

**2020 SMP/SHIP
National Conference**

July 21-23, 2020



SHIP UPDATES & LOOKING AHEAD TO 2021

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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

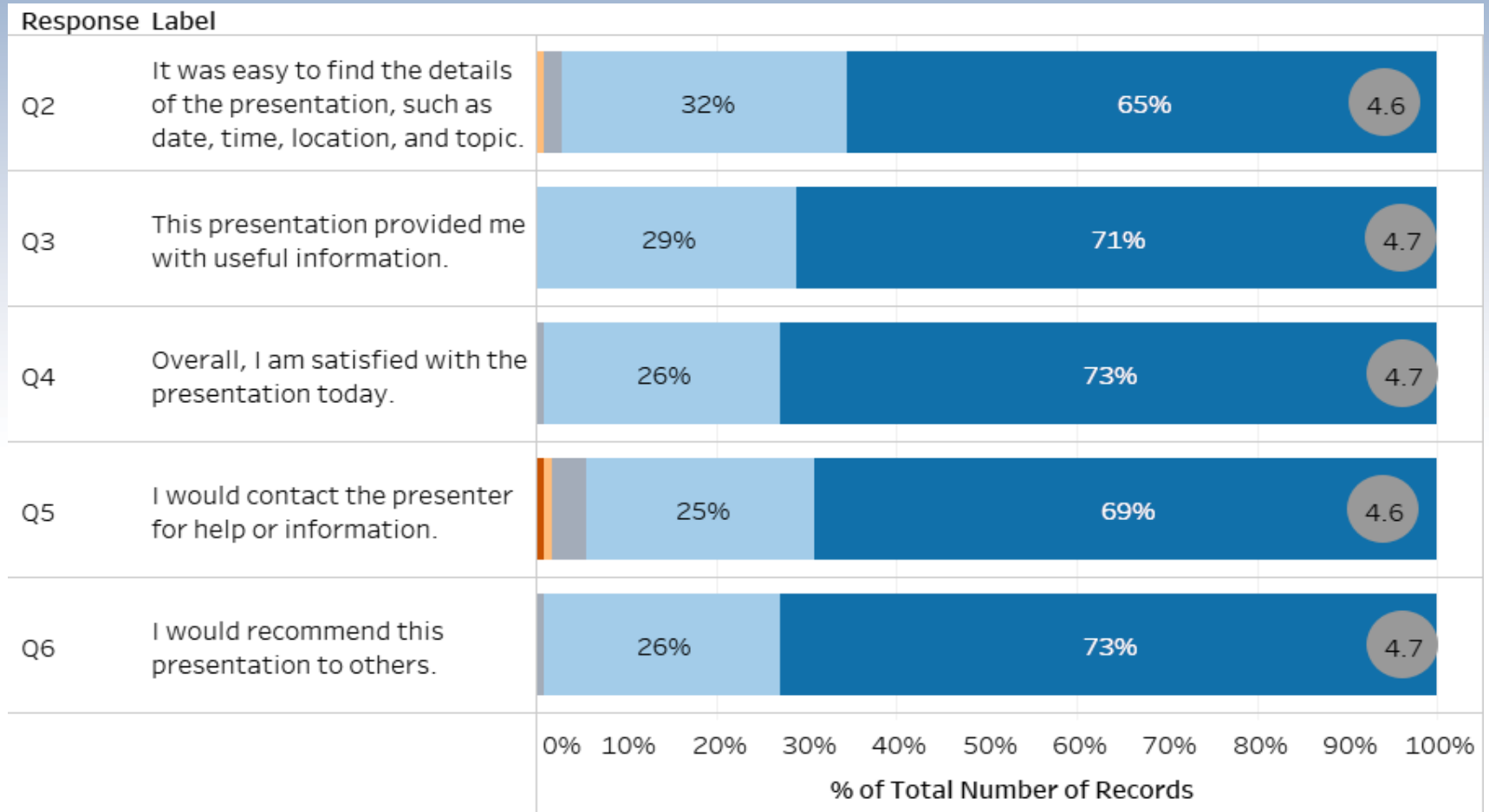
Beneficiary Survey – Outreach & Education

Survey Focus	<ul style="list-style-type: none">• Presentations (outreach)
Survey Participants	<ul style="list-style-type: none">• Presentation Attendees
Survey Method	<ul style="list-style-type: none">• Voluntary Comment Cards
Key Features	<ul style="list-style-type: none">• Anonymous Responses• National Analysis
Responses	<ul style="list-style-type: none">• Minimum: TBD• Unlimited Maximum

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



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.

Performance Measures Reports

Measures performance according to national measures implemented by ACL

Resource Report

Gathers demographic and time spent metrics on team members

CMS Unique IDs

Available only to directors and assistant directors - lists team members and their Unique IDs

Summary Reports [New in Feb 2020!]

Total most aspects of all beneficiary contacts, but do not contain identifying info like case #s

Data Exports [New in Feb 2020!]

Total selected aspects of beneficiary contacts and contain identifying info like case #s and date.

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

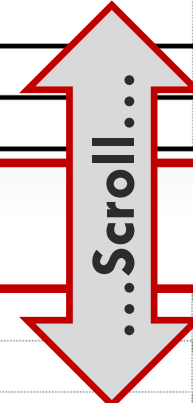
Sample STARS Summary Report

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



	BCF	BAS	Total	Distribution
Total Beneficiary Contacts:	10	4	14	100.00%
MIPPA	3	0	3	21.43%
Send to SMP	2	-	2	14.29%



Hospital	0	0	0	0.00%
New Medicare Card	1	0	1	7.14%
New to Medicare	0	0	0	0.00%
Preventive Benefits	1	0	1	7.14%
Skilled Nursing Facility	0	0	0	0.00%
Status				
In Progress	5	-	5	50.00%
Completed	5	-	5	50.00%
Total Time Spent (Minutes)	469	38	507	-
Average Total Time Spent (Minutes)	46	9	36	-



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.

SHIP Case Number	MIPPA	Partner Organization Affiliation	Session Conducted By	Date of Contact	Zip Code of Session Location	Court Session Location
AL-19-11532	Yes	Virginia Sub-State 510	Spike Lee	10/18/2019	35006	Jefferson
CA-19-11531	Yes	Virginia Sub-State 510	Spike Lee	10/18/2019	91350	Los Ange

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					
Grantee Name:					
State:					
Report Period:					
Total # of Sub-Recipients:					
Total Annual Sub-Recipient Amount (Federal SHIP Dollars Only):					
Subrecipient Name	Address	City	State	Zip	Annual Federal SHIP Amount

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

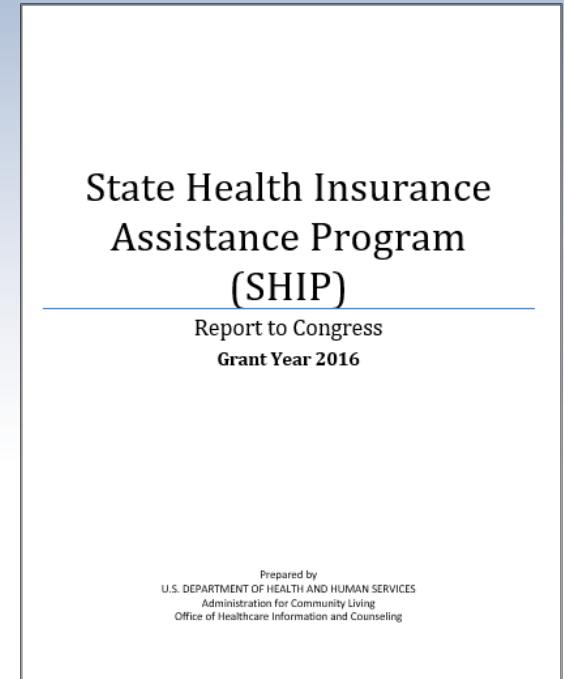
Due Annually by May 31st.

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!

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