



At-A-Glance Reference: SHIP Performance Measures (PM) Report Sources of Data

SHIP performance measures 1, 3, 4, and 5 are from the Beneficiary Contact Forms (BCF) and Beneficiary Additional Sessions (BAS) forms in STARS (stars.acl.gov). BAS forms are “tied to” BCF forms. SHIP Performance Measure 2 is from the Group Outreach and Education (GOE) form in STARS.

Unless otherwise indicated, all rows pertaining to a given SHIP performance measure (PM) must meet the criteria to qualify for the SHIP Performance Measures Report. So, all blue rows must be true for a contact to count toward PM 1, all white rows for PM 2, and so on.

SHIP PM	STARS Form in Tracking Inbox	Data Entry Field on STARS form	Answer in that Field
PM 1	Team Member	Program	SHIP
PM 1	BCF or BAS	Topics Discussed checklists	At least one topic from any category
PM 1	BCF or BAS	Date of Session	Within report date range
PM 2	Team Member	Program	SHIP <i>(for Team Member listed on GOE)</i>
PM 2	GOE	Number of Attendees	Attendees totaled across date range
PM 2	GOE	Start Date of Activity	Must be within report date range
PM 3	Team Member	Program	SHIP
PM 3	BCF (and any BAS tied to that BCF)	*Beneficiary Age Group  *64 or Younger and *Receiving or Applying for Social Security Disability or Medicare Disability  <i>(*only applies in relationship to each other)</i>	*yes <i>(*both must be true)</i>
PM 3	BCF or BAS	Date of Session	Within report date range
PM 4	Team Member	Program	SHIP
PM 4	<i>At a minimum, one of the gray rows below also must apply to qualify for PM 4:</i>		
	BCF (and any BAS tied to that BCF)	Zip Code of Beneficiary Residence	Zip code is in a county classified as in a nonmetropolitan category by the Centers for Disease Control. (Embedded into STARS and auto-populates Report.)
	BCF (and any BAS tied to that BCF)	Beneficiary Monthly Income	Below 150% FPL
	BCF (and any BAS tied to that BCF)	English as a Primary Language	No
PM 4	BCF or BAS	Date of Session	Within report date range
PM 5	Team Member	Program	SHIP
PM 5	BCF or BAS	Topics Discussed checklists	At least one of the qualifying enrollment topics (see Appendix B on the next page)
PM 5	BCF or BAS	Date of Session	Within report date range

APPENDIX A: SHIP Performance Measure 4 - Rural Definition

Beneficiaries whose zip code is in a county classified in a nonmetropolitan category according to the Centers for Disease Control, National Center for Health Statistics (NCHS), Urban-Rural Classification Scheme:

- 6 levels (slices) previously used: 1) large central metro; 2) large fringe metro; 3) medium metro; 4) small metro; 5) micropolitan; 6) noncore (aka outside)
- **The last two = Rural:**
 - **Micropolitan (MIC):** population 10,000 – 49,000
 - **Outside (OUT):** noncore
- Note: The MIPPA Performance Measures Report available in STARS to director, assistant director, and state staff users provides the rural classification county data for your state.

Appendix B: Qualified STARS Enrollment topics for SHIP Performance Measure #5:

STARS BCF and BAS Topics Discussed Sub-Topics	Qualifying Enrollment Topics from Checklist
Original Medicare (Parts A & B)	<ul style="list-style-type: none"> • Eligibility • Enrollment/Disenrollment
Medigap and Medicare Select	<ul style="list-style-type: none"> • Eligibility/Screening • Plan Non-Renewal • Plans Comparison
Medicare Advantage (MA and MA-PD)	<ul style="list-style-type: none"> • Eligibility/Screening • Plan Non-Renewal • Plans Comparison • Enrollment • Disenrollment
Medicare Part D	<ul style="list-style-type: none"> • Eligibility/Screening • Enrollment • Disenrollment • Plan Non-Renewal • Plans Comparison
Part D Low Income Subsidy (LIS Extra Help)	<ul style="list-style-type: none"> • Application Assistance • Application Submission • Eligibility/Screening
Medicaid	<ul style="list-style-type: none"> • Application Submission • Eligibility/Screening • Medicaid Application Assistance • MSP Application Assistance • Recertification

Appendix C: Medicare-Eligible Population Data in STARS (All PMs)

SHIP Performance Measures Denominator Data	
PM 1	<ul style="list-style-type: none"> CMS October Medicare enrollment file
PM 2	<ul style="list-style-type: none"> CMS October Medicare enrollment file
PM 3	<ul style="list-style-type: none"> CMS Chronic Condition Data Warehouse
PM 4	<ul style="list-style-type: none"> Low-income: LIS beneficiary population (CMS data) Rural: CMS October Medicare enrollment file filtered by Medicare beneficiaries in counties identified as rural by CDC National Center for Health Statistics (NCHS) ESL: Estimated from Census Bureau American Community Survey
PM 5	<ul style="list-style-type: none"> CMS October Medicare enrollment file

Appendix D: SHIP Performance Measures

PM 1 – Client Contacts	Percentage of total client contacts per Medicare beneficiaries in the state.
PM 2 – Outreach Contacts	Percentage of persons reached through presentations, booths/exhibits, and enrollment events per Medicare beneficiaries in the State.
PM 3 – Under 65	Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the State.
PM 4 – Hard to Reach	Percentage of low-income, rural, and non-native English contacts per total “hard-to-reach” Medicare beneficiaries in the State.
PM 5 – Enrollment Contacts	Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.

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