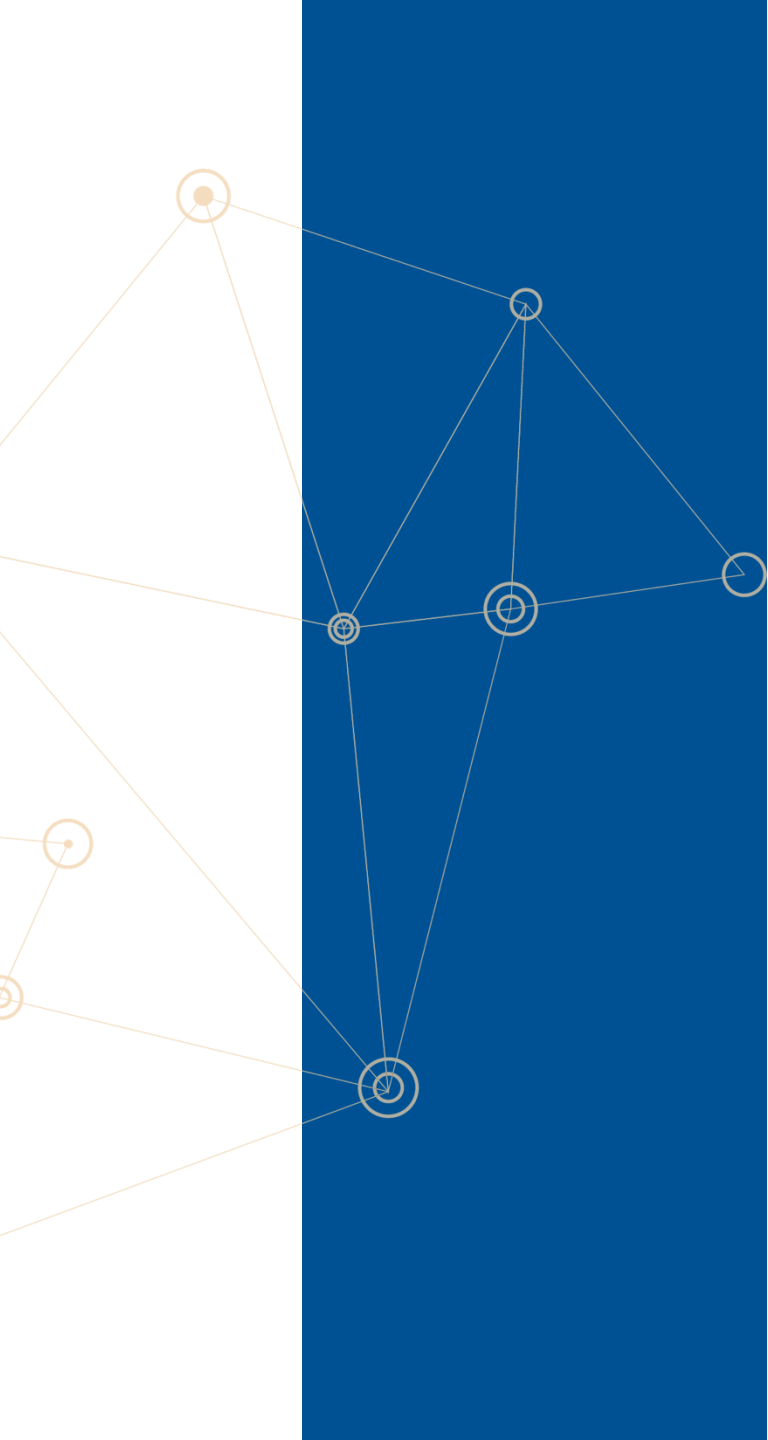




STARS

((SHIP) Tracking And Reporting System)

Refresher Training



Agenda

- Permission levels
- Beneficiary Contact Form
- Performance Measures
- Group & Media Outreach
- Report Running
- Questions
- Resources

Why is STARS data important?

- State SHIP sites receive grants from the Administration for Community Living (ACL) to provide free Counseling, Information and assistance to/for Medicare beneficiaries. It is required that designated SHIP sites report their contacts with Medicare beneficiaries into STARS.
- Having a record of your work to demonstrate the individual work each staff or volunteer has done.
- The data gathered inform future planning and identifies needs of and within the programs.
- Reports can impact the ability to maintain and increase program funding for both SHIP and MIPPA. Which could help better support the communities you serve. While also demonstrating the impact of this work to policy makers.





Score Location	Rating
Top 10% (5 States/Territories)	Excellent
Next 20% (11 States/Territories)	Good
Middle 40% (22 States/Territories)	Average
Next 20% (11 States/Territories)	Fair
Bottom 10% (5 States/Territories)	Low

ACL uses a Likert scale to assess the performance of SHIP programs. Each program receives a rating for each performance measure based on their previous performance in the last grant year.





STARS



- **All managers, administrators, counselors, and volunteers must have STARS access to conduct SHIP work.**
 - Contact: Rachel Livingston at IDOA (Rachel.livingston@illinois.gov)
- There are different permissions levels to the STARS database. **Managers or SHIP site administrators must have the ability to run STARS performance reports.** Staff do not need to be SHIP-certified to enter data into STARS.
- **Accurate STARS data entry is crucial to SHIP work. All reports submitted to AgeOptions should match STARS performance reports and entry records.**
- <https://stars.acl.gov/etk-hhs-acl-prod/page.request.do?page=page.starshome>



STARS Permission Levels

STARS User Roles Overview

Role Name	Enter own efforts & edit those forms	Edit forms entered by others about own efforts	Enter forms about others efforts and edit those forms about others	View forms entered by and about others	Edit forms entered by others	Enter & edit team members	View other team members	Use Search Tool	Generate Reports	Create & manage Unique IDs	View Unique ID Numbers	Delete data
STARS Submitter ***	yes	yes	*yes	no	no	no	no	no	no	no	no	no
Team Member ***	yes	yes	*yes	*yes	no	no	no	*yes	no	no	no	no
Site Staff	yes	yes	*yes	*yes	no	no	*yes	*yes	*yes	no	*yes	no
Site Manager	yes	yes	*yes	*yes	*yes	**yes	*yes	*yes	*yes	no	*yes	no
Sub-State Staff	yes	yes	*yes	*yes	*yes	no	*yes	*yes	*yes	no	*yes	no
Sub-State Manager	yes	yes	*yes	*yes	*yes	**yes	*yes	*yes	*yes	no	*yes	no
State Staff	yes	yes	yes	yes	yes	**yes	yes	yes	yes	no	yes	no
SHIP Assistant Director	yes	yes	yes	yes	yes	**yes	yes	yes	yes	yes	yes	yes
SHIP Director	yes	yes	yes	yes	yes	**yes	yes	yes	yes	yes	yes	yes

**** STARS Submitter role permissions have been updated to view but not edit other's records and include the ability to use Standard Search**

SHIP State Staff role permissions have been updated to be able to Revoke eFile ID and Revoke Login

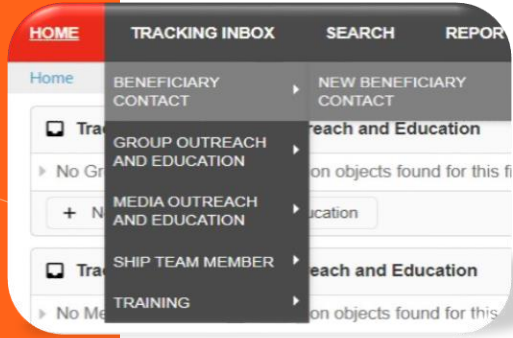


Performance Measures (PM's)

- Measure SHIP and MIPPA performance according to national measures implemented by the U.S Administration for Community Living (ACL).

SHIP PMS	MIPPA PMS
PM 1 – Client Contacts	PM 1 – Overall MIPPA Contacts
PM 2 – Outreach Contacts	PM 2 – Overall Persons Reached Through Outreach
PM3 – Contacts Under 65	MIPPA Target Populations
PM 4 – Hard to reach Contacts	PM 4 – Contacts with Applications Submitted
PM 5 – Enrollment Contacts	





Beneficiary Contact Forms

A Beneficiary Contact Form should be done for all contacts that are communicating Medicare and SHIP-related information between a counselor and a client. Contacts may occur with Medicare Beneficiaries, family members, caregivers, or others assisting on behalf of the client.



Beneficiary Contact Form

[My Account](#) [Sign Out](#) [Help](#)

[HOME](#) [TRACKING INBOX](#) [SEARCH](#) [REPORTING](#) [CONFIGURATION](#)

[Tracking Inbox](#) » [New Beneficiary Contact](#)

Date of Contact (mm/dd/yyyy) *

Date of Initial Creation

Date of Last Update

MIPPA ☐ Yes ☐ No *

Send to SMP ☐ Yes ☒ No

SIRS eFile ID

SIRS Reference Number

SHIP Reference Number

Session Conducted By

Partner Organization Affiliation

Zip Code of Session Location

State of Session Location

County of Session Location

Beneficiary First Name

Beneficiary Last Name

Beneficiary Phone Number

Beneficiary Email

Representative First Name

English as a Primary Language

Have you or a family member ever served in the military?

Beneficiary Monthly Income

Beneficiary Assets

Receiving or Applying for Social Security Disability or Medicare Disability ☐ Yes ☐ No *

☐ Have you or a family member ever served in the military?

☐ White

☐ Not Collected

☐ Yes ☐ No *

(The 150% FPL monthly income limit for 2023 is \$1,822 for an individual, and \$2,465 for a couple.)

(The 2023 LIS asset limit is \$16,660 for an individual, and \$33,240 for a couple.)

Topics Discussed

At least one Topic Discussed selection is required. Please choose a Topic before continuing.

Original Medicare (Parts A & B)

☐ Accountable Care Organizations (ACOs)
☐ Appeals/Grievances
☐ Benefit Explanation
☐ Claims/Billing
☐ Conditional Enrollment
☐ Coordination of Benefits
☐ Eligibility

Medigap and Medicare Select

☐ Application Assistance
☐ Benefit Explanation
☐ Claims/Billing
☐ Complaints
☐ Eligibility/Screening
☐ Fraud and Abuse

Medicare Advantage (MA and MA-PD)

☐ Appeals/Grievances
☐ Benefit Explanation
☐ Chronic Conditions Special Needs Plans
☐ Claims/Billing
☐ Disenrollment
☐ Dual Eligible Special Needs Plans
☐ Eligibility/Screening
☐ Enrollment

Medicare Part D

☐ Appeals/Grievances
☐ Benefit Explanation

Medicare Part D

☐ Appeals/Grievances
☐ Benefit Explanation
☐ Claims/Billing
☐ Disenrollment
☐ Eligibility/Screening
☐ Enrollment
☐ Fraud and Abuse

Part D Low Income Subsidy (LIS/Extra Help)

☐ Appeals/Grievances
☐ Application Assistance
☐ Application Submission
☐ Benefit Explanation
☐ Claims/Billing
☐ Eligibility/Screening

Other Prescription Assistance

☐ Manufacturer Programs
☐ Military Drug Benefits
☐ Prescription Discount Cards
☐ State Pharmaceutical Assistance Programs
☐ Union/Employer Plan

Medicaid

☐ Appeals/Grievances
☐ Benefit Explanation
☐ Claims/Billing
☐ Duals Demonstration
☐ Eligibility/Screening
☐ Fraud and Abuse
☐ Medicaid Application Assistance

Other Insurance

☐ Active Employer Health Benefits
☐ COBRA
☐ Indian Health Services
☐ Long Term Care (LTC) Insurance
☐ LTC Partnership
☐ Marketplace Transition to Medicare
☐ Other Health Insurance
☐ Retiree Employer Health Benefits
☐ Tricare For Life Health Benefits

Additional Topic Details

☐ Ambulance
☐ COVID-19
☐ Dental/Vision/Hearing
☐ DMEPOS
☐ ESRD
☐ Health Savings Account(s)
☐ Home Health Care



Beneficiary Contacts do NOT include

(from the STARS Webinar : Understanding Beneficiary Contact Definitions and Data Entry Processes)

Unsuccessful attempts to reach a beneficiary (e.g., leaving messages on an answering machine)

Individuals reach at public events such as presentations or health fairs, or for questions asked during or after a presentation

Calls or other contacts in which the only purpose is to schedule an appointment

Calls or other contact in which the sole purpose is referral to another program or agency.

Unsolicited or mass mailings (email or postal) to SHIP contacts



Tips for the Beneficiary Contact Forms

★ Time Spent

- Should include: time spent meeting, researching, advocating, preparing, completing paperwork, traveling for client.

★ 2 Beneficiaries in one session:

- Should create a separate beneficiary contact form for each person
- Total time of counseling session should be divided between the two BCFs based upon the approximate time spent on each person.
- For example, if the session last an hour, 30 minutes may be entered on one form and 30 minutes on the other.

★ Include all information available on the Beneficiary Contact Forms

- For example, **name and phone number** are not required to answer. However, ACL can use the name and phone number to conduct beneficiary satisfaction surveys (*it is also important if the counselor needs to follow-up with a client*).



SHIP Performance Measure Report

Performance Measure 1 – Client Contacts

- Percentage of total client contacts per Medicare beneficiaries in the state/territory.

Performance Measure 2 – Outreach Contacts

- Percentage of persons reached through presentations, booths/exhibits, and enrollment events per Medicare beneficiaries in the state/territory.

Performance Measure 3 – Contacts Under 65

- Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the state/territory.

Performance Measure 4 – Hard to Reach Contacts

- Percentage of low-income, rural, and non-native English-speaking contacts per total “hard-to-reach” Medicare beneficiaries in the state/territory.

Performance Measure 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/territory



Accurate SHIP PM Data Entry Checklist

☐ **Date of Session**

- ☐ Without an accurate date, your data will not be tied to the correct report period.

☐ **Topics Discussed (PM 1):** At least one topic in any category

☐ **Under 65 (PM 3)?**

- ☐ Receiving or applying for Social Security Disability or Medicare disability = yes **and**
- ☐ Age = 64 or younger

☐ **Hard to Reach (PM 4)?**

- ☐ Beneficiary Monthly Income = Below 150% FPL **or**
- ☐ English as a Primary Language = No, **or**
- ☐ Zip code of beneficiary residence meets rural classification

☐ **Enrollment (PM5)?**

- ☐ One of the 23 topics ACL has deemed qualifying for this measure are checked (see SHIP PM at-a-glance reference)

Appendix B: Qualifying Enrollment Topics for SHIP Performance Measure 5

SHIP Performance Measure (PM) 5 is defined as: Percentage of unduplicated enrollment contacts discussed per Medicare beneficiaries in the state (i.e., contacts with one or more qualifying enrollment topics). In a June 2023 enhancement, two PM 5 qualifying topics were retired from the Medicaid sub-category: Application Submission and Recertification. They were replaced with four new PM 5 qualifying topics* in the Medicaid sub-category.

STARS BCF and BAS Topics Discussed Sub-Topics	Qualifying Enrollment Topics from Checklists
Original Medicare (Parts A & B)	• Eligibility • Enrollment/Disenrollment
Medigap and Medicare Select	• Eligibility/Screening • Plan Non-Renewal • Plans Comparison
Medicare Advantage (MA and MA-PD)	• Eligibility/Screening • Plan Non-Renewal • Plans Comparison • Enrollment • Disenrollment
Medicare Part D	• Eligibility/Screening • Enrollment • Disenrollment • Plan Non-Renewal • Plans Comparison
Part D Low Income Subsidy (LIS Extra Help)	• Application Assistance • Application Submission • Eligibility/Screening
Medicaid	• Eligibility/Screening • Medicaid Application Assistance • Medicaid Application Submission* • Medicaid Recertification* • MSP Application Assistance • MSP Application Submission* • MSP Recertification*

SHIP AT-A-Glance Reference

At-A-Glance Reference: SHIP Performance Measures

This is a guide to the sources of data for the SHIP Performance Measures (PMs) Report.

Acronyms to know: BCF = Beneficiary Contact Form, BAS = Beneficiary Additional Sessions form, GOE = Group Outreach and Education form. Data entered on these three forms and the Team Member form contribute to the report. See [Appendix C](#) for a definition of each Performance Measure.

Unless otherwise indicated, all rows pertaining to a given SHIP 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	Data Entry Field	Answer in that Field
All SHIP PMs	Team Member	Program	SHIP
PM 1	BCF or BAS	Session Conducted By	Team Member with 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	GOE	Session Conducted By	Team Member with Program = SHIP
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	BCF or BAS	Session Conducted By	Team Member with Program = SHIP
PM 3	BCF (and any BAS tied to that BCF)	Beneficiary Age Group * AND Receiving or Applying for Social Security Disability or Medicare Disability	64 or Younger * AND Yes (*both must be true)
PM 3	BCF or BAS	Date of Session	Within report date range
PM 4	BCF or BAS	Session Conducted By	Team Member with Program = SHIP
PM 4	At a minimum, one of the gray rows below also must apply to qualify for PM 4:		
	BCF (and any BAS tied to that BCF)	Zip Code of Beneficiary Residence	Is in a county classified by CDC as in a nonmetropolitan category: MIC or OUT. Is embedded in STARS and auto-populates SHIP PM Report. (See Appendix A on next page.)
	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	BCF or BAS	Session Conducted By	Team Member with 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

SHIP At-A-Glance Reference

<https://portal.shiptacenter.org/Portal/Resource/Resource-Detail.aspx?ResourceGUID=4C6A1940-9EA8-41E3-A067-4554BDDC06AC>

MIPPA: Medicare improvements for Patients and Providers Act

- Counseling and application assistance for low income beneficiaries.
- If you click the “MIPPA” yes button but do not choose a MIPPA topic you will see an error message.
 - ★ It may be helpful to always click “yes” to MIPPA and let the system correct you so you never miss a MIPPA contact!

MIPPA Qualifying Topics Discussed		
Part D Low Income Subsidy (LIS/Extra Help)	Medicaid	Additional Topic Details
Application Assistance Application Submission Benefit Explanation Eligibility/Screening LI NET/BAE	Benefit Explanation Eligibility/Screening Medicaid Application Assistance Medicaid Application Submission* Medicaid Recertification* Medicare Buy-In Coordination MSP Application Assistance MSP Application Submission* MSP Recertification*	Preventive Services

MIPPA-qualifying topics in the Medicaid sub-category changed in a June 2023 enhancement: two MIPPA-qualifying topics were retired (Application Submission and Recertification), and four replacement topics* were added



MIPPA Performance Measures

Performance Measure 1 Overall MIPPA Contacts

- Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% of the Federal Poverty Line in the state/territory

Performance Measure 2 – Overall Persons Reached Through Outreach

- Total number of people reached as reported on group outreach and education forms

Performance Measure 3 - MIPPA Target Populations

- Total number of beneficiary contact forms by target beneficiary groups (Under 65, Rural, Native American, English as a Secondary Language)

Performance Measure 4 Contacts with Applications Submitted

- Percentage of forms with applications submitted compared to overall MIPPA contacts reported in Performance Measure 1



Accurate MIPPA PM Data Entry Checklist

24

- ❑ **“Session Conducted By” a MIPPA Team Member?**
 - ❑ “MIPPA” must be checked for “Program” on that Team Member’s record
- ❑ **MIPPA Yes/No?** Must be yes
- ❑ **Topics Discussed?** At least one MIPPA-qualifying
- ❑ **Hard to Reach (PM3 – Beneficiary Contacts)?**
 - ❑ Under 65 and receiving/applying for disability benefits, *or*
 - ❑ Beneficiary Race (Native American – two options), *or*
 - ❑ Rural (zip code-based), *or*
 - ❑ English as a Primary Language = No
- ❑ **Application Submission (PM4)?**
 - ❑ Topics Discussed > Part D Low Income Subsidy (LIS/Extra Help) > Application Submission, *or*
 - ❑ Topics Discussed > Medicaid > Application Submission *or* Recertification



STARS Data Entry Topics Discussed Job Aid

Original Medicare (Parts A & B)	Client	MIPPA	SMP	Medicare Part D	Client	MIPPA	SMP	Other Insurance	Client	MIPPA	SMP
Accountable Care Organizations (ACOs)				Appeals/Grievances			X	Active Employer Health Benefits			
Appeals/Grievances			X	Benefit Explanation				COBRA			
Benefit Explanation				Claims/Billing			X	Indian Health Services			
Conditional Enrollment				Disenrollment			X	Long Term Care (LTC) Insurance			
Claims/Billing			X	Eligibility/Screening				LTC Partnership			
Coordination of Benefits			X	Enrollment (SUF)			X	Marketplace Transition to Medicare			
Eligibility			X	Fraud and Abuse			X	Other Health Insurance			
Enrollment/Disenrollment			X	Late Enrollment Penalty				Retiree Employer Health Benefits			
Equitable Relief				Marketing/Sales Complaints & Issues (SUF 3)			X	Tricare For Life Health Benefits			
Fraud and Abuse			X	Pharmacy Network				Tricare Health Benefits			
Late Enrollment Penalty				Plan Non-Renewal				VA/Veterans Health Benefits			
Provider Participation				Plans Comparison							
QIO/Quality of Care			X								
Medigap and Medicare Select	Client	MIPPA	SMP	Part D Low Income Subsidy (LIS/Extra Help)	Client	MIPPA	SMP	Additional Topic Details	Client	MIPPA	SMP
Application Assistance				Appeals/Grievances			X	Ambulance			X
Benefit Explanation				Application Assistance		X		COVID-19			
Claims/Billing			X	Application Submission		X		Dental/Vision/Hearing			X
Complaints				Benefit Explanation		X		DMEPOS			X
Eligibility/Screening				Claims/Billing			X	ESRD			
Fraud and Abuse			X	Eligibility/Screening		X		Health Savings Account(s)			
Guaranteed Issue Rights				LI NET/BAE		X		Home Health Care			X
Plan Non-Renewal								Hospice			X
Plans Comparison								Hospital			X
Medicare Advantage (MA and MA-PD)	Client	MIPPA	SMP	Other Prescription Assistance	Client	MIPPA	SMP	Income Related Monthly Adjustment Account			
Appeals/Grievances			X	Manufacturer Programs				Mail Order Prescription			
Benefit Explanation				Military Drug Benefits				Medicare Card			
Chronic Conditions Special Needs Plans				Prescription Discount Cards				Mental Health			
Claims/Billing			X	State Pharmaceutical Assistance Programs				Medicare.gov Account			
Disenrollment			X	Union/Employer Plan				New to Medicare			
Dual Eligible Special Needs Plans								Opioids			
Eligibility/Screening				Medicaid	Client	MIPPA	SMP	Physical Therapy			
Enrollment (SUF)			X	Appeals/Grievances				Preventive Benefits		X	X
Fraud and Abuse			X	Benefit Explanation		X		Skilled Nursing Facility			X
Marketing/Sales Complaints & Issues (SUF 3)			X	Claims/Billing			X	Substance Misuse/Fraud			
Plan Non-Renewal				Duals Demonstration (DO NOT USE)	-	-	-	Telehealth			
Plans Comparison				Eligibility/Screening		X		Transportation		X	
Provider Network				Fraud and Abuse			X				
QIO/Quality of Care			X	Medicaid Application Assistance		X					
Supplemental Benefits (Please Explain)				Medicaid Application Submission		X					
				Medicare Buy-in Coordination		X					
				Medicaid Expansion (ACA) Transition to Medicare							
				Medicaid Managed Care							
				Medicaid Recertification		X					
				Medicaid Spend Down							
				MSP Application Assistance		X					
				MSP Application Submission		X					
				MSP Recertification		X					
				Program of All-Inclusive Care for the Elderly (PACE)							
				Provider Participation							
				QMB Improper Billing							



See here: <https://portal.shiptacenter.org/Portal/Resource/Resource-Detail.aspx?ResourceGUID=65CD1CE4-D63D-4853-8F79-958B706967F4>

At-A-Glance Reference: MIPPA Performance Measures

This is a guide to the sources of data for the MIPPA Performance Measures (PM) Report.

Acronyms to know: BCF = Beneficiary Contact Form, BAS = Beneficiary Additional Sessions form, GOE = Group Outreach and Education form. Data entered on these three forms and the Team Member form contribute to the report. See [Appendix F](#) for a definition of each Performance Measure. Unless otherwise indicated, all rows pertaining to each PM must meet the criteria to qualify for the MIPPA Performance Measures Report. All blue rows must be true for a contact to count toward PM 1, all white rows for PM 2, and so on.

PM	STARS Form	Data Entry Field	Answer in that Field
All	Team Member	Program	MIPPA
PM 1	BCF or BAS	Session Conducted By	Team Member with Program = MIPPA
PM 1	BCF or BAS	MIPPA	Yes
PM 1	BCF or BAS	Topics Discussed category, sub-categories of Part D Low Income Subsidy and/or Medicaid and/or Additional Topic Details	At least one MIPPA-Qualifying topic. (See Appendix B for a list and Appendix C for definitions.)
PM 1	BCF or BAS	Date of Session	Within report date range
PM 2	GOE	Session Conducted By	Team Member with Program = MIPPA
PM 2	GOE	MIPPA	Yes
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 2	GOE	Target Beneficiary Group	"Low Income" or "Rural" selected
PM 2	GOE	Topics Discussed	At least one MIPPA-Qualifying topic. (See Appendix D and Appendix E .)
PM 3	BCF or BAS	Session Conducted By	Team Member with Program = MIPPA
PM 3	BCF or BAS	MIPPA	Yes
PM 3	BCF or BAS	Date of Session	Within report date range
PM 3	BCF or BAS	Topics Discussed category, sub-categories of Part D Low Income Subsidy and/or Medicaid and/or Additional Topic Details	At least one MIPPA-Qualifying topic. (See Appendix B for a list and Appendix C for definitions.)
At least one of the gray rows below also must apply to qualify for PM 3:			
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 = Yes	(*both must be true)
	BCF (and any BAS tied to that BCF)	Zip Code of Beneficiary Residence	Is in a county classified by CDC as in a nonmetropolitan category: MIC or OUT. Is embedded in STARS and auto-populates MIPPA PM Report. (See Appendix A on next page.)
	BCF (and any BAS tied to that BCF)	Beneficiary Race	"American Indian or Alaskan Native" or "Native Hawaiian or Other Pacific Islander"
	BCF (and any BAS tied to that BCF)	English as a Primary Language	No

MIPPA At-A-Glance Reference

<https://portal.shiptacenter.org/Portal/Resource/Resource-Detail.aspx?ResourceGUID=4C6A1940-9EA8-41E3-A067-4554BDDC06AC>

Appendix C: Definitions of MIPPA-Qualifying Topics Discussed for Beneficiary Contacts

(Excerpted from STARS Manual, Chapter 4)

Part D Low Income Subsidy (LIS/Extra Help)

Field	Definition
Application Assistance	Check this box to indicate Part D LIS/Extra Help application assistance including explaining the application process, sorting materials for the application, or providing assistance with the application form.

Application Submission	Check this box to indicate submitting a Part D LIS/Extra Help application, either paper or electronically via SSA's website.
Benefit Explanation	Check this box to indicate discussion of Part D LIS/Extra Help program in making prescriptions more affordable, importance of the formulary, allowing a Continuous Special Enrollment Period (SEP), etc.
Eligibility/Screening	Check this box to indicate discussion of Part D LIS/Extra Help eligibility criteria including screening for eligibility or answering eligibility questions.
LI NET/BAE	Check this box to indicate assisting with the Limited-income Newly Eligible Transition (LI NET) program or Best Available Evidence (BAE) policy. <i>NOTE: Assistance could include but not limited to providing information to a pharmacy about LI NET or BAE for immediate, point-of-sale Part D coverage.</i>

MIPPA At-A-Glance Reference



Medicaid

Field	Definition
Benefit Explanation	Check this box to indicate discussion of Medicaid or Medicare Savings Program (MSP) coverage. This could include discussion of Medicare cost sharing, long term services and supports (LTSS), long-term care (LTC), etc.
Eligibility/Screening	Check this box to indicate discussion of Medicaid or Medicare Savings Program (MSP) eligibility criteria including screening for eligibility or answering eligibility questions.
Medicaid Application Assistance	Check this box to indicate Medicaid application assistance including explaining the application process, sorting materials for the application, or providing assistance with the application form.
Medicaid Application Submission*	Check this box to indicate submitting a Medicaid application other than a Medicare Savings Program (MSP) application. As of June 2023, MSP Application Submission is a separate category. If your state uses the same application for MSPs and non-MSP Medicaid services, it is preferable to use the MSP application submission topic discussed. [Only check this box if a Medicaid application was submitted in addition to assisting with other qualifying SHIP or MIPPA program work. If the only reason for the contact was to submit a Medicaid application unrelated to SHIP or MIPPA program work, that contact should not be entered into STARS at all.]
Medicaid Recertification*	Check this box to indicate Medicaid recertification other than Medicare Savings Program (MSP) assistance, such as submission of verification documents required for Medicaid recertification. Medicare Savings Program (MSP) Recertification is a separate topic as of June 2023. If your state uses the same application for MSP recertification and non-MSP Medicaid recertification, it is preferable to use the MSP recertification topic discussed. [Only check this box if you assisted with non-MSP Medicaid recertification in addition to assisting with other qualifying SHIP or MIPPA program work. If the only reason for the contact was Medicaid recertification unrelated to SHIP or MIPPA program work, that contact should not be entered into STARS at all.]
Medicare Buy-in Coordination	Check this box to indicate helping a beneficiary with Medicare buy-in. This can include conditional Medicare enrollment, troubleshooting premium withholdings, or in any way to help coordinate benefits for the beneficiary.

MIPPA
At-A-Glance
Reference

MSP Application Assistance	Check this box to indicate Medicare Savings Programs (MSP) application assistance including explaining the application process, sorting materials for the application, or providing assistance with the application form.
MSP Application Submission*	Check this box to indicate working with a client to submit a Medicare Savings Program (MSP) application. As of June 2023, MSP Application Submission is a distinct topic, so you no longer use the Medicaid Application Submission category to indicate MSP Application Submission.
MSP Recertification*	Check this box to indicate working with a client to submit their application for renewal or recertification for a Medicare Savings Program (MSP).

Additional Topic Details

Field	Definition
Preventive Benefits	Check this box to indicate assistance with Medicare coverage of preventive benefits coverage. Topics may include eligibility/screening, benefit explanation, cost-sharing requirements, fraud and abuse, and appeals or claims/billing.

MIPPA At-A-Glance Reference



Additional Topic Details

Field	Definition
Preventive Benefits	Check this box to indicate assistance with Medicare coverage of preventive benefits coverage. Topics may include eligibility/screening, benefit explanation, cost-sharing requirements, fraud and abuse, and appeals or claims/billing.

Appendix D: MIPPA-Qualifying Group Outreach and Education

Target Beneficiary Group	Topics Discussed
Low Income	Extra Help/LIS
*Rural	Medicaid
<i>*Rural outreach note: Users select Low Income and Rural using their own discretion during data entry. There is not a formula embedded in STARS that determines rural outreach for MIPPA PM 2.</i>	MSP
	Preventive Services

Appendix E: MIPPA-Qualifying Group Outreach Topics Discussed Definitions

(Excerpted from STARS Manual, Chapter 5)

Field	Definition
Extra Help/LIS	Check this box to indicate providing information about the Extra Help/LIS program. This may include eligibility explanation/screening, benefit explanation, claims/billing, appeals/grievances, fraud and abuse, or marketing/sales complaints/issues.
Medicaid	Check this box to indicate discussion of Medicaid coverage. This could include discussion of Medicare cost sharing, long term services and supports (LTSS), home and community-based services (HCBS), long-term care (LTC), etc.
Medicare Savings Programs (MSPs)	Check this box to indicate discussion of the Medicare Savings Programs (QMB and SLMB). This may include eligibility explanation/screening, benefit explanation, claims/billing, appeals/grievances, and fraud and abuse.
Preventive Services	Check this box to indicate discussion of Medicare Preventive Services coverage. This may include eligibility, benefit explanation, claims/billing, appeals/grievances, and fraud and abuse.

MIPPA
At-A-Glance
Reference

Questions?



Special Use Fields

Special Use Fields
Original PDP/MA-PD Cost

New PDP/MA-PD Cost

Field 3

Field 4

Field 5

Field 6

Field 7

Field 8



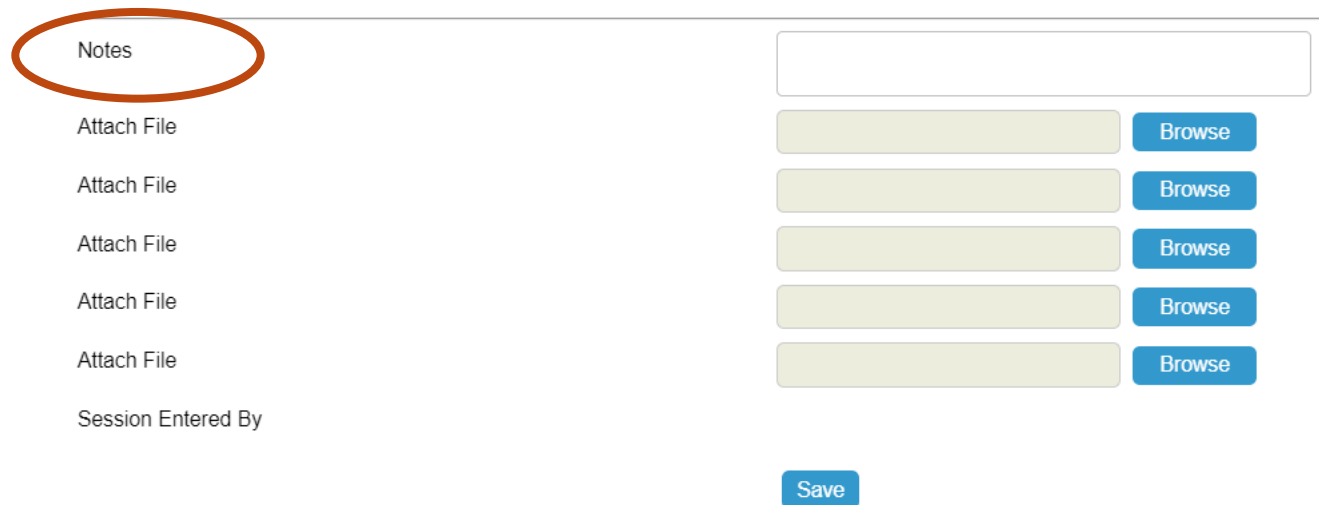
Special Use Fields

- Special Use Fields 1 and 2: Are used to capture Part D Enrollment cost savings. Counselors should NOT enter into special use fields unless they thoroughly review Chapter 7 of the STARS Manual.
- Special Use Fields 3: To enter Benefits Access Application (If done in conjunction with other SHIP counseling); To enter “Create Medicare Account;” Enter COVID; enter “Opioid (if Opioid was a topic covered in assisting the beneficiary)”
- ACL has issued reporting guidance for Special Use Fields 1-3 here <https://portal.shiptacenter.org/Login.aspx?ReturnUrl=%2fPortal%2fResource%2fResource-Detail.aspx%3fResourceGUID%3dE782FA3A-C51A-4FDE-8B66-B804CACA5CD5&ResourceGUID=E782FA3A-C51A-4FDE-8B66-B804CACA5CD5>
- Special use Fields 4-8 are residual from the previous system and should **never** be used!



Notes

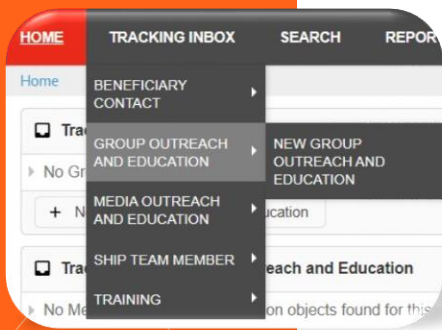
- Can be used for any information not address from any other options on the BCF. Counselors can use it to store any information they see fit.
- STARS is built to house information securely, be sure to exercise caution and only enter sensitive information when necessary.



The screenshot shows a web form for entering notes. On the left side, there is a vertical menu with the word "Notes" at the top, which is circled in orange. Below it are five "Attach File" buttons and a "Session Entered By" label. The main area of the form contains a large text input field at the top, followed by five rows, each consisting of a smaller text input field and a blue "Browse" button. At the bottom center of the form is a blue "Save" button.

Group Outreach & Education Form

HOME	TRACKING INBOX	SEARCH	REPORTING	CONFIGURATION
Tracking Inbox » New Group Outreach and Education				
Start Date of Activity		09/22/2023 (mm/dd/yyyy) *		
End Date of Activity		(mm/dd/yyyy)		
Date of Initial Creation				
Date of Last Update				
MIPPA		☐ Yes ☐ No *		
Send to SMP		☐ Yes ☒ No		
SIRS eFile ID				
SIRS Reference Number				
SHIP Reference Number				
Session Conducted By		Mauria Owens *		
Partner Organization Affiliation				
Time Spent in Hours				
Time Spent in Minutes				
Total Time Spent (minutes)		Enter Time Spent would be entered in Minutes. *		
Title of Interaction		*		
Type of Event				
Delivery Method				
Number of Attendees				
Special Use Fields				
Field 1				
Field 2				
Field 3				
Field 4				
Field 5				
Notes				
Attach File		Browse		
Attach File		Browse		
Attach File		Browse		
Attach File		Browse		
Attach File		Browse		
Session Entered By				
Number of Attendees		*		
Zip Code of Event		*		
State of Event		Illinois *		
County of Event		*		
Event Contact First Name				
Event Contact Last Name				
Event Contact Phone Number				
Event Contact Email				
Intended Audience		☐ Beneficiaries *		
		☐ Employer-Related Groups		
		☐ Family Members/Caregivers		
		☐ Limited-English Proficiency		
		☐ Medicare Pre-Enrollees		
		☐ Partner Organizations		
		☐ People with Disabilities		
		☐ Rural Beneficiaries		
Target Beneficiary Group		☐ American Indian or Alaskan Native *		
		☐ Asian		
		☐ Black or African American		
		☐ Disabled		
		☐ Hispanic/Latino		
		☐ Languages Other Than English		
		☐ Low Income		
		☐ Native Hawaiian or other Pacific Islander		
		☐ Rural		
		☐ N/A		
		☐ Other		
		☐ Demonstration *		
		☐ Help/LIS		
		☐ SHIP Program Information		
		☐ Farm Care Insurance		
		☐ d		
		☐ e Advantage		
		☐ e Fraud and Abuse		



Group Outreach & Education

Types of GOE Events:

- Interactive presentations (meaning attendees have an opportunity to ask questions)
 - Live or recorded
 - Group educational presentations, such as workshops, webinars, or forums, where the SHIP provides specific educational content to an intended public audience. This content must be provided by a screened and trained team member or in coordination with an invited subject matter expert.
 - **Counselor trainings are not considered Group Outreach and Education and should not be entered as interactive presentations**
- Booth/Exhibits
- Events where informational sheets are distributed to the public to inform the public about SHIP services (may be virtual, using technology to bring people together)
- Enrollment events
 - Enrollment event may be either solely sponsored by a SHIP or sponsored in partnership with another organization.



Completing a Group Outreach and Education and a Beneficiary Contact Form:

- Individual counseling sessions at Enrollment Events should be entered on a Beneficiary Contact Form (BCF).
- The total number of beneficiaries counseled at an Enrollment Event are included in the total number of attendees for the Enrollment Event.



Group Outreach PM 2 Checklist

- **SHIP PM 2 (Outreach Contacts):** counts the number of attendees on the Group Outreach and Education Form
- **MIPPA PM 2 (Overall persons Reached Through Outreach):**
 - Includes either low income or Rural in the *target Beneficiary Group* Options
 - AND must include one of the following “Topics Discussed” Options: Extra Help/LIS, Medicaid, MSP, Preventative Services

Reminder: The number of people reached in **Media Outreach and Education forms** does not count for SHIP or MIPPA PM 2.



Media Outreach and Education (MOE) Form

[My Account](#) [Sign Out](#) [Help](#)

[HOME](#) [TRACKING INBOX](#) [SEARCH](#) [REPORTING](#) [CONFIGURATION](#)

[Tracking Inbox](#) » [New Media Outreach and Education](#)

Start Date of Activity (mm/dd/yyyy) *

End Date of Activity (mm/dd/yyyy)

Date of Initial Creation
Date of Last Update

MIPPA ☐ Yes ☐ No *

Send to SMP ☐ Yes ☒ No

SIRS eFile ID

SIRS Reference Number

SHIP Reference Number

Session Conducted By **Mauria Owens** Q * *

Partner Organization Affiliation

Time Spent in Hours

Time Spent in Minutes

Total Time Spent (minutes) *

Title of Interaction *

Type of Media *

Estimated Number of People Reached

Geographic Coverage *

Zip Code of Event *

State of Event *

County of Event *

Media Contact First Name

Media Contact Last Name

Media Contact Phone Number

Media Contact Email

Enter Time Spent in Hours OR Minutes. Example: 1.5 hours Time Spent would be entered as either 1 Hour and 30 Minutes OR 0 Hour and 90 Minutes.

Intended Audience

- ☐ Beneficiaries
- ☐ Employer-Related Groups
- ☐ Family Members/Caregivers
- ☐ Limited-English Proficiency
- ☐ Medicare Pre-Enrollees
- ☐ Partner Organizations
- ☐ People with Disabilities
- ☐ Rural Beneficiaries
- ☐ Other

Target Beneficiary Group

- ☐ American Indian or Alaskan Native
- ☐ Asian
- ☐ Black or African American
- ☐ Disabled
- ☐ Hispanic/Latino
- ☐ Languages Other Than English
- ☐ Low Income
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Rural
- ☐ N/A
- ☐ Not Collected

Topics Discussed

- ☐ Duals Demonstration
- ☐ Extra Help/LIS
- ☐ General SHIP Program Information
- ☐ Long-Term Care Insurance
- ☐ Medicaid
- ☐ Medicare Advantage
- ☐ Medicare Fraud and Abuse
- ☐ Medicare Part D
- ☐ Medicare Savings Program
- ☐ Medigap or Supplemental Insurance
- ☐ Original Medicare (Parts A and B)
- ☐ Other Prescription Drug Coverage
- ☐ Partnership Recruitment

Special Use Fields

Field 1

Field 2

Field 3

Field 4

Field 5

Notes

Attach File

[Browse](#)

Attach File

[Browse](#)

Attach File

[Browse](#)

Attach File

[Browse](#)



Media Outreach and Education (MOE)

An MOE should be filled when information is shared through a type of media including:



- Billboard
- Email
- Magazine
- Newsletter
- Newspaper
- Radio
- Social Media
- Television
- Website
- Other (ex. Postcards)

When distributing materials like flyers to a location, count the number of intended recipients of the piece of media to add to your form.



Training Form

- NEW(as of July)! Meant to record orientation, training and testing activities for SHIP and MIPPA team members. Those with the role **SHIP director, SHIP assistant director, state staff, sub-state, site manager, or site staff** are the designated individuals allowed to report on trainings in STARS. *(See Chapter 9 of the STARS manual for more details)*
- In a July communication, ACL stated **it WILL NOT be a requirement to use the form until April 1, 2024.** They encourage individuals begin to use it now and offer any necessary feedback before it is a requirement (See Statement here: <https://portal.shiptacenter.org/Handler.ashx?ItemType=File&ItemGuld=aac6b718-4bcc-418b-9758-ee0a28897e8a>).
- This could be a great tool to track trainings for personal record and to refer to in reporting. It also helps us to identify gaps in training.





Data Entry Due Dates

All Data should be entered by the end of the following month

However, Better late than never!

Even if you missed the due date, you should still enter your session, with the correct date. This data may be used and pulled at different times for different things. (ACL sometimes pulls a full year of data to present for different things and they want to data that accurately reflects your agency.)



Making Reports



- Reports allow those with access to analyze data related to their SHIP or MIPPA programs and conduct quality control.
- Running reports can be done by anyone that has the following designated role on STARS: **site staff, site manager, sub-state staff, sub-state manager, state staff, SHIP assistance director, ship director**
- Types of reports available are: The SHIP and MIPPA Performance Measures Reports, Resource Reports, Summary Reports, Data Export Reports, CMS Unique IDs Reports (only available for SHIP directors/SHIP Assistant Directors), and Part F Enrollment Outcome (PDEO) Reports.
- Only configured reports provide aggregated information about beneficiary contact topics discussed and beneficiary race. Standard and Advanced Search tools are not able to provide this information.



Performance Measures Reports

- Measures both SHIP and MIPPA performance according to national measures implemented by the U.S. Administration for Community Living (ACL).
- Demonstrates how well Medicare-eligible populations that are targeted by the SHIP and MIPPA grants are being reached.

**You can only pull these reports in a 12 month span you cannot make reports for more than 12 months (if you want a bigger span of data you will need to run reports)*



How to Run a MIPPA PM Report *(Video)

The screenshot shows a web browser window with two tabs: "Home - ACL" and "MIPPA Performance Measures Re". The address bar displays "smpship.acl.gov/etk-hhs-acl-prod/home.do". The page features a navigation bar with links for "My Account", "Sign Out", and "Help", and a user profile for "ACL - Mauria.Owens (SHIP State Staff)". Below the navigation bar is a menu with "HOME", "TRACKING INBOX", "SEARCH", "REPORTING", and "CONFIGURATION". The "HOME" section is active, showing three tracking inbox categories: "Group Outreach and Education", "Media Outreach and Education", and "Training". Each category displays a message: "No [Category] objects found for this filter." and a button to "New [Category]". Below these are sections for "MY PAGES" (No saved pages) and "MY SEARCHES" (No saved searches). The footer indicates the system is "Powered by Entellitrak®".

Home - ACL x MIPPA Performance Measures Re x +

smpship.acl.gov/etk-hhs-acl-prod/home.do

My Account Sign Out Help ACL - Mauria.Owens (SHIP State Staff)

HOME TRACKING INBOX SEARCH REPORTING CONFIGURATION

Home

Tracking Inbox : Group Outreach and Education All Assignments v T x

No Group Outreach and Education objects found for this filter.

+ New Group Outreach and Education

Tracking Inbox : Media Outreach and Education All Assignments v T x

No Media Outreach and Education objects found for this filter.

+ New Media Outreach and Education

Tracking Inbox : Training All Assignments v T x

No Training objects found for this filter.

+ New Training

MY PAGES x

No saved pages.

MY SEARCHES x

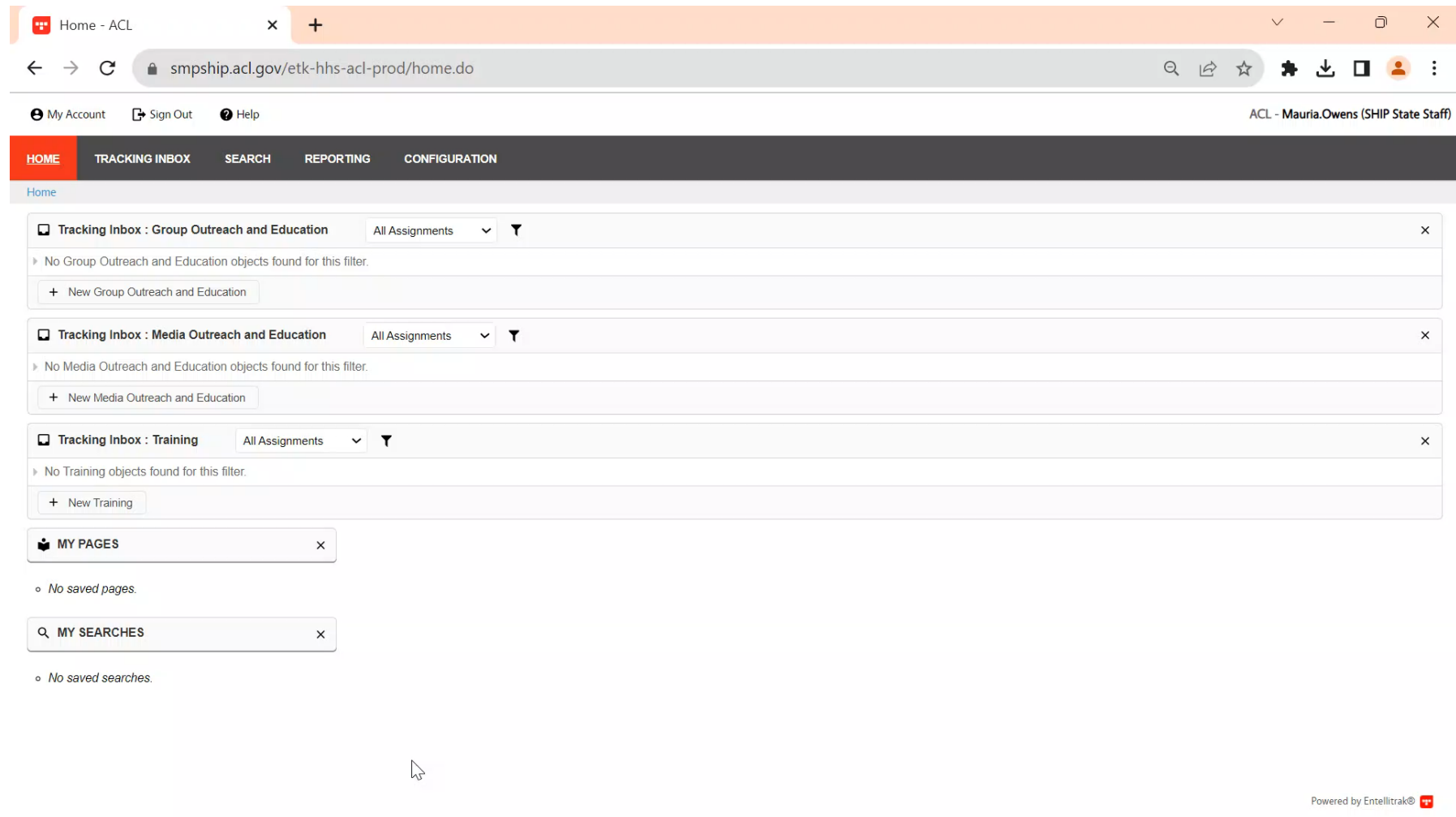
No saved searches.

Powered by Entellitrak®



How to Run a SHIP PM Report

*(Video)



The screenshot displays the SHIP PM Report interface within a web browser. The browser's address bar shows the URL `smpship.acl.gov/etk-hhs-acl-prod/home.do`. The page features a navigation bar with tabs: HOME, TRACKING INBOX, SEARCH, REPORTING, and CONFIGURATION. The HOME tab is currently selected. Below the navigation bar, the page is divided into several sections. The first section, titled "Tracking Inbox : Group Outreach and Education", shows a message: "No Group Outreach and Education objects found for this filter." Below this message is a button labeled "+ New Group Outreach and Education". The second section, titled "Tracking Inbox : Media Outreach and Education", also shows a message: "No Media Outreach and Education objects found for this filter." Below this message is a button labeled "+ New Media Outreach and Education". The third section, titled "Tracking Inbox : Training", shows a message: "No Training objects found for this filter." Below this message is a button labeled "+ New Training". Below these sections are two more sections: "MY PAGES" and "MY SEARCHES". The "MY PAGES" section shows a message: "No saved pages." The "MY SEARCHES" section shows a message: "No saved searches." The page is powered by Entellitrak, as indicated by the logo in the bottom right corner.

Home - ACL

smpship.acl.gov/etk-hhs-acl-prod/home.do

My Account Sign Out Help

ACL - Mauria.Owens (SHIP State Staff)

HOME TRACKING INBOX SEARCH REPORTING CONFIGURATION

Home

Tracking Inbox : Group Outreach and Education All Assignments

No Group Outreach and Education objects found for this filter.

+ New Group Outreach and Education

Tracking Inbox : Media Outreach and Education All Assignments

No Media Outreach and Education objects found for this filter.

+ New Media Outreach and Education

Tracking Inbox : Training All Assignments

No Training objects found for this filter.

+ New Training

MY PAGES

No saved pages.

MY SEARCHES

No saved searches.

Powered by Entellitrak



STARS Summary Reports

Combines data from most aspects of all beneficiary contact, group outreach, or media outreach forms. Does not include identifying data like case numbers.

**You can only run a STARS Summary Report within a 6 month date range. You will need to run multiple reports if you would like a larger set.*



How to Run a STARS Summary Report *(Video)

The screenshot displays the ACL Home page. The browser address bar shows the URL `smpship.acl.gov/etk-hhs-acl-prod/home.do`. The user is logged in as `ACL - Mauria.Owens (SHIP State Staff)`. The navigation menu includes `HOME`, `TRACKING INBOX`, `SEARCH`, `REPORTING`, and `CONFIGURATION`. The main content area features three tracking inbox sections:

- Tracking Inbox : Group Outreach and Education** (All Assignments): No Group Outreach and Education objects found for this filter. Includes a `+ New Group Outreach and Education` button.
- Tracking Inbox : Media Outreach and Education** (All Assignments): No Media Outreach and Education objects found for this filter. Includes a `+ New Media Outreach and Education` button.
- Tracking Inbox : Training** (All Assignments): No Training objects found for this filter. Includes a `+ New Training` button.

Below these sections are two summary boxes:

- MY PAGES**: No saved pages.
- MY SEARCHES**: No saved searches.

The footer indicates the system is `Powered by Entellitrak®`.

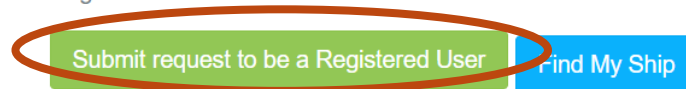


FAQ's

- How to get permission level changed?
 - Email Rachel Livingston
- How to get access to SHIPTA center?
 - Must be SHIP staff member, counselor, or volunteer
 - Visit shiptacenter.org and submit a request for access.

Not a Registered User?

This webpage is intended only for State Health Insurance Assistance Program (SHIP) representatives. If you are a member of the general public and wish to learn more about the SHIP program, click the blue "Find My SHIP" button below. If you are a SHIP staff member, counselor, or volunteer who needs access, click on "Submit request to be a Registered User."



- Do I need to be a SHIP counselor to have access to STARS?
 - No, can be anyone who needs to do STARS data entry or reporting.



SHIP Technical Assistance Center (SHIP TA Center)

- Offers live training events, recordings, manuals, handouts, and one-on-one technical assistance
- www.shiphelp.org (also known as www.shiptacenter.org)
- If you do not have an account to log into www.shiphelp.org, you can register online. Once your registration is submitted, it must be reviewed and approved by a SHIP leader in your state or territory.





Helpful Resources



- **1-1 Technical Assistance**
 - Can email questions about STARS to: stars@shiptacenter.org
 - Call toll-free number 877-839-2675 (say “center” when prompted)
- **Website access support:** info@shiptacenter.org
- **Illinois Department on Aging- Contact Rachel Livingston**
(rachael.livingston@illinois.gov)
- **Booz Allen Hamilton (a.k.a. “Booz Allen”)**
boozallenstarshelpdesk@bah.com
- **Administration for Community Living (ACL)** ship@acl.hhs.gov.
- **Additional Questions?** Please contact Mauria Owens
(mauria.owens@ageoptions.org)



Questions?



THANK YOU!

Tyler Williams

Data and Program Support Specialist

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Mauria Owens

SHIP & ADRN Training and Technical Assistance
Specialist

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