



Scope STARs Changes

Today's topics

- Discussion on scope
- STARS changes

Training materials

- [This PowerPoint](#)

Housekeeping

Please honor the following requests:

- There will be specific question times
- Send questions to “Chat Monitor”
- Mute yourself
- Raise your hand
- Limit your questions to the material we are covering

Building on previous knowledge

- In the first quarter we learned about Medicare updates, Medicare Savings Program (MSP) and Medicaid recertifications, the unwinding of the PHE, and the My SHIBA website.
- Today we will focus on scope discussion and the June STARS updates.

Scope Discussion

Helping People with PEBB

We can help with the following:

- How and when to enroll in Medicare.
- Medicare costs and coverage.
- Choosing a prescription drug plan to go with the Premera Medigap.
- Open enrollment Part D plan review.
- Eligibility for low-income assistance programs.

Helping People with PEBB, *cont.*

SHIBA counselors are not trained to provide detailed assistance with choosing PEBB plans.

SHIBA job aid - [SHIBA and PEBB: Counseling roles](#) includes more specific information.



SHIBA job aid

SHIBA and PEBB: Counseling roles

The PEBB (Public Employees Benefits Board) in Washington state offers health care benefits to many active and retired public employees. The Washington State Health Care Authority manages eligibility, enrollment and plan changes. See:

<https://www.hca.wa.gov/employee-retiree-benefits>

Friendly Reminders

For plan reviews and MSP screenings:

- Use “you may” or “you might” instead of “you will” or “you should”.
- “I can only screen for eligibility, not determine eligibility.”
- “You can get the most specific information from the company offering the plan.”

More Friendly Reminders

- We need to have realistic expectations with ourselves and our clients.
- Things take time.
- Caseloads are large and staffing is limited.
- Have faith in the process – refer to agency or company when special help is needed.
 - [Cross agency desk aid](#)

Let's Hear From You

We would like three counselors to share their experiences of challenges relating to scope.

Examples:

- Giving a definitive answer instead of a conditional answer – “you will” instead of “you might”.
- Making promises or suggestions based on how you think things should be.

STARS Updates

Beneficiary Contact Forms (BCFs)

New & Changed Demographic Questions

- Have you or a family member ever served in the military?
 - No solid guidance on the parameters for “family member” (yet)
 - Select Yes, No or Unsure
- Receiving or Applying for Social Security Disability or Medicare Disability
 - If the Beneficiary Age Group you selected is over 65 (or if the age group is not collected), this field will be autofilled as “No.”
 - This field will only be blank if the beneficiary age group you selected earlier is 64 or younger

BCFs: New & Changed Topics Discussed

Medicare Advantage (MA and MAPD)

Added: **Supplemental Benefits** – text box to type explanation when selected

Supplemental Benefits Explanation	Transportation and meals for a chronically ill beneficiary.
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Validation error if no details are entered

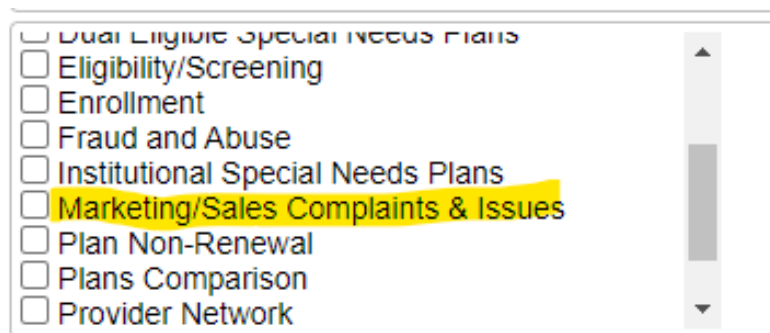
- Validation Error**
- You have checked Medicare Advantage (MA and MA-PD) Supplemental Benefits. Please ensure details are entered into the Supplemental Benefits Explanation field.**

BCFs: New & Changed Topics Discussed

Medicare Advantage & Part D

Marketing Sales Complaints & Issues

- Select the topic
- Enter "Marketing" in Special Use Field 3 if you selected this box because you helped with misleading advertising, a violation by an agent/broker/plan, or a situation where agents/brokers/plans are conducting business after being asked to cease.
- Add those details in the Notes field.
- This is to facilitate national marketing trends tracking.



A screenshot of a dropdown menu with the following items:

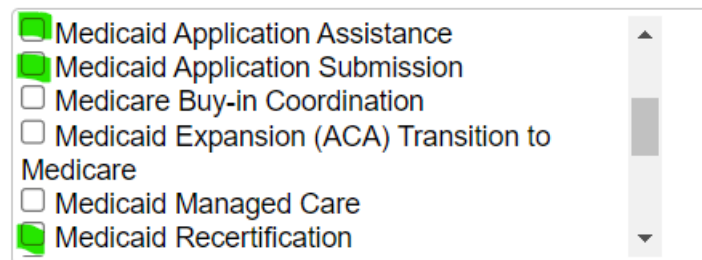
- Dual Eligible Special Needs Plans
- Eligibility/Screening
- Enrollment
- Fraud and Abuse
- Institutional Special Needs Plans
- Marketing/Sales Complaints & Issues
- Plan Non-Renewal
- Plans Comparison
- Provider Network

BCFs: New & Changed Topics Discussed

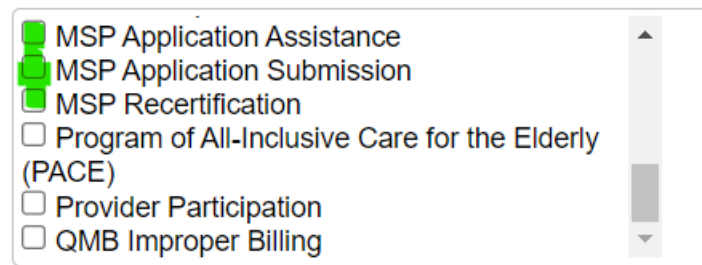
Medicaid

Application Submission & Recertification selections changed

- Separate choices for Medicaid & MSP
- Separate Choices for Application Assistance & Recertification
- Any of them count for MIPPA



A screenshot of a dropdown menu with a white background and a grey border. It contains six items, each with a small square icon to its left. The first three items have a green icon, and the last two have a grey icon. The items are: Medicaid Application Assistance (green icon), Medicaid Application Submission (green icon), Medicare Buy-in Coordination (grey icon), Medicaid Expansion (ACA) Transition to Medicare (grey icon), Medicaid Managed Care (grey icon), and Medicaid Recertification (green icon). A vertical scrollbar is on the right side of the menu.



A screenshot of a dropdown menu with a white background and a grey border. It contains six items, each with a small square icon to its left. The first three items have a green icon, and the last three have a grey icon. The items are: MSP Application Assistance (green icon), MSP Application Submission (green icon), MSP Recertification (green icon), Program of All-Inclusive Care for the Elderly (PACE) (grey icon), Provider Participation (grey icon), and QMB Improper Billing (grey icon). A vertical scrollbar is on the right side of the menu.

BCFs: Special Use Field 3 (SUF 3)

ACL would like you to use Special Use Field (SUF) 3 to gather the following details from counseling sessions:

- Marketing complaints: Type [Marketing](#) in SUF 3 (See [Marketing Complaints](#))
- Tracking the PHE and Medicaid unwinding: Type [Unwinding](#) in SUF 3
 - Education on Medicaid status notices received related to Unwinding
 - Change in status or partial loss of Medicaid status related to Unwinding
 - Assist with enrolling in Medicaid or Medicare Savings Program due to Medicaid loss from Unwinding

Special Use Fields
Original PDP/MA-PD Cost
New PDP/MA-PD Cost
Field 3

Medicare.gov Account Assistance

- When serving beneficiaries, counselors may gather necessary info from beneficiaries to log-in and/or create new accounts.
- Counselors should not save log-in details in STARS, however.
- Please refer to the ACL guidance, *Creating and Using Medicare.gov Accounts (login required)*, available in the STARS Resources Kit.

BCFs: Successful Entry

You will know you successfully saved the BCF if a green confirmation message appears:

-  **Record Successfully Saved**
 - Thank you for submitting your **Beneficiary Contact record**. The reference number for this record is: **VA-22-12780**

Upon saving, the form will document the name of the logged in user who completed the form.

Session Entered By

Maria Martinez

BCFs: A Friendly Reminder

Time Spent Program Guidance

The Time Spent per contact represents the total hours and minutes spent counseling the beneficiary or representative ***plus*** time spent working directly on their behalf for the contact.

BCFs: Time Spent Guidance (cont.)

Examples of time spent working directly on behalf of the beneficiary or representative include time spent:

- Researching
- Referring
- Advocating (calling agencies on the beneficiary's behalf)
- Trying to reach the beneficiary/representative
- Waiting to meet with the beneficiary/representative
- Preparing materials to send to the beneficiary/representative
- Completing paperwork/forms to report the contact
- Travel time to beneficiary/representative

Coming up this month...

Lunch & Learn

July: Juan Garcia, CMS

**August: Prescription Drug Assistance
Foundation**

- 2nd Thursdays
- 11:00-Noon
- Register in advance for this meeting here:
https://wa-oic.zoom.us/meeting/register/tZEuc-mupzsoGtYfm4hRHILyA3_wHg4xKQTN

Resources

SHIBA and PEBB: Counseling roles

- https://www.insurance.wa.gov/sites/default/files/documents/shiba-pebb_1.pdf

Cross agency desk aid

- https://www.insurance.wa.gov/sites/default/files/documents/cross-agency-desk-aid_6.pdf

STARS Manual, Chapter 4: Beneficiary Contacts with highlighted updates

- <https://www.insurance.wa.gov/sites/default/files/documents/stars-manual-chapter-4-highlighted-changes.pdf>