

STARS SHIP performance measures job aid SHIBA job aid

SHIBA has five performance measures as part of our National SHIP funding from the ACL (Administration on Community Living). Following is how they are documented in STARS.

1. Client Contacts

How documented:

All Beneficiary Contact forms (BC's) and Additional Beneficiary Contact forms reported on one-on-one interactions where Medicare or SHIBA program information is shared with or on behalf of beneficiaries.

Includes	
In-person counseling	
Telephone	
Email	
Postal mail	
Fax	
Web-based	

Does Not Include		
Unsuccessful attempts to reach a		
beneficiary (i.e. leaving a message)		
Individuals reached through public		
events (unless you have substantial		
individual contact with someone after		
the event)		
Contacts when the only purpose is to		
schedule an appointment		
Mass emails		

2. Outreach Contacts

How documented:

Number of people reached (attendees) through events reported on Group Outreach and Education Forms.

- The event must include the provision of Medicare or SHIP information to the public.
- People reached requires the ability to monitor attendance <u>and</u> offers an opportunity for participants to ask questions at the time of the presentation.



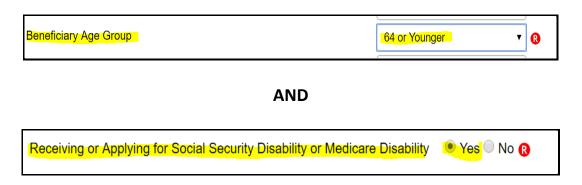
Includes	
Presentations (in-person,	
webinars, teleconferences)	
Booths and exhibits	
Enrollment Events	

Does Not Include		
Billboards	Radio	
Email	Social Media	
Magazine/Newspaper	Television	
Newsletter	Website	

3. Medicare Beneficiaries Under 65

How documented:

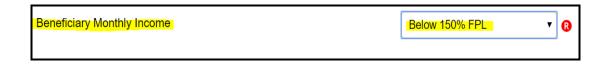
All Beneficiary Contact forms and Additional Beneficiary Sessions, which indicate the beneficiary is BOTH under age 65 AND receiving or applying for Social Security Disability or Medicare Disability.



4. Hard-to-Reach Contacts

Documented three ways:

• Low-Income – Below 150% Federal Poverty Level



- Rural Contact Based upon Zip Code of Beneficiary Residence in STARS.
- Non-Native English speakers
 - a. If client answers "no" to the question "Is English your first language?" **OR**
 - If the counselor can reasonably conclude that the client is not fluent in understanding, speaking, reading, and/or writing the English language.



English as a Primary Language

Yes No

Yes

5. Enrollment Contacts

How documented:

Total unduplicated enrollment contacts as reported by checking one or more of the following **Topics Discussed** on Beneficiary Contact forms and Additional Beneficiary Sessions.

Topics		
Original Medicare (Parts A & B)	Eligibility Enrollment/Disenrollment	
Medigap and Medicare Select	Eligibility/ScreeningPlan Non-RenewalPlans 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 Application Submission 	
Part D Low Income Subsidy (LIS Extra Help)	Application AssistanceApplication SubmissionEligibility/Screening	
Medicaid	 Application Submission Eligibility/Screening Medicaid Application Assistance MSP Application Assistance Recertification 	