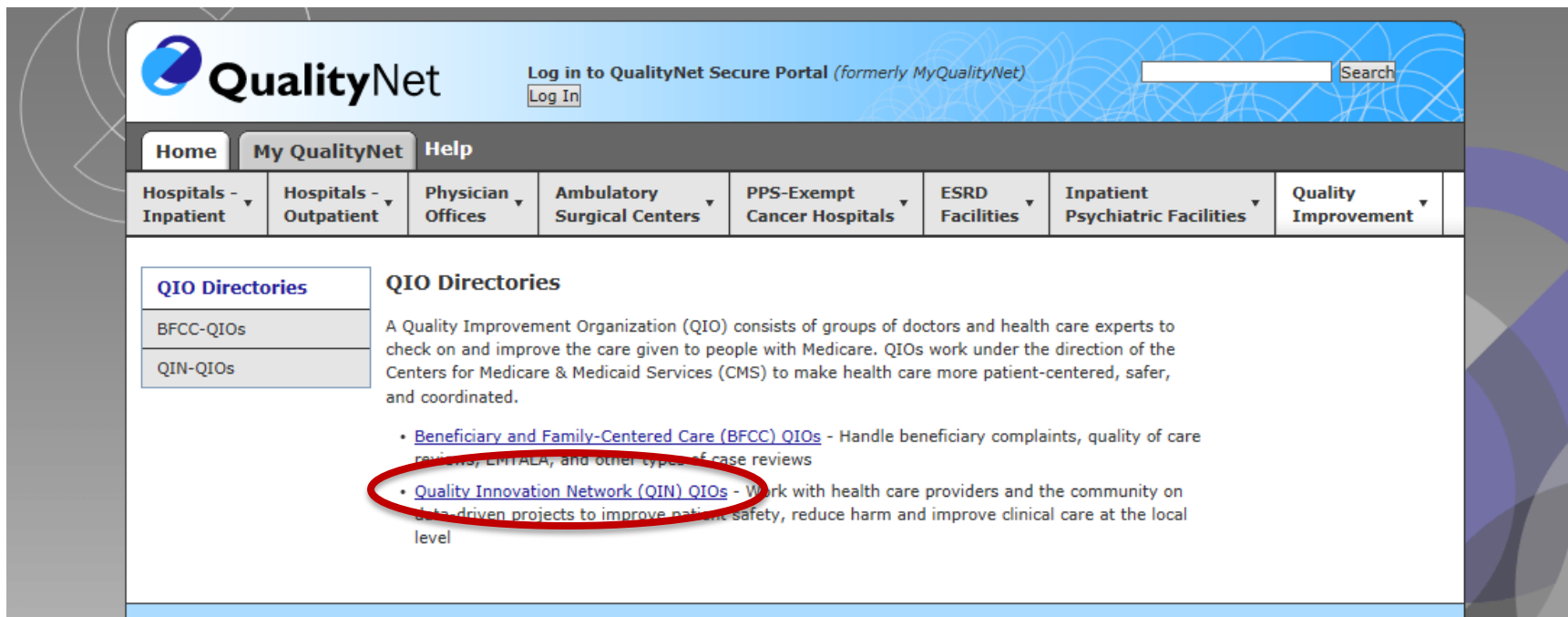
Tara Cooke, MSG
216-396-7538
Tara.Cooke@bfcc2.hcqis.org
MD, DE, DC, northern, eastern and central VA, eastern WA

Lucia Di Gioia, MPH, CHES
216-396-7542
Lucia.DiGioia@bfcc2.hcqis.org
IL, ND, SD, MN, WI

Sylvia Gaddis
216-396-7544
Sylvia.Gaddis@bfcc2.hcqis.org
FL

Lesa Allen-Gaither, MHA

How do I find my QIO?



The screenshot shows the QualityNet website interface. At the top, there is a blue header with the QualityNet logo on the left, a login link "Log in to QualityNet Secure Portal (formerly MyQualityNet)" with a "Log In" button, and a search bar on the right. Below the header is a navigation bar with tabs for "Home", "My QualityNet", and "Help". Under "My QualityNet", there are several dropdown menus: "Hospitals - Inpatient", "Hospitals - Outpatient", "Physician Offices", "Ambulatory Surgical Centers", "PPS-Exempt Cancer Hospitals", "ESRD Facilities", "Inpatient Psychiatric Facilities", and "Quality Improvement". The main content area is titled "QIO Directories" and contains a list of QIO types: "BFCC-QIOs" and "QIN-QIOs". To the right of this list is a detailed description of QIOs and a list of QIO types with their functions. The "Quality Innovation Network (QIN) QIOs" link is circled in red.

QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet) Search

Home My QualityNet Help

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

QIO Directories

BFCC-QIOs

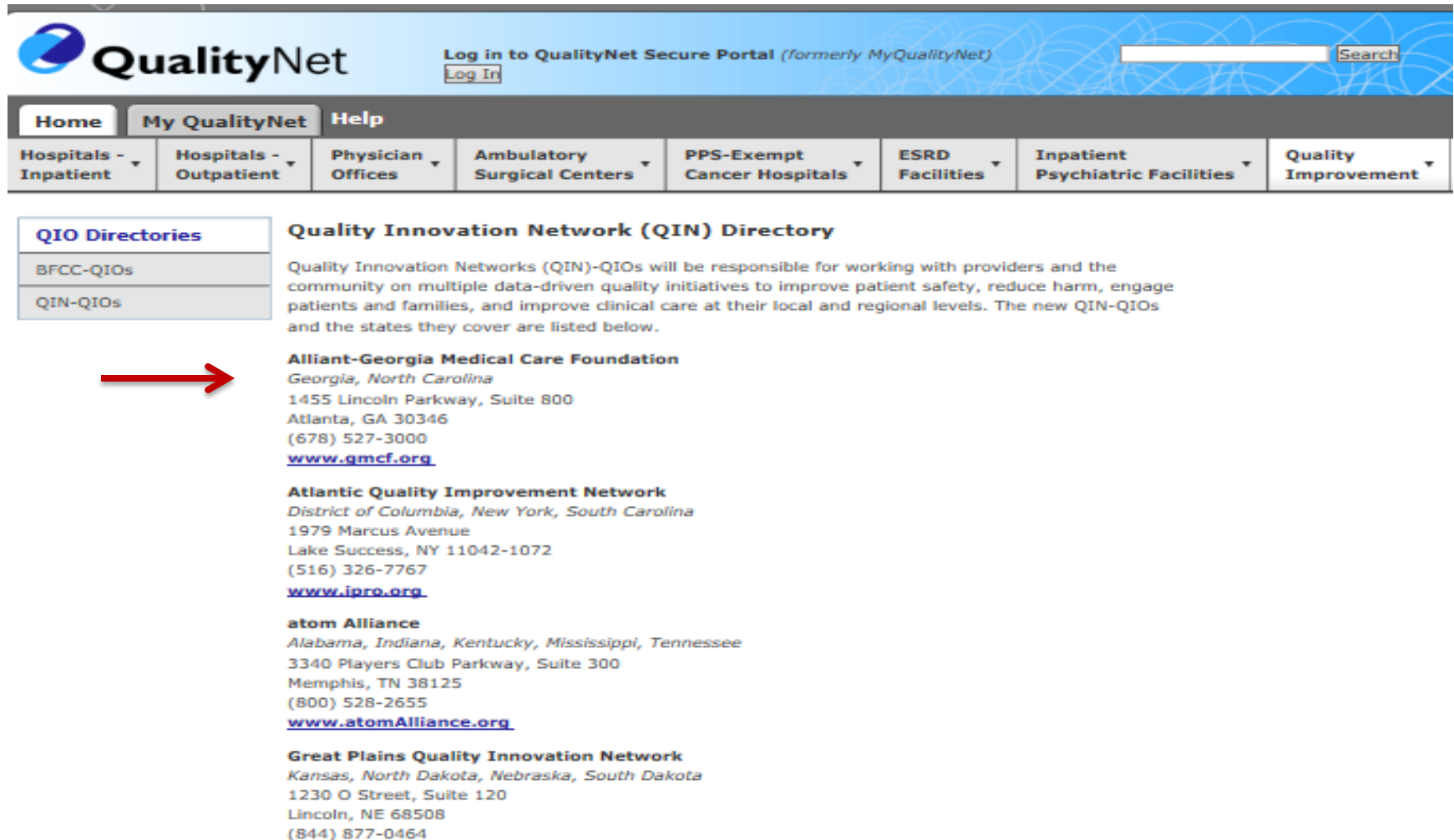
QIN-QIOs

QIO Directories

A Quality Improvement Organization (QIO) consists of groups of doctors and health care experts to check on and improve the care given to people with Medicare. QIOs work under the direction of the Centers for Medicare & Medicaid Services (CMS) to make health care more patient-centered, safer, and coordinated.

- [Beneficiary and Family-Centered Care \(BFCC\) QIOs](#) - Handle beneficiary complaints, quality of care reviews, LTR/ALA, and other types of case reviews
- [Quality Innovation Network \(QIN\) QIOs](#) - Work with health care providers and the community on data-driven projects to improve patient safety, reduce harm and improve clinical care at the local level

How do I find my QIO?



QualityNet Log in to QualityNet Secure Portal (formerly MyQualityNet)

Home **My QualityNet** **Help**

Hospitals - Inpatient Hospitals - Outpatient Physician Offices Ambulatory Surgical Centers PPS-Exempt Cancer Hospitals ESRD Facilities Inpatient Psychiatric Facilities Quality Improvement

QIO Directories

- BFCC-QIOs
- QIN-QIOs**

Quality Innovation Network (QIN) Directory

Quality Innovation Networks (QIN)-QIOs will be responsible for working with providers and the community on multiple data-driven quality initiatives to improve patient safety, reduce harm, engage patients and families, and improve clinical care at their local and regional levels. The new QIN-QIOs and the states they cover are listed below.

Alliant-Georgia Medical Care Foundation
Georgia, North Carolina
1455 Lincoln Parkway, Suite 800
Atlanta, GA 30346
(678) 527-3000
www.qmcf.org

Atlantic Quality Improvement Network
District of Columbia, New York, South Carolina
1979 Marcus Avenue
Lake Success, NY 11042-1072
(516) 326-7767
www.ipro.org

atom Alliance
Alabama, Indiana, Kentucky, Mississippi, Tennessee
3340 Players Club Parkway, Suite 300
Memphis, TN 38125
(800) 528-2655
www.atomAlliance.org

Great Plains Quality Innovation Network
Kansas, North Dakota, Nebraska, South Dakota
1230 O Street, Suite 120
Lincoln, NE 68508
(844) 877-0464

Beneficiary and Family Centered Care QIOs (BFCC-QIOs)

- Referrals of suspected fraud cases
- Share event calendars and collaboration by providing one another's material
- Increased exposure without increased expense
- KEPRO outreach specialists will attend functions that SMPs and SHIPS do not have on the calendar

KEPRO BFCC-QIO Annual Report to CMS

The KEPRO outreach specialist assigned to LA and MS submitted the story to KEPRO executives for inclusion in the report which states:

OUTREACH AND COLLABORATION WITH BENEFICIARIES

...a unique resource sharing partnership developed with eQHealth Solutions, the only multi-state Administration for Community Living contractor fulfilling the Senior Medicare Patrol (SMP) scope of work activities.

...eQHealth Solutions volunteers and staffers added KEPRO's beneficiary protection educational resources to their communications.

...KEPRO staff in Area 3 was able to include SMP information in their BFCC-QIO outreach presentation materials to members of three Louisiana provider associations.

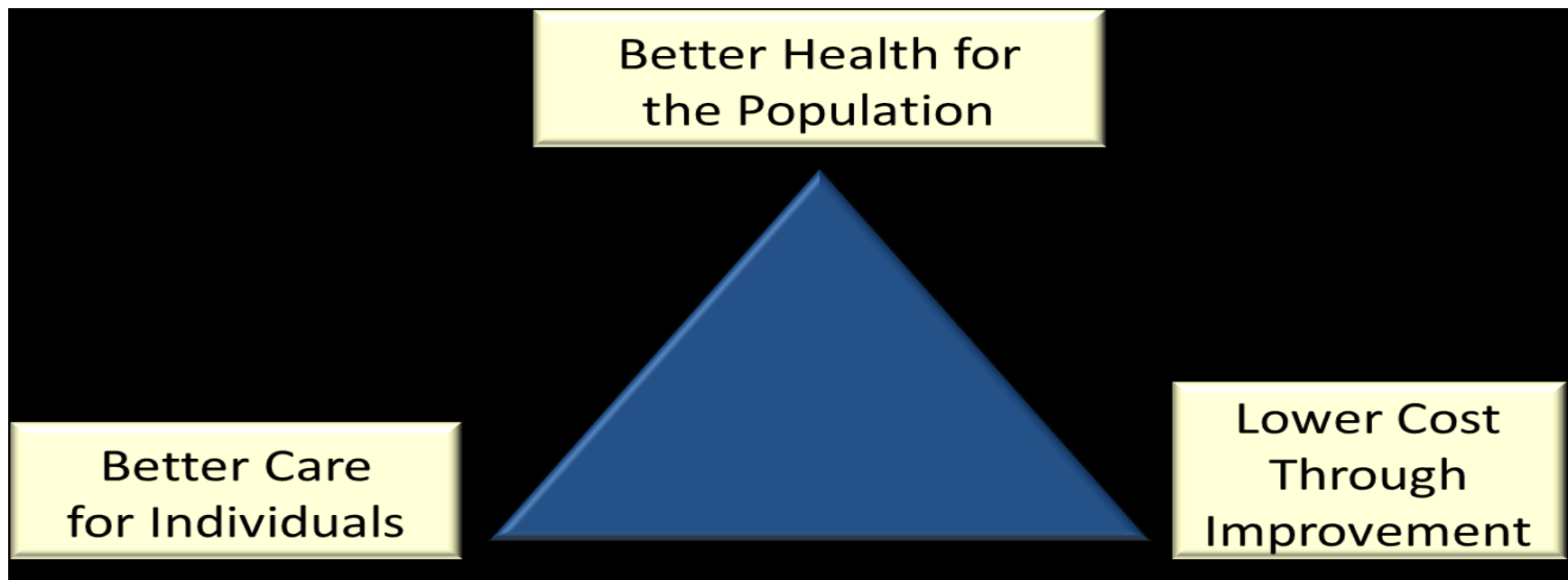
...Estimations are that through the SMP partnership, KEPRO was able to reach more than 300,000 beneficiaries in Louisiana.

https://www.keproqio.com/aboutus/pdfs/Area%203_2016_AnnualReport_FINAL_508.pdf

Quality Innovation Network-Quality Improvement Organization (QIN-QIOs)

Focus

- Helping the Centers for Medicare & Medicaid Services (CMS) achieve its three-part aim



Opportunities



- Diabetic Education
- Adult Immunizations

QIO Diabetic Education

- Medicare beneficiaries attend 6 classes
- Provide a pen and brochure
- Read brochure while they are waiting for their initial assessment with the educator
- LA QIO provided more than 600 brochures to Medicare Beneficiaries
- FL QIO - invites us to speak at 21 education series

QIO Adult Immunizations

Collectively we have provided SMP and QIO material
to more than 1200 beneficiaries at
events, summits, workshops and expos.

COMMITMENT



Create synergy!!!!





2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

The MinnesotaHelp Network™

Building a One Stop Shop through Partnerships

History

- 1994: Launch of Senior LinkAge Line®
- 2003: 1 of 8 states to receive 1st ADRC Grant
- Virtual model built off existing partnerships
- Uses a no wrong door approach



phone



in-person

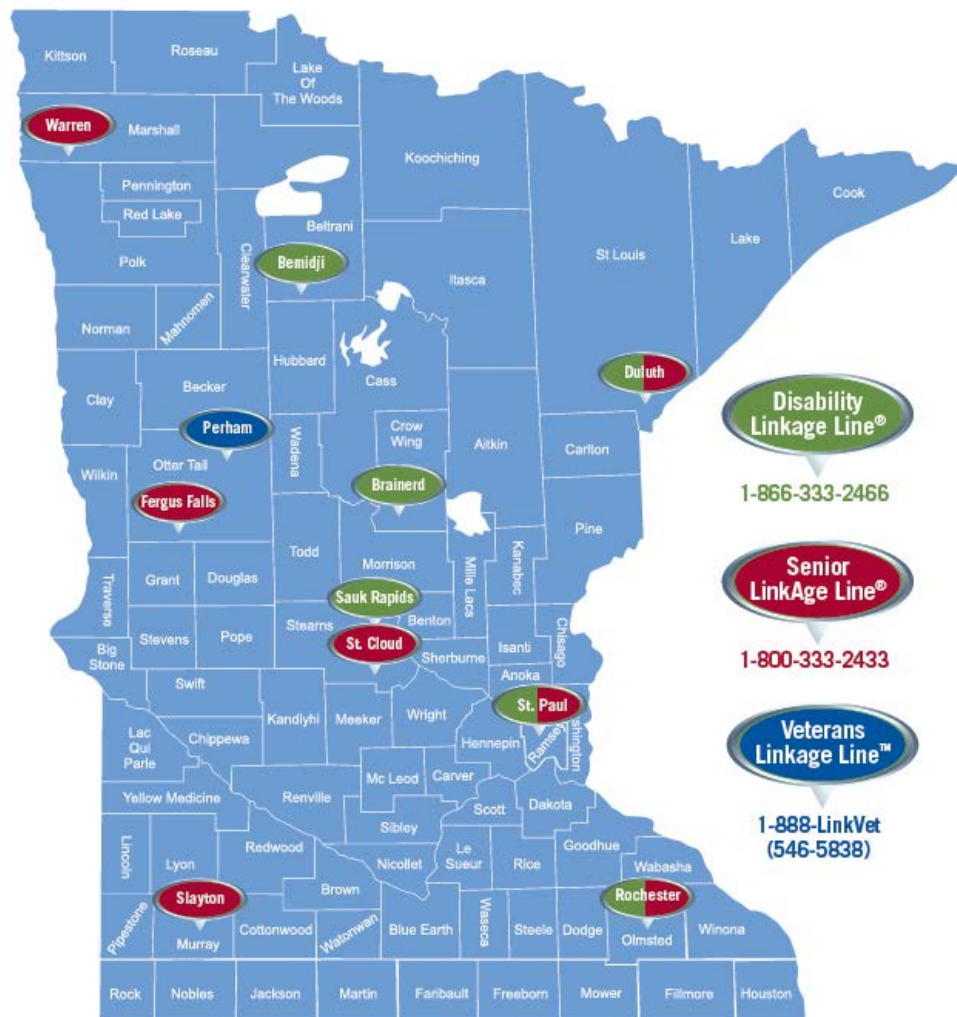


print



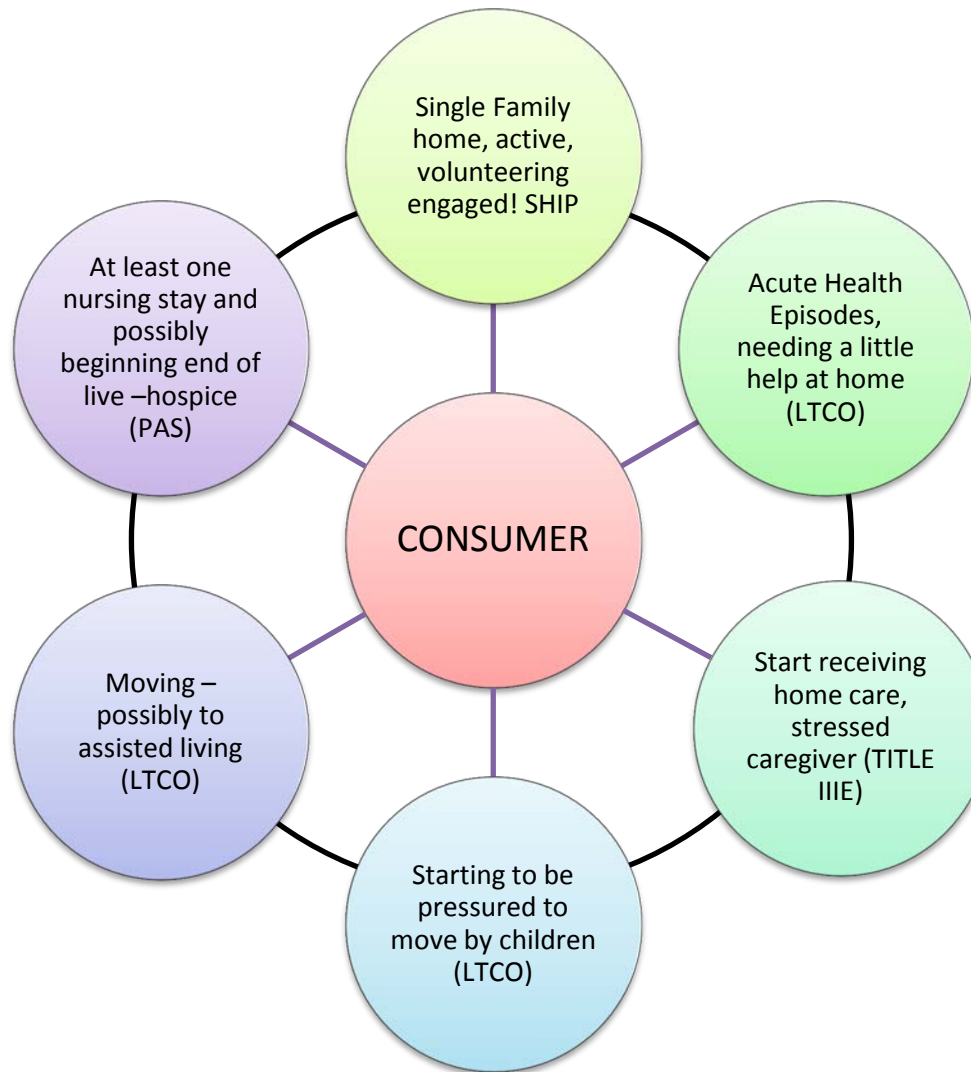
technology

MinnesotaHelp Network™



- **Telephone Assistance**
 - Senior LinkAge Line® (1-800-333-2433)
 - Disability Linkage Line® (1-866-333-2466)
 - Veterans Linkage Line™ (1-888-Linkvet)
- **Face-to-Face Assistance**
 - Through county MNCHOICES
 - Outreach Sites
 - Access Points
- **Online Assistance**
 - www.MinnesotaHelp.info
 - Live Chat and Resource database
 - www.DB101.org
- **Print**
 - *Before a Move: Consider Your Options*
 - *Health Care Choices*
 - *Planning Ahead*
 - *Returning Home booklet*

No Wrong Door Approach



Over Time

- 1993 – Officially becomes the SHIP
- 1998 – Officially becomes the SMP
- 1999 – State Prescription Drug Program
- 2003 – MinnesotaHelp.info Online Database
- 2004 – Medicare Discount Card
- 2006 – Part D Begins
- 2008 – LTC Options Counseling Expansion
- 2010 – Return to Community (RTC) Launches



Over Time

- 2011 – One Stop Shop Launches
- 2013 – Pre-Admission Screening and RTC Expansion
- 2017 – Additional expansion of RTC and LTC Options Counseling

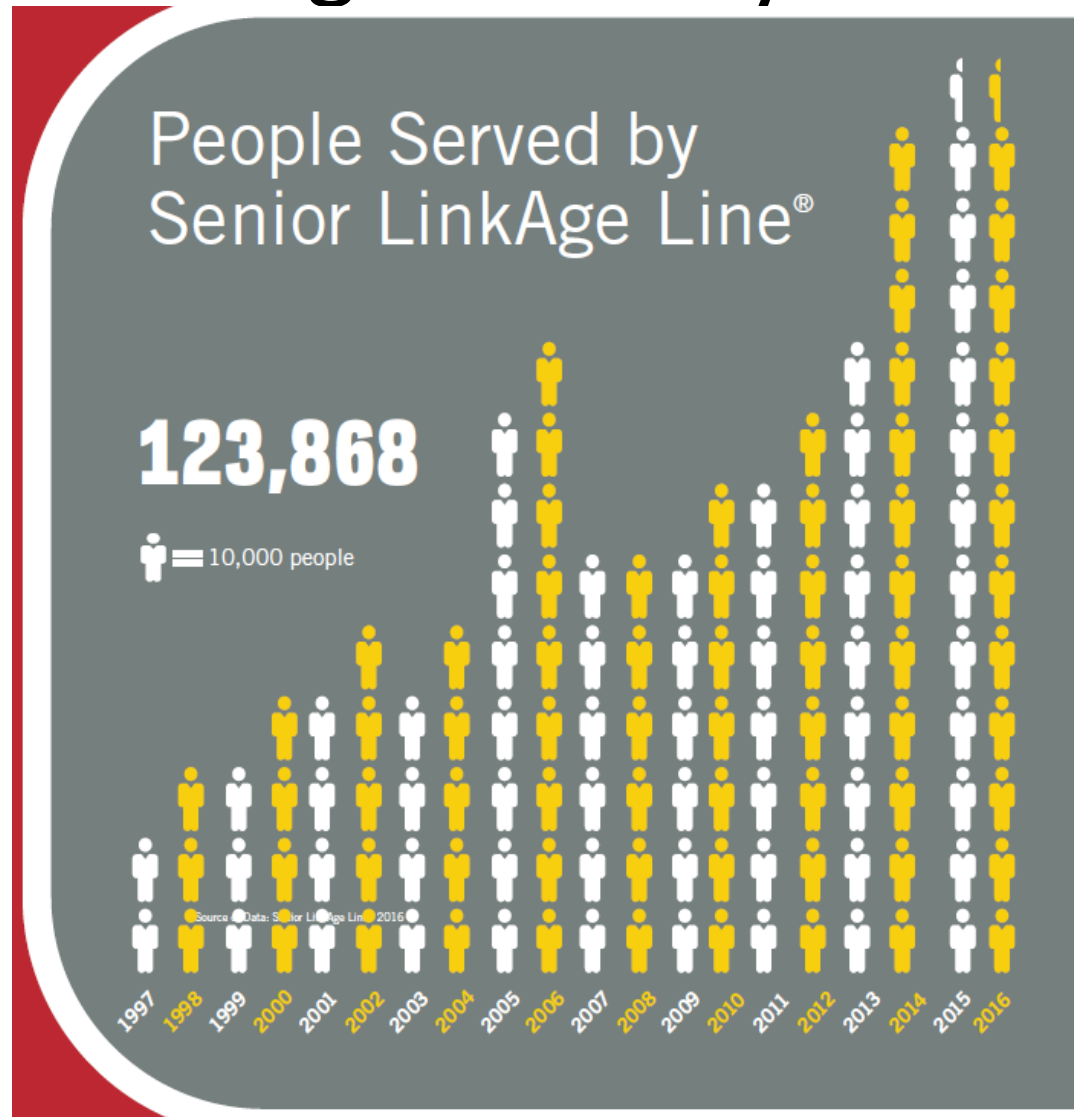


How Far We Have Come

- Increased statewide uniformity and branding
- One statewide number
- Advanced VoIP technology
- Robust data collection
- Quality assurance efforts
- In-depth, on-going assistance and follow-up
- Over 60 partner organizations

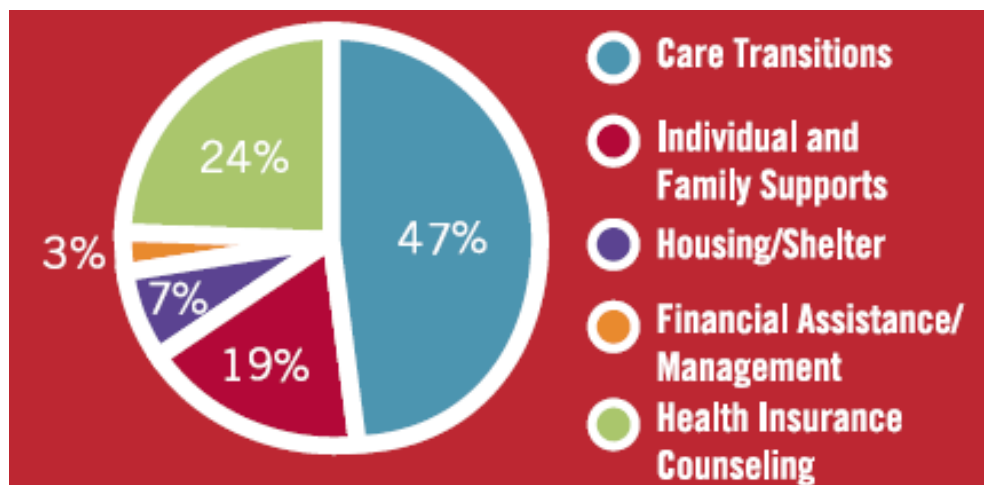
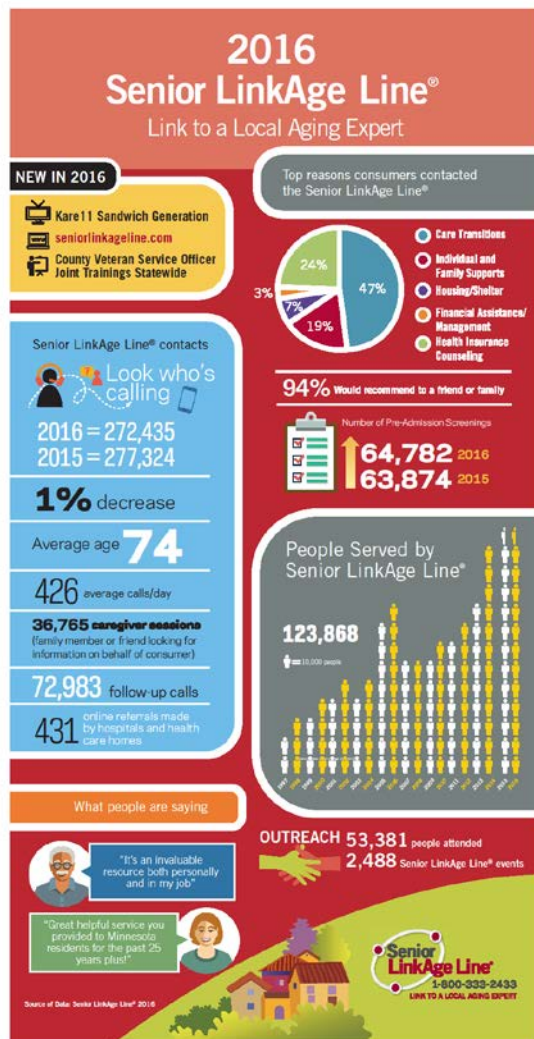


Senior LinkAge Line[®] by the Numbers

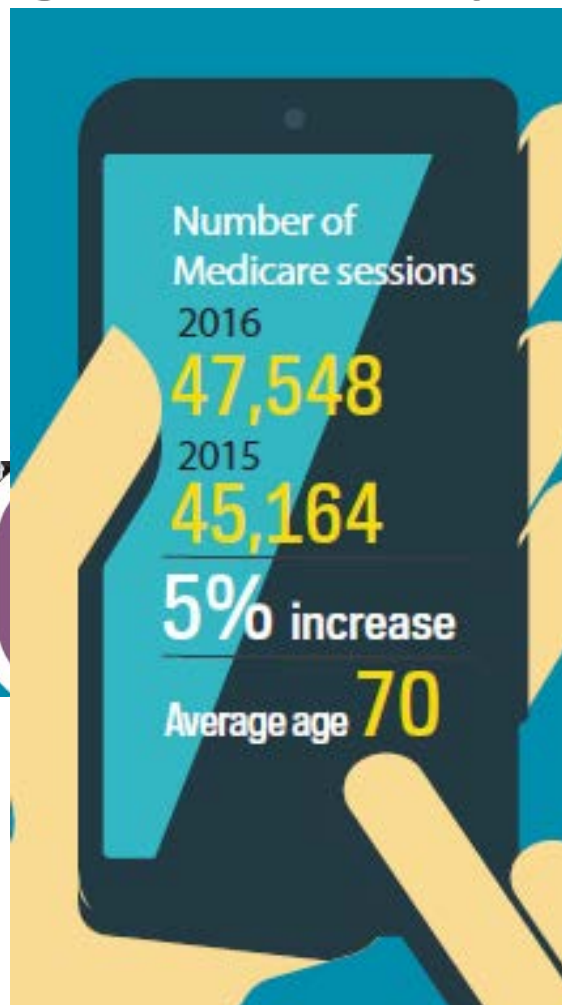
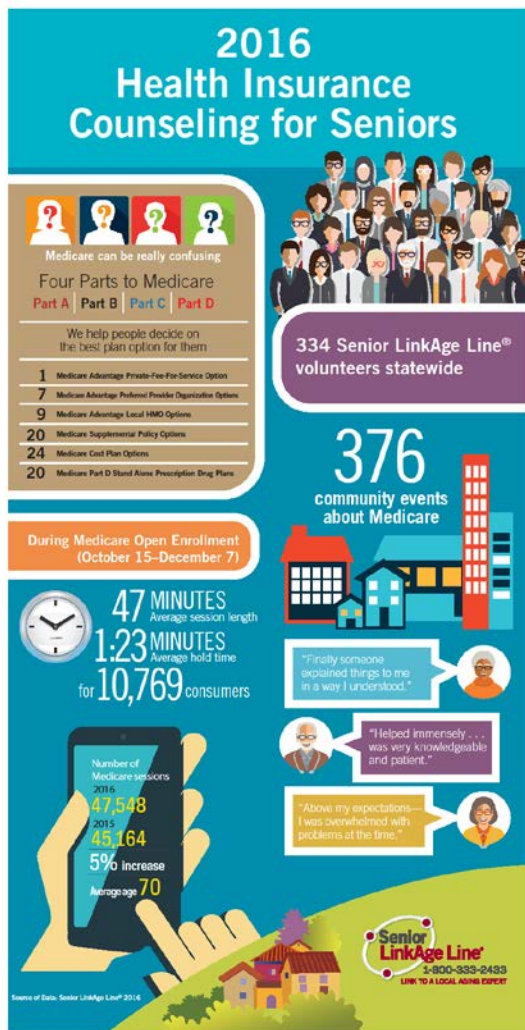


2017 SMP/SHIP National Conference

Senior LinkAge Line® by the Numbers

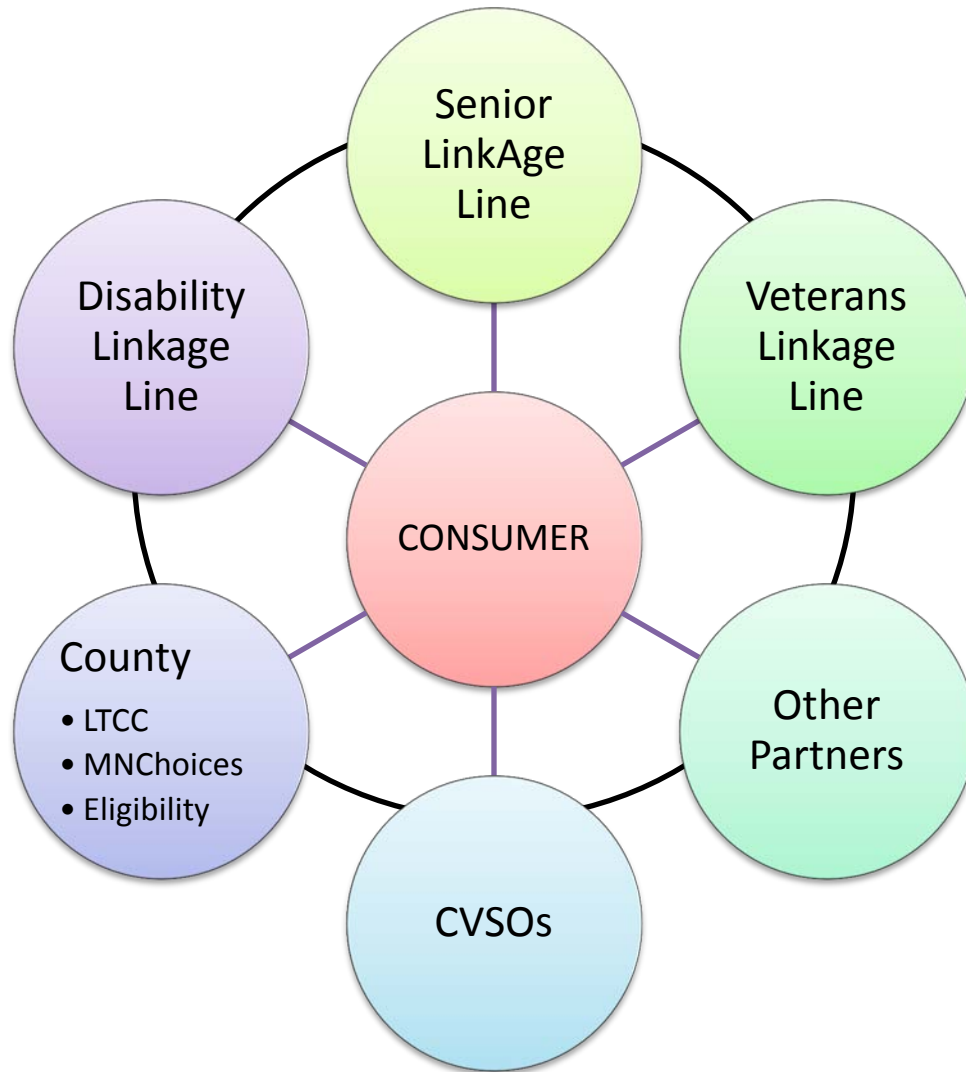


Senior LinkAge Line® by the Numbers



47 MINUTES
Average session length

No Wrong Door Approach



Counties are very important in Minnesota!

- County administered system
- Each has
 - Adult mental health unit
 - County veterans services officers
 - Financial eligibility unit
 - County public health or long term care unit
- Often times provide fee-for-service case management

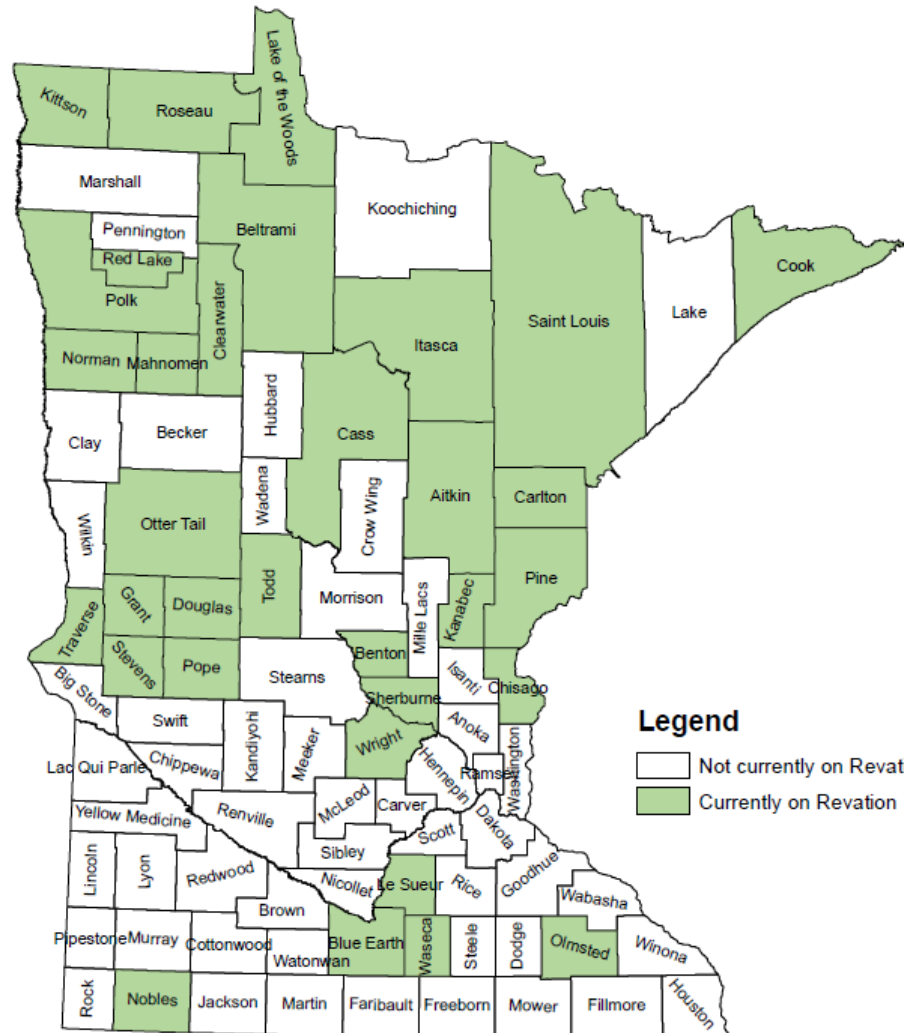


Our Goal for County Communication

- Goal: jointly service consumers with seamless assistance
- Senior LinkAge Line[®] does not do eligibility determination
- Counties do not do Medicare or care transitions for private pay



County Partners



Example of Communication Tool

The image displays a screenshot of a communication tool interface, likely a Microsoft Teams or Slack workspace, showing a list of hunt groups and a detailed view of a specific group.

Left Panel (Hunt Groups):

- SLL General Hunt Groups (7/2/9)
 - SLL Arrowhead (busy)
 - SLL Central
 - SLL Dancing Sky (online - 1 m...)
 - SLL Metro
 - SLL MN River
 - SLL Southeastern Minnesota (...)
 - SLL Community Living
 - SLL Benefits Lookup
 - SLL Routing
- SLL Medicare Hunt Groups (2/0/8)

Right Panel (MN Help SLL Arrowhead (1/11/23)):

- Catherine Sampson (Director) 810...
- Marjori Bottila (Contact Center) 810...
- Lee Swenson (Vol Coord.) 81019 (...)
- Leslie Sauve (MNHHelp Community ...)
- Stephanie Larson (MNHHelp Comm...)

Central Panel (Main Chat Area):

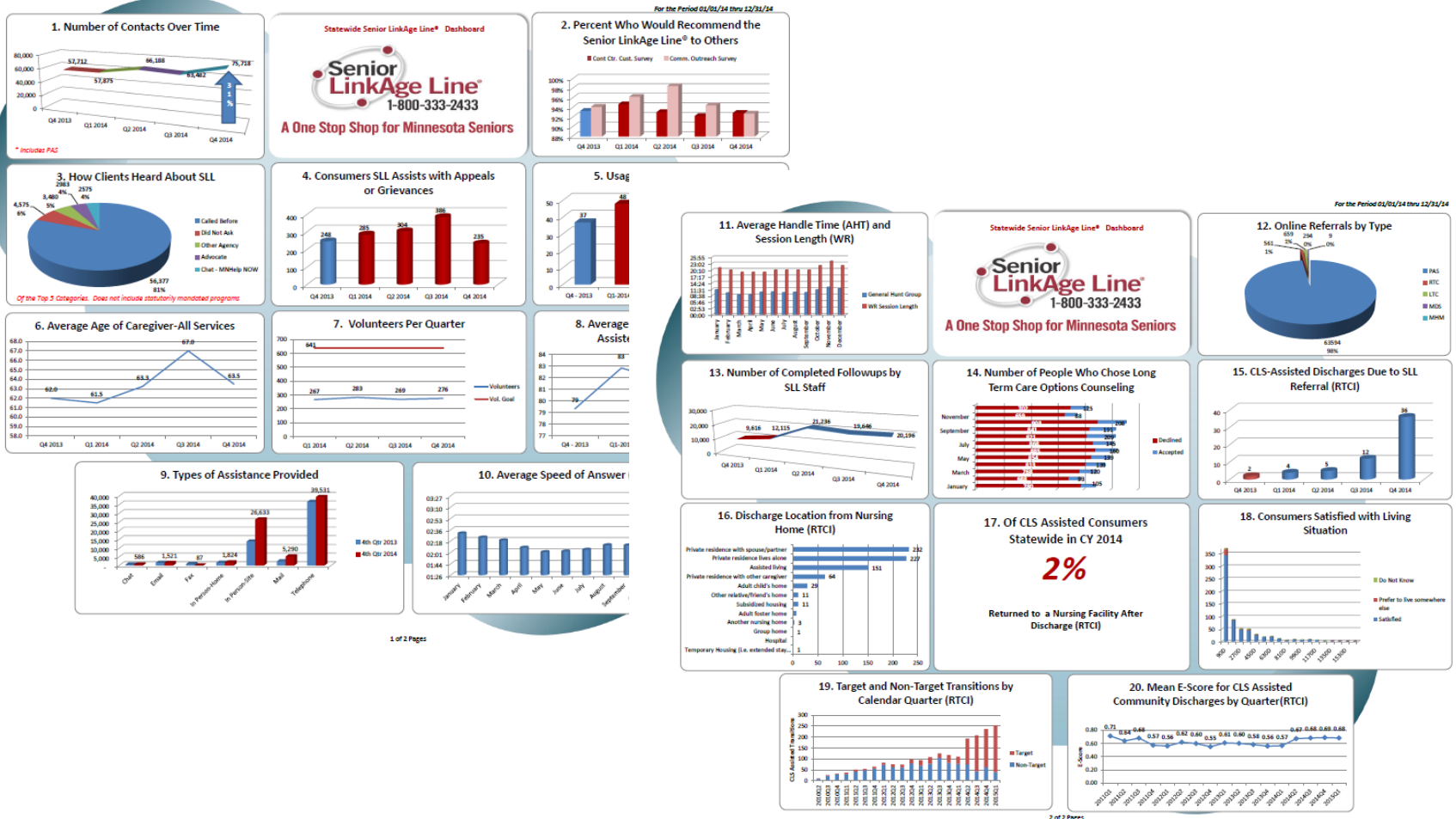
The central panel shows a chat window with a header bar indicating the user is "Chris Benson" and is "Online". Below the header, there is a list of chat participants and a list of chat messages. The chat messages are organized into sections, including "Master Contacts (151/160/579)", "Hunt Groups (39/19/64)", "SLL Hunt Groups (23/15/44)", "SLL General Hunt Groups (7/2/9)", "Client Service Center Hunt Groups", "Data Management Program Hunt ...", "Consumer Choices Team Hunt Gr...", "MN Help SLL Arrowhead (1/11/23)", "SLL Arrowhead (busy)", "SLL Central", "SLL Dancing Sky (online - 1 m...", "SLL Metro", "SLL MN River", "SLL Southeastern Minnesota (...)", "SLL Community Living", "SLL Benefits Lookup", "SLL Routing", "SLL Medicare Hunt Groups (2/0/8)", "SLL NHHWS Hunt Groups (3/4/7)", "SLL HCC Request Hunt Groups (...)", "SLL PAS Referral (8/0/8)", "SLL Online Referral (3/3/6)", "DLL Hunt Groups (8/4/12)", "VLL Hunt Groups (1/0/1)", "DHS Hunt Groups (1/0/1)", "Catherine Sampson (Director) 810...", "Marjori Bottila (Contact Center) 810...", "Lee Swenson (Vol Coord.) 81019 (...)", "Leslie Sauve (MNHHelp Community ...)", "Stephanie Larson (MNHHelp Comm...", "Alicia Arnold (SLL Specialist) 81004", "Debra Kossett (SLL Specialist) 81...", "Gloria Walters (SLL Specialist) 810...", "Hannah Casey (SLL Specialist) 81...", "Karen Hanson (SLL Specialist) 81...", "Allison Olson (SLL PAS Specialist) ...", "Laura Peterson (SLL PAS Speciali...", "Karen Tveit (Senior Outreach Kooc...", "Kara Edwards (Support Staff) (busy)", "Cindy Conkins (Senior Planner) 81...", "Heather Stillwell (EDP Program De...", "Sara Patten (Aging Services Plann...", "Client Service Consultants (0/2/5)", "MN Help SLL Central (8/6/26)", "Chicago County Pilot (6/3/37)", "MN Help SLL Land of the Dancing S...", "MN Help SLL Land of the Dancing S...", "MN Help SLL Minnesota River (6/9/27)", "MN Help SLL Metropolitan (18/27/90)", "MN Help SLL Southeastern Minneso...", "MN Help SLL Client Service Center (...)", "MN Help Indian AAA (0/0/10)", "SLL (1/0/1)", "Dept. of Human Services (26/14/79)", "Transportation MinnesotaHelp Netw...", "Data Management Program (8/3/12)", "Other (7/5/28)", "MN Help DLL DB101 Chats (0/6/6)", "MN Help DLL Central (0/1/3)", "MN Help DLL Metro (1/9/13)", "Beth Spencewood (Contact Center ...", "Kevin Lamminen (DLL Specialist) ...", "Julia Washenberger (DLL Speciali...", "Jack Phillips (DLL Specialist) 88010...", "Liz Weber (DLL Specialist) 88018 (...)", "Abigail Helget (DLL Specialist) 880...", "Sarah Mauser (DLL Specialist) 880...", "Isabelle Hoag (DLL Specialist) 880...", "Madeline Nyvold (DLL Specialist) 8...", "Kab Nras Lee (DLL Specialist) 861...", "Danielle Mahoehey (DLL Speciali...", "Kianna Lehman (DLL Admin Assist...", "Matt Saari (IT Support)", "MN Help DLL Northern (0/0/3)", "MN Help DLL Northeast (0/1/2)", "MN Help DLL Southern (0/8/13)", "MN Help VLL (2/2/19)", "Kathy Schwartz (Director) (away)", "Amy McIntosh (VLL)", "Carla Johanson (VLL) (away)", "Cathy Roberts (VLL)", "David Johnson (VLL)", "Jana Berube (VLL)".

Other Partners

- Transportation providers
- State agencies
- Volunteer centers
- Nursing facilities
- Hospitals
- Clinics



Quality Assurance



Contacts

Krista Boston

Director, Consumer Assistance Programs

krista.boston@state.mn.us

651-431-2605

Stephanie Minor

Senior LinkAge Line[®] Policy Analyst

Stephanie.a.minor@state.mn.us

651-431-2602



2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

TN SHIP Innovative Call Center: Partnering with Corrections

Shannon R. Jones, MPH
Sidney Schuttrow, MPA

Do You Envision This?

**CRIMINAL
RECORD**



Video



<https://spaces.hightail.com/space/TQPvk/files/fi-4044d473-b20a-4c7a-bd08-c1a08c01f830/fv-2e3ebd6f-d2d7-4d11-b010-6120480c4f89/TRICOR%202016%20FINAL.mov>

2017 SMP/SHIP National Conference



TRICOR



- Mission is to prepare offenders for success after release
- Purpose is to provide occupational, soft and life skills, training and re-entry services.
- Offers highly skilled workforce to employers
- Call Center- trained for effective communication and marketing skills

Why TN SHIP Considered This Option?

- Losing an estimated 300 calls per month
- Funds distributed to AAA's and other agencies
- Needed an innovative way to meet Performance Measures
- Could this partnership possibly help these women be successful once they were released?



The Details

- Call Center positions are highly coveted
- Security protocols are in place
- System used allows for SHIP data entry at the time of the call
- 3 Call Center Agents working 36 hours per week; two supervisors & a floater
- Annual cost of \$43,646



The Training

- 5 days of intensive initial training (30 hours)
- Traditional volunteer training
- Increased case scenarios, role playing, and interactive activity
- Quarterly update trainings (more often if needed)
- Daily communication available
- All information electronic
- 9 agents currently trained



Daily Spreadsheet Sample

Date	First Name	Last Name	Phone	Age	Zip	County	Race	Income (above/below)	Reason for Call/Notes
▼	▼	▼	▼	▼	▼	▼	▼	▼	▼
6/6/2017				74	38112	Shelby	African American	Below	Is needing assistance applying for MSP/LIS. family size 1, gross income 1,376.29
6/6/2017				75	38138	Shelby	Caucasian	Above	She needs to choose a Part D plan and a supplemental plan
6/6/2017				64	38111	Shelby	White	Below	Medicare starts August 1. Needs to apply for MSP, income is \$893 gross, single
6/6/2017				65	38107	Shelby	African American	Below	Qualifies for QMB and needs to apply

The Numbers

Start Date August 11, 2016

	8/1/15-3/31/16	8/1/16-3/31/17	Increase
State	57,265	80,017	22,752
TRICOR	0	15,852	15,852

TRICOR Referrals to SHIP Staff/Volunteers	10,647
TRICOR resolved calls	5,205
2nd contact by SHIP Staff/Volunteers*	9,582

Total TRICOR assisted contacts**	20,229
----------------------------------	--------

* - We estimate 10% of all referrals were not able to be reached for a 2nd contact

** - Total referrals plus TRICOR assisted contacts to make total

Challenges

- Overcoming personal bias and perception
- Staff buy-in
- Learning Curve for agents
- Agent notes on referrals
- Clients interpretation of call center counseling
- Getting new materials to the agents quickly and efficiently



Powerful Impact Statements

- *Not only has this job opened up a lot more options for employment but it has helped me to feel really good about myself. I love knowing that I'm helping people every day. ----Christa C.*
- *It's helped expand my knowledge in health care. It builds self-esteem while helping others. ----Teresa H.*
- *I love SHIP. Working for SHIP is such a rewarding experience, to be able to come to work each day knowing that I'm going to help someone that truly needs someone on their side. ----Jennifer H.*



Staff Impact Statements

- *For us, the conception of TRICOR was a blessing. Having someone there to answer and screen the calls, means that I can eliminate the calls that are not Medicare related. This has saved time, that I can use towards planning and building our program. – Sheila S.*
- *The call center has helped me to be able to know what to expect from the calls on the call list and how to prepare my day accordingly.- Joanne L.*
- *The ladies have done such a fabulous job at answering the calls and writing summaries for us to have a clear idea of the clients' needs. I believe it has increased call volume and helped to catch many calls we might have potentially been missing. - Kelsey H.*



Contact Information

Shannon Jones

TN SHIP Director

615-741-7703

Shannon.Jones@tn.gov

Sidney Schuttrow

TN Statewide Volunteer
Program Coordinator

615-741-1585

Sidney.Schuttrow@tn.gov

