SHIP UPDATES & LOOKING AHEAD TO 2021

Rebecca Kinney
Maggie Flowers

July 23, 2020
Today, we’ll discuss....

- Beneficiary Survey Update
- MIPPA Evaluation
- What’s new with STARS?
- Sub-Recipient Data Collection Tool
- Opioid Educational Materials
- Report to Congress
Beneficiary Survey Update

• Beneficiary Survey will consist of two pieces:
  – National survey of beneficiary satisfaction with counseling
    • *New* every state will participate annually
    • Fewer contacts pulled from each state
  – Satisfaction survey for outreach and education
    • *New* collecting data on outreach and education events
    • Similar to the SMP survey of the last 3 years
<table>
<thead>
<tr>
<th>Survey Focus</th>
<th>• Presentations (outreach)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Participants</td>
<td>• Presentation Attendees</td>
</tr>
<tr>
<td>Survey Method</td>
<td>• Voluntary Comment Cards</td>
</tr>
<tr>
<td>Key Features</td>
<td>• Anonymous Responses</td>
</tr>
<tr>
<td></td>
<td>• National Analysis</td>
</tr>
<tr>
<td>Responses</td>
<td>• Minimum: TBD</td>
</tr>
<tr>
<td></td>
<td>• Unlimited Maximum</td>
</tr>
</tbody>
</table>
SHIP Involvement – Outreach & Education Survey

• Prepare for Survey Administration
  – Encourage presenters and key to review training materials
• Identify Events to Survey
• Administer the Survey
  – Distribute surveys to attendees after the presentation and collect completed surveys
• Return Surveys to Contractor
### Sample Outreach Survey Results

<table>
<thead>
<tr>
<th>Response Label</th>
<th>0%</th>
<th>10%</th>
<th>20%</th>
<th>30%</th>
<th>40%</th>
<th>50%</th>
<th>60%</th>
<th>70%</th>
<th>80%</th>
<th>90%</th>
<th>100%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2 It was easy to find the details of the presentation, such as date, time, location, and topic.</td>
<td>32%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>65%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>4.6</td>
</tr>
<tr>
<td>Q3 This presentation provided me with useful information.</td>
<td></td>
<td>29%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>71%</td>
<td></td>
<td></td>
<td></td>
<td>4.7</td>
</tr>
<tr>
<td>Q4 Overall, I am satisfied with the presentation today.</td>
<td></td>
<td></td>
<td>26%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>73%</td>
</tr>
<tr>
<td>Q5 I would contact the presenter for help or information.</td>
<td></td>
<td></td>
<td></td>
<td>25%</td>
<td></td>
<td></td>
<td></td>
<td>69%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Q6 I would recommend this presentation to others.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>26%</td>
<td></td>
<td></td>
<td></td>
<td>73%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
MIPPA Evaluation

• Modeled after the SMP & SHIP Evaluations
• The evaluation includes a current state assessment (As-Is), and recommendations for how the program might better deliver on the mission in the future (To-Be)
• Timeline: 9/01/2020 – 02/26/2022
Enhancing Partnerships

- CMS
- National Government Services
- SSA
What’s new with STARS this year?

• You asked, we listened...in Grant Year 2019 we released:
  – New Summary and Data Export Reports
  – New Special Use Fields

• Keep sending in your enhancement ideas.
STARS Data Reminders

• Report Due Dates
  – Follow the STARS data entry deadlines, and you will automatically be reporting “on time”
  – ACL generates reports “as-needed”

• Medicare-eligible population data in STARS (denominator data)
  – System currently houses original data from STARS launch
  – 2018, 2019, 2020 denominator coming in GY2020 - 2021

• What are Likert Ratings and Targets?
  – Targets are based on past Likert ratings with Targets being aspirational goals for the next year

• COVID-19 Impact
Audience Question

Where can you find the total number of contacts with Medicare Advantage: Plans Comparison Discussed? *(select all that apply)*

1. Advanced Search
2. Beneficiary Contact Summary Report
3. SHIP Performance Measure Report
4. Data Export Report
5. I’m unsure
# Overview of Configured Reports

See SHIP TA Center Webinar on Reports for more details.

<table>
<thead>
<tr>
<th>Performance Measures Reports</th>
<th>Measures performance according to national measures implemented by ACL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resource Report</td>
<td>Gathers demographic and time spent metrics on team members</td>
</tr>
<tr>
<td>CMS Unique IDs</td>
<td>Available only to directors and assistant directors - lists team members and their Unique IDs</td>
</tr>
<tr>
<td>Summary Reports [New in Feb 2020!]</td>
<td>Total most aspects of all beneficiary contacts, but do not contain identifying info like case #s</td>
</tr>
<tr>
<td>Data Exports [New in Feb 2020!]</td>
<td>Total selected aspects of beneficiary contacts and contain identifying info like case #s and date.</td>
</tr>
</tbody>
</table>
Summary Reports and Data Exports

**ALIKE:** Currently available versions are about beneficiary contacts, run by STARS partner org. (including state-level), and replace the advanced search for beneficiary contacts topics discussed.

**DIFFERENCES:**

**Summary Reports**
- Totals **most** fields on both BCF & BAS (all topics discussed)
- No unique identifying information (such as case #)
- Six-month time frame max
- Two options: One SHIP and one MIPPA

**Data Exports**
- Totals **specific** fields on either BCF or BAS
- Includes unique identifying information (date, case #, zip)
- One-month time frame max
- Six options: two SHIP, two MIPPA, and two SMP
## Sample STARS Summary Report

**Beneficiary Contact Summary Report - Partner Organization**

**Date of Contact:** 08/01/2018 - 08/31/2018  
**Report Run Time:** 02/25/2020 12:38:45 PM  
**Partner Organization Affiliation:** Virginia SHIP

<table>
<thead>
<tr>
<th>Category</th>
<th>BCF</th>
<th>BAS</th>
<th>Total</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Beneficiary Contacts</td>
<td>10</td>
<td>4</td>
<td>14</td>
<td>100.00%</td>
</tr>
<tr>
<td>MIPPA</td>
<td>3</td>
<td>0</td>
<td>3</td>
<td>21.43%</td>
</tr>
<tr>
<td>Send to SMP</td>
<td>2</td>
<td>-</td>
<td>2</td>
<td>14.29%</td>
</tr>
</tbody>
</table>

### Hospital

<table>
<thead>
<tr>
<th>Category</th>
<th>BCF</th>
<th>BAS</th>
<th>Total</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Medicare Card</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>7.14%</td>
</tr>
<tr>
<td>New to Medicare</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td>Preventive Benefits</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>7.14%</td>
</tr>
<tr>
<td>Skilled Nursing Facility</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

### Status

<table>
<thead>
<tr>
<th>Category</th>
<th>BCF</th>
<th>BAS</th>
<th>Total</th>
<th>Distribution</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Progress</td>
<td>5</td>
<td>-</td>
<td>5</td>
<td>50.00%</td>
</tr>
<tr>
<td>Completed</td>
<td>5</td>
<td>-</td>
<td>5</td>
<td>50.00%</td>
</tr>
</tbody>
</table>

### Time Spent

<table>
<thead>
<tr>
<th>Category</th>
<th>BCF</th>
<th>BAS</th>
<th>Total</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Time Spent (Minutes)</td>
<td>409</td>
<td>38</td>
<td>507</td>
<td>38</td>
</tr>
<tr>
<td>Average Total Time Spent (Minutes)</td>
<td>46</td>
<td>6</td>
<td>38</td>
<td>-</td>
</tr>
</tbody>
</table>
Sample Data Export Report

- Excel spreadsheet. Fields depend on type of Data Export selected.
- Importantly, this report will allow you to find forms in STARS to edit, if potential errors are detected.

<table>
<thead>
<tr>
<th>SHIP Case Number</th>
<th>MIPPA</th>
<th>Partner Organization Affiliation</th>
<th>Session Conducted By</th>
<th>Date of Contact</th>
<th>Zip Code of Session Location</th>
<th>County Session Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>AL-19-11532</td>
<td>Yes</td>
<td>Virginia Sub-State 510</td>
<td>Spike Lee</td>
<td>10/18/2019</td>
<td>35006</td>
<td>Jefferson</td>
</tr>
<tr>
<td>CA-19-11531</td>
<td>Yes</td>
<td>Virginia Sub-State 510</td>
<td>Spike Lee</td>
<td>10/18/2019</td>
<td>91350</td>
<td>Los Angeles</td>
</tr>
</tbody>
</table>
STARS Manual and Other Resources

STARS Manual:

- Chapter 1: Introduction
- Chapter 2: User Basics
- Chapter 3: Team Member Management
- Chapter 4: Beneficiary Contacts
- Chapter 5: Group and Media Outreach and Education
- Chapter 6: STARS Searches

Handouts, Job Aids and Webinars about:

- Reports
- User roles
- Recordings of past data entry trainings
Coming Grant Year 2020 and Beyond!

- Training Form
- Enhanced MIPPA validation on contact and outreach forms
- Group & Media Outreach & Education Summary Reports for SHIP and MIPPA
- Part D Enrollment Outcome and Quality Assurance Review Reports
- Part D Enrollment Outcomes Summary Report
Sub-Recipient Data Collection Tool

**SHIP Sub-Recipients Report**

<table>
<thead>
<tr>
<th>Grantee Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>State:</td>
<td></td>
</tr>
<tr>
<td>Report Period:</td>
<td></td>
</tr>
<tr>
<td>Total # of Sub-Recipients:</td>
<td></td>
</tr>
<tr>
<td>Total Annual Sub-Recipient Amount</td>
<td>(Federal SHIP Dollars Only):</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Subrecipient Name</th>
<th>Address</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Annual Federal SHIP Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Applies to grantees’ sub-contracts/grants delivering SHIP services.

*Due Annually by May 31st.*
Opioid Educational Materials

• Launching in August
• Simple toolkit to educate beneficiaries on opioids
  – Fact sheet
  – Template slides
  – Reporting guidance
• Reminder: Type Opioids in SUF 3 in STARS
Report to Congress

• 2016: Available
• 2017: In Approval Process
• 2018 & 2019: Collecting Data
  – Activities and Outcomes
  – Successes and Innovations
  – Challenges with Medicare
Questions, Comments, Thoughts?

Contact us!

Rebecca Kinney
Rebecca.kinney@acl.hhs.gov

Maggie Flowers
Margaret.flowers@acl.hhs.gov