The State Health Insurance Assistance Program Tracking And Reporting System (STARS)

OFFICE of the INSURANCE COMMISSIONER WASHINGTON STATE

SHIBA

May 2025
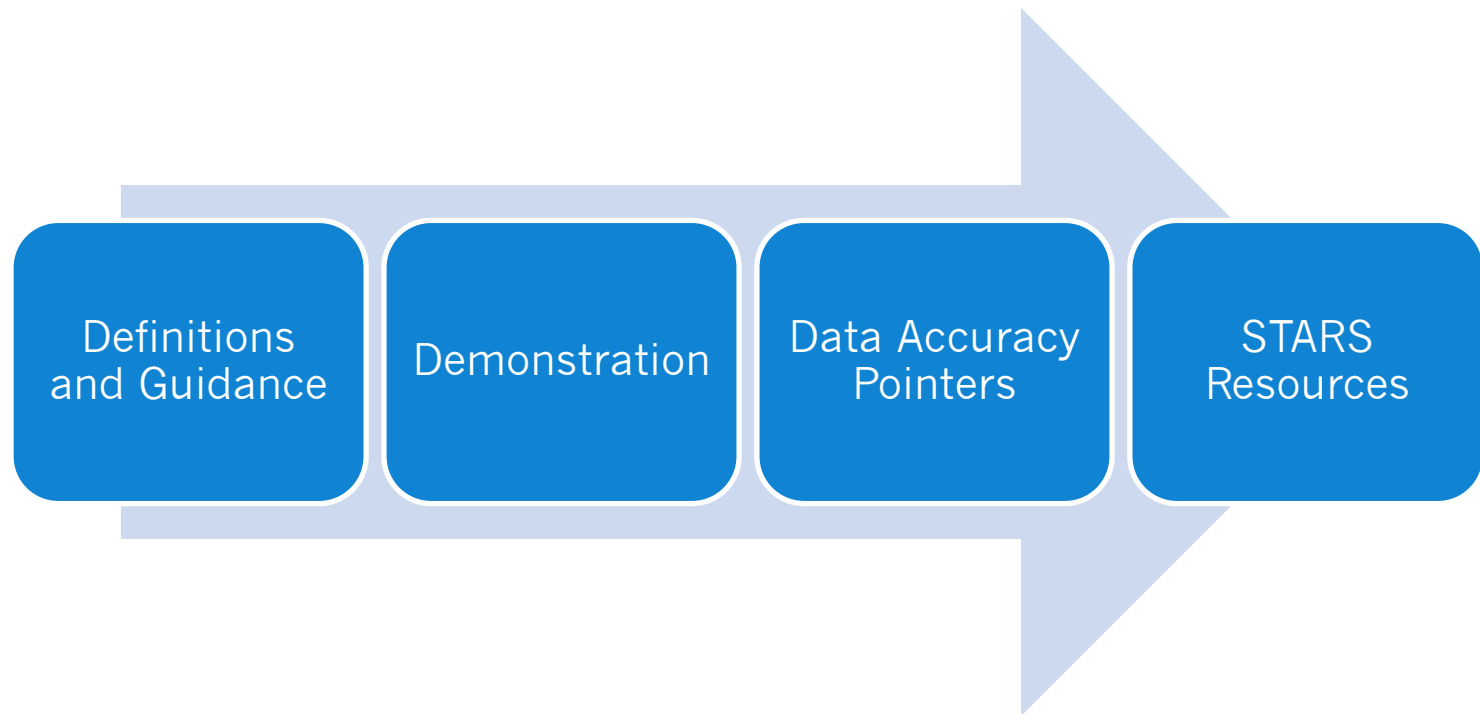
Materials

- This PowerPoint presentation.

- Workbook.

Learning objectives

Understand the importance of thorough and accurate reporting of client interactions in SHIBA work and become more comfortable with STARS data entry processes

Today's Agenda

Definitions and Guidance → Demonstration → Data Accuracy Pointers → STARS Resources

Definitions and Guidance

Common Acronyms

SHIP

State Health Insurance Assistance Program. Navigating Medicare.

MIPPA

Medicare Improvements for Patients and Providers Act. Navigating access to financial help with Medicare costs.

SMP

Senior Medicare Patrol. Preventing Medicare fraud.

API

Application Programming Interface. Technology transfer of data into STARS from another data system.

More Acronyms

ACL

Administration for Community Living. Federal agency under the U.S. Department of Health and Human Services.

OHIC

Office of Healthcare Information and Counseling. The Office at ACL that manages and oversees SHIP, MIPPA, and SMP grantees.

BCF

Beneficiary Contact Form. Used for entering beneficiary contacts into STARS.

BAS

Beneficiary Additional Session. Form that is attached to BCFs and may also be used for follow-up counseling sessions.

STARS

- The **S**tate Health Insurance Assistance Program (SHIP) **T**racking **A**nd **R**eporting **S**ystem (STARS) is the nationwide, web-based data system that facilitates the reporting of SHIP and MIPPA, Medicare Improvements for Patients and Providers Act, grantee activities to the federal government.

- Many organizations, including SHIBA, operate more than one of these grant-funded programs.

    - SHIBA: MIPPA, SHIP, and SMP contracts

- The website address for this system is https://stars.acl.gov

Definition of a Beneficiary Contact

This includes all contacts for the purpose of relaying Medicare and State Health Insurance Benefits Advisors (SHIBA) related information between a properly trained and state certified SHIBA team member and a Medicare beneficiary or a representative working on their behalf.

- Beneficiary contacts may be conducted over the telephone, in person (on site), in person (at home), via postal mail, e-mail, fax, or web-based one-on-one sessions (where technology permits).

SHIP & MIPPA grants performance measures (PM)

- Data you enter in the Beneficiary Contact Form (BCF) and Beneficiary Additional Session (BAS) is included in performance measures reports for our grants.

Five 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- speaking** 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.

Five MIPPA Performance Measures

PM 1 – Overall MIPPA Contacts

Percentage of total **beneficiary contact forms** per Medicare beneficiaries under 150% FPL in the state.

PM 2 – Overall Persons Reached through Outreach

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

PM 3 – MIPPA Target Populations

Total number of **beneficiary contact forms** by target beneficiary groups (**Under 65, Rural, Native American, ESL**)

PM 4 – Hard to Reach

Percentage of **forms with applications submitted compared to overall MIPPA contacts reported in PM1**

Beneficiary contacts do NOT include:

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

Individuals reached 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 contacts in which the sole purpose is referral to another agency or program

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

STARS Demonstration

STARS Tracking Inbox for Data Entry

All data is entered on a form in the Tracking Inbox

- **Beneficiary Contact**
- Group Outreach
- Media Outreach
- Team Member
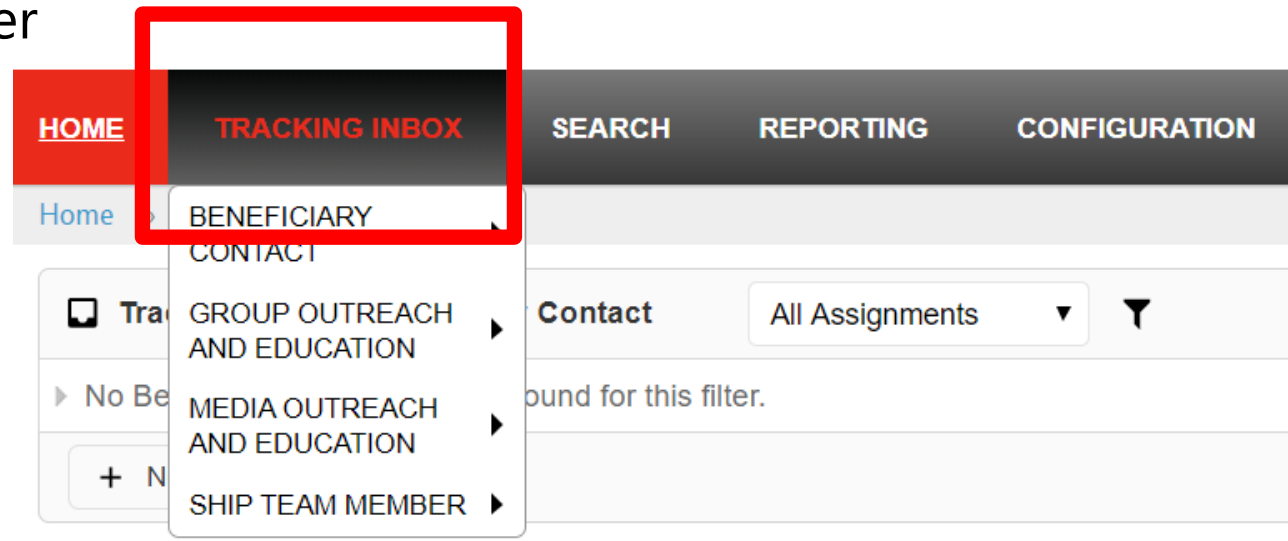
Terms to Know: Parent and Child Objects

Child Object: Any form that depends upon a "parent" form. For example:

Beneficiary Contact form (BCF) = Parent Object

- **SHIBA Beneficiary Additional Sessions (BAS) form
= Child Object**

BAS

BCF
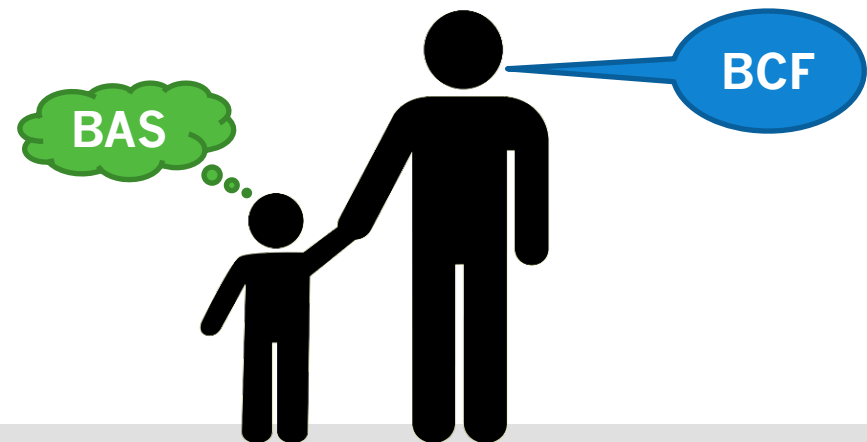
Beneficiary Additional Sessions

Illustrate complexity

No limit; enter as many as needed

Each additional contact counts the same way as a stand-alone contact on SHIP Performance Measures

Poll – Test Your Knowledge

Ms. Taylor calls Jim, a SHIBA counselor, in the morning to ask about her Medicare Advantage plan options. Jim reviews the available plans using the Medicare Plan Finder and explains the differences in coverage and costs.

Later that afternoon, Ms. Taylor calls back with follow-up questions about provider networks and whether her preferred doctor accepts any of the plans they discussed.

For his second session, should Jim:

a. Enter a new Beneficiary Contact Form (BCF)
b. Enter a Beneficiary Additional Session form attached to the original BCF
c. Enter changes to the original Beneficiary Contact Form (BCF)

STARS data entry

- Demonstration
- Q&A

Data Entry

- During busy season what are some tips and tricks you use to stay current on STARs?

- How do you prioritize data entry when you have back-to-back appointments?

- What do you usually include in your BCF notes?

Learning Outcomes

After this training, how has your understanding of the importance of accurate and thorough client documentation changed?

What specific aspects of your STARS data entry or reporting process do you now feel more confident about, and what are one or two specific things you'd like to improve going forward?

Data Accuracy Pointers

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MIPPA

BENEFICIARY CONTACT FORM			
* Items marked with asterisk (*) indicate required fields			
MIPPA Contact *:	❑ Yes ❑ No		
Send to SMP:	❑ Yes ❑ No	SIRS eFile ID: (*required if sending record to SMP)	

- MIPPA Contact refers to any qualifying topics discussed during a counseling session

- Check the entire BCF for any of these topics that may have been discussed. If they were discussed, make sure MIPPA is checked "Yes"

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 <u>beneficiary residence</u> meets rural classification

Enrollment (PM5)

- One of the 23 topics ACL has deemed qualifying for this measure (see Workbook)

Send To SMP – Yes!

You can select "<mark>yes</mark>" for sending to SMP any time fraud prevention, detection, or reporting is part of the interaction.

For one-on-one interaction:

Tracking Inbox →

New Beneficiary Contact

SMP Group Outreach and Education

Tracking Inbox →New Group Outreach and Education

Announcements & resources

Multifactor Authentication

Please **validate** that we have the correct e-mail address for you – the one you will use when you log into STARS.

Lunch and Learn & SMP Training

1st Thursdays - 11:00 to Noon
L&L: SMP Fraud Awareness with Kim McKenna

Have questions? Send in advance to: Noreen.Brisson@oic.wa.gov

May 14, 10:00 am
SMP Training Series: Session 3
Register through monthly training calendar
https://www.trumba.com/calendars/shiba-volunteer-training

June 2025
Fraud Prevention Month – Watch for announcements

Resources

SHIP TA Center STARS 101 course: https://rise.articulate.com/share/X5wuCL2NhhvhyyZ2vLjm61SiFkufS1TM#/lessons/5axSIAgxYMQ9GidlLZ-GrB-XWYl_XvKA

STARS Enhancements

https://www.shiphelp.org/ship-resources/stars-enhancements