Welcome!
WHERE’S THE COFFEE?
WHAT’S HAPPENING TODAY?
ACL Updates

Rebecca Kinney, ACL
2020 SHIP GRANT APPLICATIONS
New Grant!

• ACL Funding Announcement is targeted for posting: August 2019
  – Applications will be due 60 days after posting
• 5 Year Award
• No major changes in direction expected
• Come to “Applying for Federal Awards”
  – Wednesday at 8:30am in Sierra A/B
SHIP REPORT TO CONGRESS
SHIP Report Published!

• 2016 SHIP Report to Congress has posted!

• 2017 Report is ready for approval

• Team is working on 2018 Report
What does it include?

- Brief history of the program
- Program Overview:
  - Activities and Outcomes
  - Frequently reported challenges with Medicare
  - SHIP Innovations
- Administrative overview including program initiatives and ACL’s support/activities
- Listing of all grants and funding levels
How can you help?

• Please send us:
  – Innovative projects/practices,
  – Good news beneficiary stories, and
  – Medicare policy challenges.
Updates and Enhancements

STARS
STARS Updates

• Data Export Reports – Available Now
  – Other data needed? Contact BAH Helpdesk

• 90 Day Password Change Requirement – Now in Effect

• Training Form – Available Soon
  – Captures specific training, attendee, and trainer information for all trainings of Team Members

• MIPPA Performance Measures Report – Available Soon
  – Tracks progress toward the Four *New* Performance Measures

Next Workgroup Meeting: August 26th at 1pm ET
SHIP TECHNICAL ASSISTANCE CENTER UPDATES
New for SHIP TA Center

• New Director Welcome
• Long-Term Care Insurance livestream webcast
  – August 22\textsuperscript{nd} at 2pm (ET)
• Newsletter changes
Center & STARS

• MIPPA Performance Measures Report in STARS – September webinar
• Other STARS training
Center Website and OCCT

- Upgrade to password-protected area of website
- Online Counselor Certification and Training (OCCT) courses coming after OEP:
  - 1) Privacy and Confidentiality and
  - 2) Fraud, Waste, and Abuse in Medicare
Other Center Activities

• TV PSAs based on the footage from the 2017 video testimonials
• Counselor Soft Skills Training Videos
• Assistance with SHIP Report to Congress:
  – Refer systemic Medicare problems and complaints
Year 2

SHIP BENEFICIARY SURVEY

2019 SMP/SHIP National Conference
July 22–25, 2019 • San Diego, CA
General Results

**SHIP**

- Output questions (9, 10, 11) outperform input questions (4, 6, 7).
  - True in Year 1 and Year 2.
- OEP results (Nov/Dec) were better than Non-OEP results (March).
  - True in Year 1 and Year 2.
- Year 1 results were better than Year 2 results.
  - True across all questions.
<table>
<thead>
<tr>
<th>Question</th>
<th>Text</th>
<th>Average Score</th>
<th>Percent who “Agreed” or “Strongly Agreed”</th>
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<tbody>
<tr>
<td>Q4</td>
<td>I was able to find and contact SHIP in a timely fashion.</td>
<td>4.27</td>
<td>89%</td>
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<tr>
<td>Q6</td>
<td>The information provided to me was accurate.</td>
<td>4.27</td>
<td>87%</td>
</tr>
<tr>
<td>Q7</td>
<td>SHIP provided me with useful information.</td>
<td>4.30</td>
<td>88%</td>
</tr>
<tr>
<td>Q9</td>
<td>Overall, I was satisfied with my interaction with SHIP.</td>
<td>4.32</td>
<td>87%</td>
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<tr>
<td>Q10</td>
<td>I would contact SHIP again for assistance.</td>
<td>4.38</td>
<td>90%</td>
</tr>
<tr>
<td>Q11</td>
<td>I would recommend SHIP’s service to others.</td>
<td>4.38</td>
<td>89%</td>
</tr>
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</table>
Year 3 States

• Alabama
• Delaware
• Florida
• Georgia
• Hawaii
• Idaho
• Iowa
• Maine
• Maryland
• Montana

• New Hampshire
• New York
• Puerto Rico
• South Carolina
• South Dakota
• Texas
• U.S Virgin Islands
• Vermont
• Wisconsin
CG Strategies

• David Spak from CG Strategies will be here this week to discuss any questions you may have on past surveys or the upcoming Year 3 survey.
OPIOID INITIATIVE
Opioid Epidemic

• National issue and Administration initiative
• SHIPs can help through education efforts
  – Including information in outreach events
  – One-on-one education when counseling as issues are identified with the primary goal of connecting people to resources
• Plenary session on Tuesday: “Operation Deadly Drugs: The Opioid Crisis”
# Reporting in STARS

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<tr>
<td>Original PDP/MA-PD Cost</td>
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<tr>
<td>New PDP/MA-PD Cost</td>
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<tr>
<td>Field 3</td>
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<tr>
<td>Field 4</td>
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<td>Field 5</td>
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MEDICARE ADVANTAGE SUPPLEMENTAL BENEFITS
New MA Benefits

• New benefits being offered in 2020 plan year
• Community partners are likely going to be looking to partner/contract with MA plans to provide benefits

• Concerns:
  – Conflicts of Interest
    • “Managing COI in this New World of MA”
      – Wednesday at 11am – Plaza A/B
  – How do we help beneficiaries understand their options?
THANK YOU MARILYN!
QUESTIONS?