

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 and 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.

Beneficiary Age Group	64 or Younger
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AND

Receiving or Applying for Social Security Disability or Medicare Disability	<input checked="" type="radio"/> Yes <input type="radio"/> No
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4. Hard-to-Reach Contacts

Documented three ways:

- **Low-Income** – Below 150% Federal Poverty Level

Beneficiary Monthly Income	Below 150% FPL
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- **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

 - b. 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
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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)	<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 • Application Submission
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