STARS Beneficiary Contact Form Introduction

Updated May 3, 2018

Agenda

- Slide 3: STARS Introduction and Access
- Slide 7: Sharing Data With MIPPA and SMP
- Slide 8: Beneficiary Contact Form
- Slide 31: SHIP Additional Beneficiary Sessions: Additional Contacts on the same Issue

STARS INTRODUCTION AND ACCESS

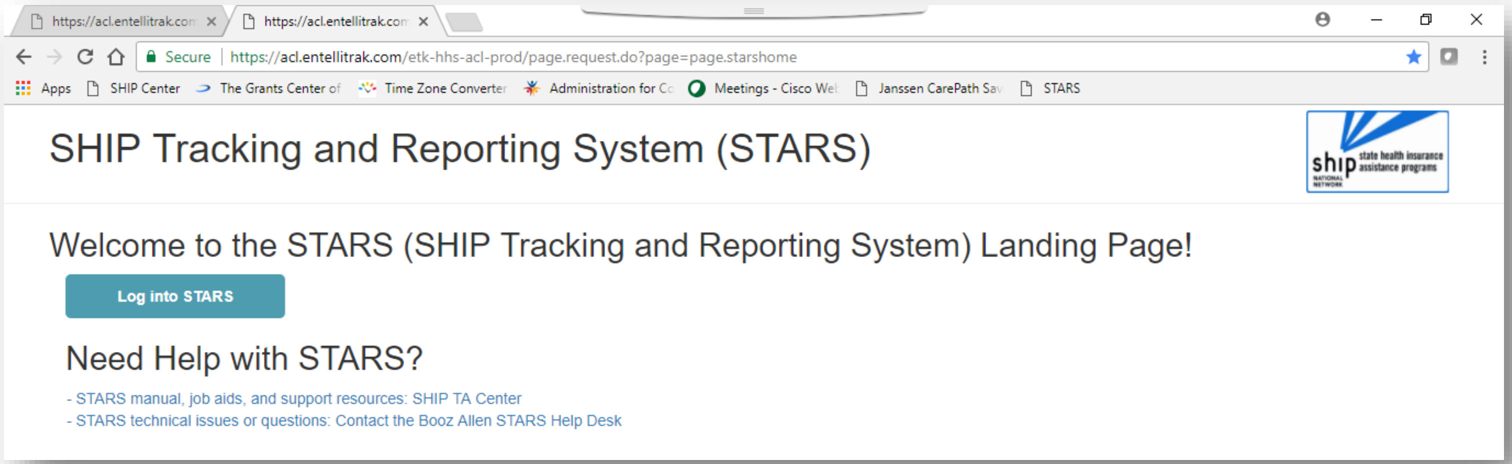
- SHIP Tracking And Reporting System (STARS)
- National, web-based data system
- Developed and owned by ACL OHIC
- Sharing Data
  - MIPPA
  - SMP SIRS

Gaining Access to STARS

- New Credentials (username and password)
  - Provided by state or local program managers before 'go live' date
  - Two auto-generated emails from Booz Allen Hamilton (BAH) DoNotReplyACLSystems@bah.com
    1. Username, and
    2. Password
- Role based system
  - Access will be determined by role, and
  - Location in system hierarchy

Logging into STARS

- https://stars.entellitrak.com



- NOTE: Username and Password are case sensitive

Training and support links

https://stars.entillitrak.com

SHIP Tracking and Reporting System (STARS)

Welcome to the STARS (SHIP Tracking and Reporting System) Landing Page!

Log into STARS

Need Help with STARS?

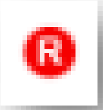
- STARS manual, job aids, and support resources: SHIP TA Center
- STARS technical issues or questions: Contact the Booz Allen STARS Help Desk

SHARING DATA WITH MIPPA AND SMP

- Each of the three main forms (Beneficiary Contact, Group Outreach, and Media) have the ability to share data with MIPPA and/or SMP (Senior Medicare Patrol)
- SHIBA is developing a Job Aid to help our Washington state volunteers know how and when to use these features

BENEFICIARY CONTRACT FORM
Required Fields

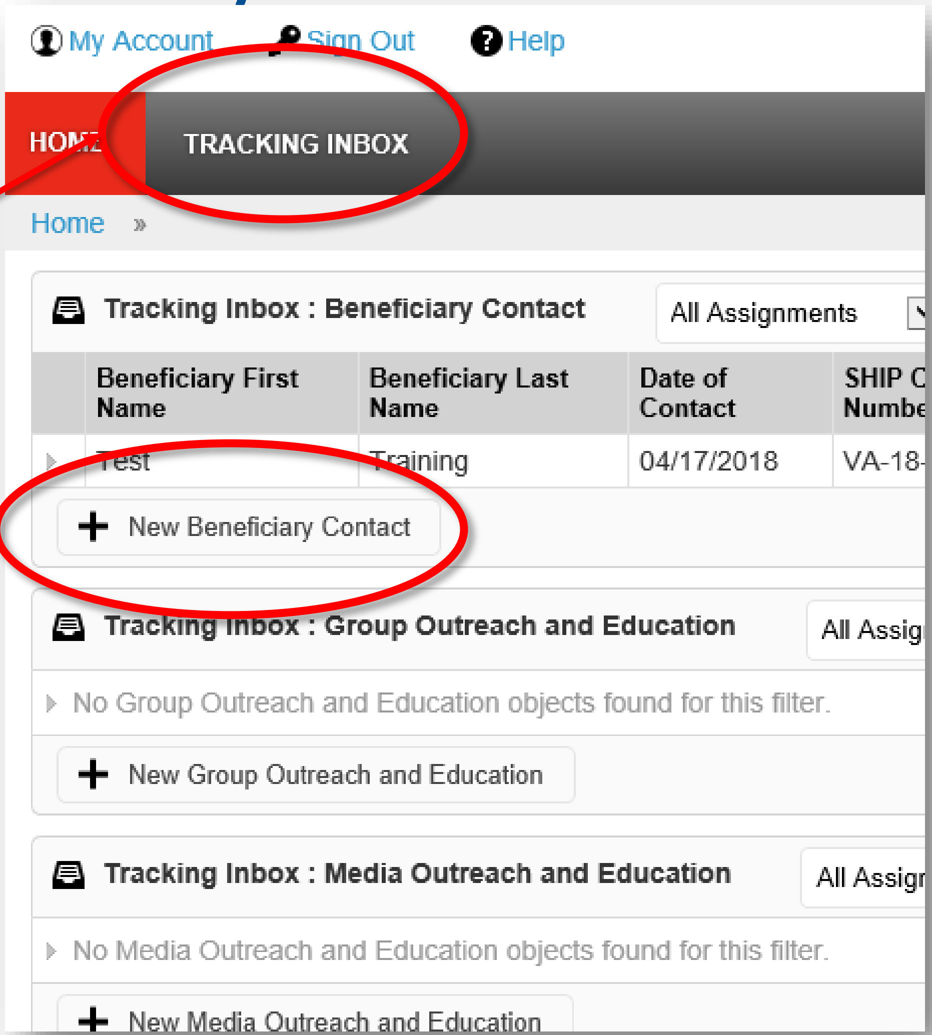
- All Required Fields are designated with a red R located on the right hand side of the form next to the element



- System note at the top of the page lists incomplete fields to complete before saving

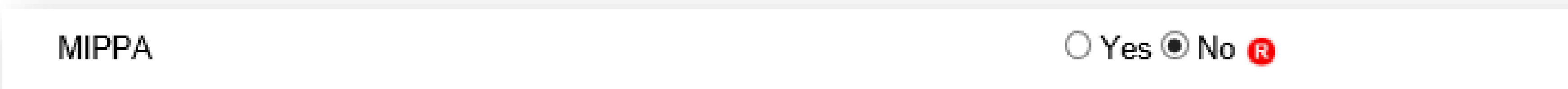
Adding a New Beneficiary Contact Form

- Two ways to add a new form:
  - From your Tracking Inbox, or
  - From the Home page



MIPPA

- MIPPA Field is required, but defaults to “No”
- Simply check the radio button for “Yes” at the top of the page, if this is a MIPPA contact
- Watch for SHIBA Job Aid on this topic



SMP (Senior Medicare Patrol) Reporting

Send to SMP ○ Yes ◉ No

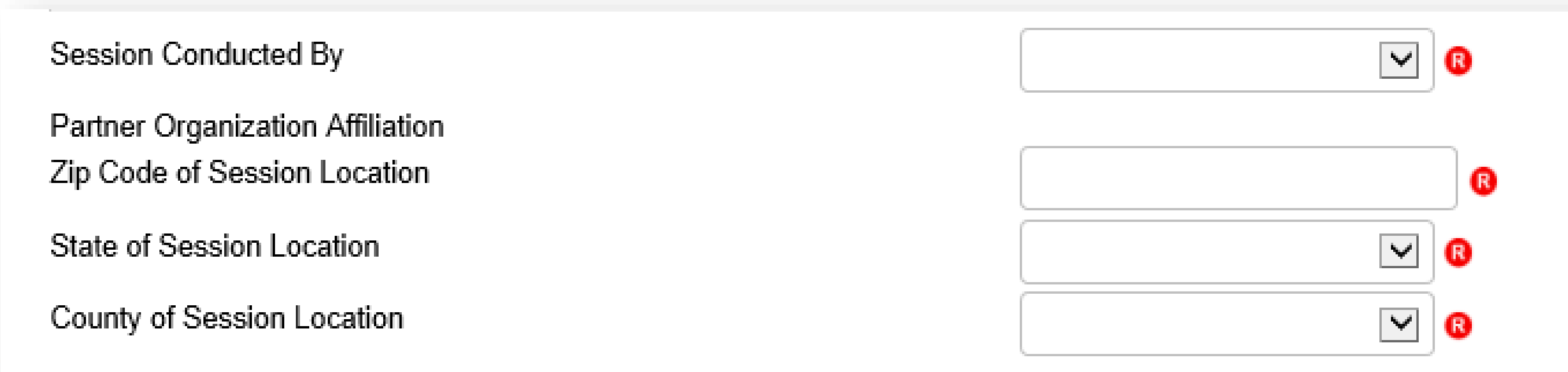
SIRS eFile ID

SIRS Reference Number

- SMP field is required, but defaults to "No"
- To send a form to SMP (SIRS) you will need to select "Send to SMP" at the top of the form
- Watch for SHIBA Job Aid on this topic

Session Conducted By

- This section of the form collects information on the person that counseled or worked with the beneficiary
- Use the drop down bars to select the correct options
  - Partner Organization will auto-populate
  - County will also auto-populate after you enter the Zip Code
  - Remember: Session location is where <u>you</u> are when counseling; not the beneficiary's residence


Session Conducted By
Partner Organization Affiliation
Zip Code of Session Location
State of Session Location
County of Session Location

Beneficiary Information

- Space to collect both the Beneficiary's information and/or a Representative's information as needed
- None of these fields are required BUT please enter the name and phone number as often as possible
  - ACL needs the name and phone number to conduct our beneficiary satisfaction surveys

Beneficiary Residence Info

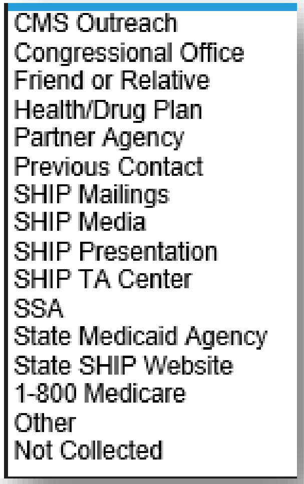
- This information is required

Date of Contact

- This information is required
- You can manually enter the date or
- Use the Date Picker tool by clicking on the calendar icon

How Did Beneficiary Learn About SHIP?

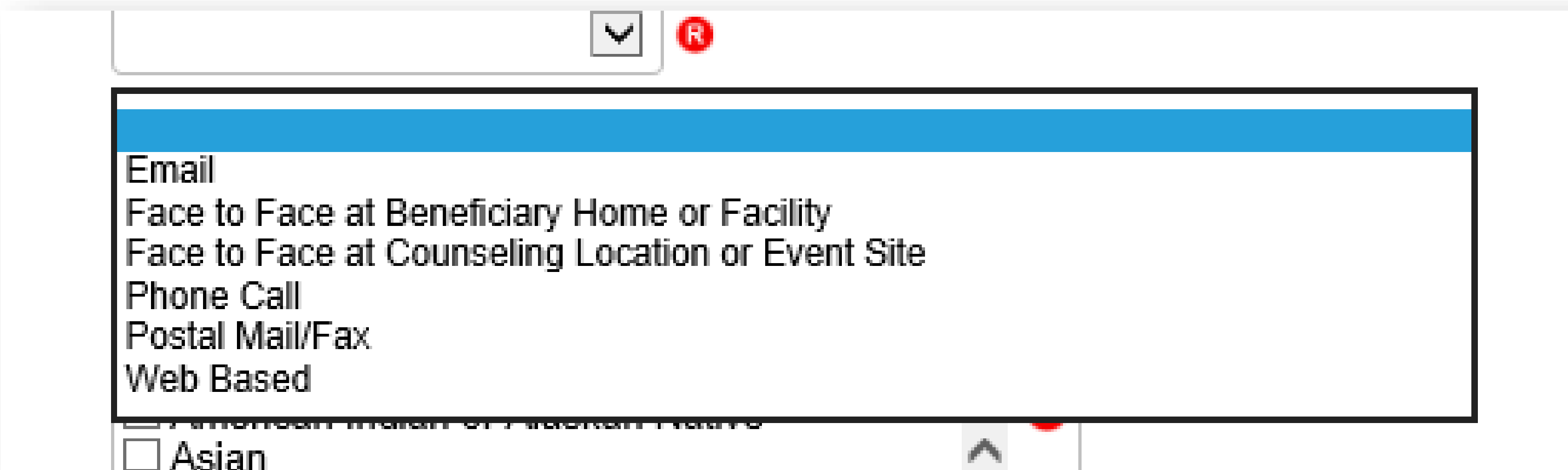
- Updated options include:
  - Congressional Office
  - Health/Drug Plan
  - SHIP TA Center
  - SSA
  - State Medicaid Agency



- Pulled “1-800-Medicare” out of the “CMS Outreach” option so now they appear as separate selections independent of each other.
- Added “SHIP” as a qualifier in front of some of the selections to clarify that the selections are specific to SHIP activities/efforts. (i.e. “SHIP Mailings” and “SHIP Presentation”)

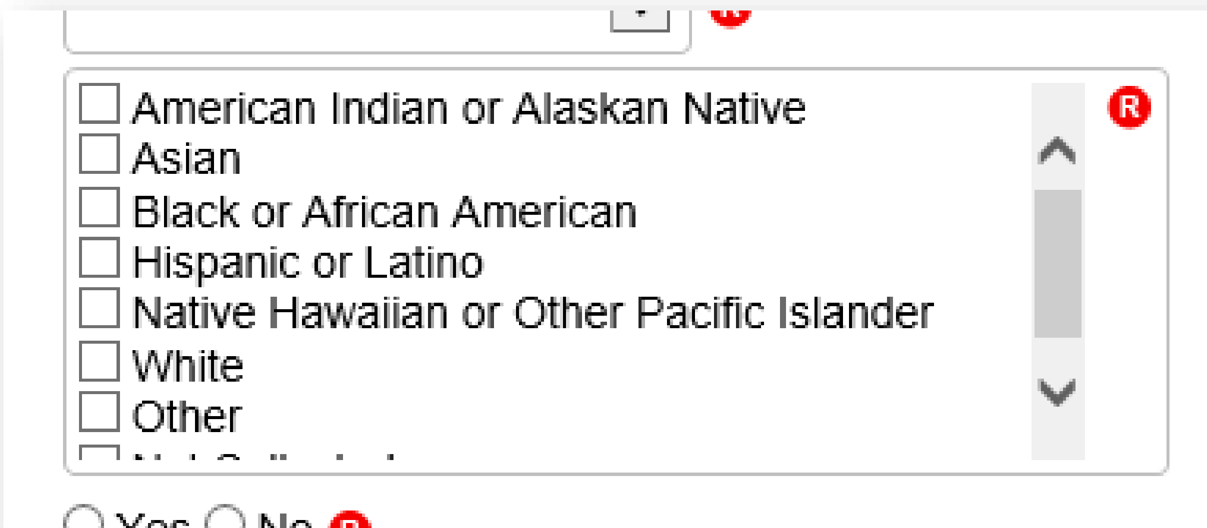
Method of Contact Changes

- The options under *Method of Contact* have changed slightly from NPR to include Web-based contacts
  - This option would be selected when using things such as website chat options to counsel a beneficiary



Beneficiary Demographics

- Age Group - Options have not changed from NPR
- Gender - Now includes “Other”
- Race - Consolidated choices to mirror other ACL system fields:

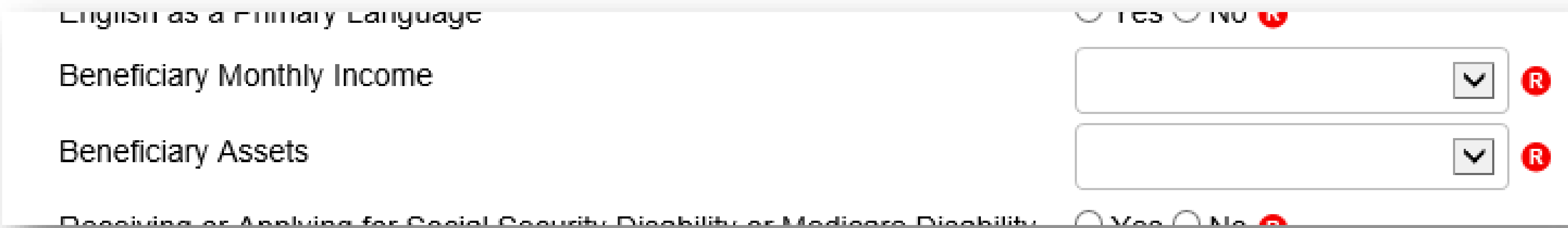


English as a Primary Language

- Select “No” when you know or can reasonably conclude that the beneficiary is not fluent in understanding, speaking, reading, and/or writing the English language.

Beneficiary Income & Assets

- Report beneficiary income and assets are above or below the maximum Extra Help/LIS eligibility levels (150% FPL)
- “Not collected” is an option



Receiving or Applying for SSDI?

- Select "Yes" to this question if:
  - Beneficiary is under age 65 **and**
  - Receiving *or* applying for Medicare and Social Security benefits due to disability or;
  - Receiving Medicare because of End-Stage Renal Disease


Receiving or Applying for Social Security Disability or Medicare Disability ◯ Yes ◯ No R

Topics Discussed

- Largest section of the Beneficiary Contact Form
- Select as many options as are necessary to fully explain beneficiary assistance
- Must select at least <u>one</u> topic discussed
- The following slides highlight changes from NPR but do not capture all of the Topics Discussed in STARS
- New manual coming soon that defines the fields

New Topics Discussed: Disenrollment

- New option under *Medicare Advantage* and *Medicare Part D*
  - To be used plan disenrollment at any time (not limited to the Open Enrollment Period)
  - Allows tracking of enrollments and disenrollments separately, lesson from Part D Enrollment Pilot

New Topics Discussed: Part D LIS

- Two new options found under *Part D Low Income Subsidy (LIS/Extra Help)*
  - Application Submission: Selected if assist with submission of an LIS application, either paper or electronically via SSA's website.
  - LI NET/BAE: Selected if assist accessing the limited Income Newly Eligible Transition Program (LI NET) benefit for those with an LIS award but no Part D coverage. Examples include:
    - providing LI NET education to pharmacy
    - submitting required documents for the Best Available Evidence (BAE) process if LIS award is not reflected in CMS/SSA systems

New Topics Discussed: Medicaid

- Expanded options under the *Medicaid* header to include:
  - Application Submission
  - Medicare Buy-In Coordination
  - Medicaid Managed Care
  - Recertification

New Topics Discussed: Other Insurance

- Several additional options have been added under *Other Insurance*:
  - Active Employer Health Benefits
  - Indian Health Services
  - Retiree Employer Health Benefits
  - Tricare For Life Health Benefits
  - Tricare Health Benefits
  - VA/Veterans Health Benefits

New Topics Discussed: Additional Topics

- A whole new category of topics has been added under the header *Additional Topic Details* which includes:
  - Ambulance
  - Dental/Vision/Hearing
  - DMEPOS
  - Duals Demonstration
  - Home Health Care
  - Hospice
  - Hospital
  - New Medicare Card
  - Preventive Benefits
  - Skilled Nursing Facility

Time Spent

- Enter all of the time you spent helping the beneficiary during this contact. Includes:
  - All time meeting with beneficiary
  - Any time spent researching, preparing materials, completing paperwork/form, and traveling to meet with the beneficiary.
- Enter time in whole hours and minutes
  - The system will total the time for you

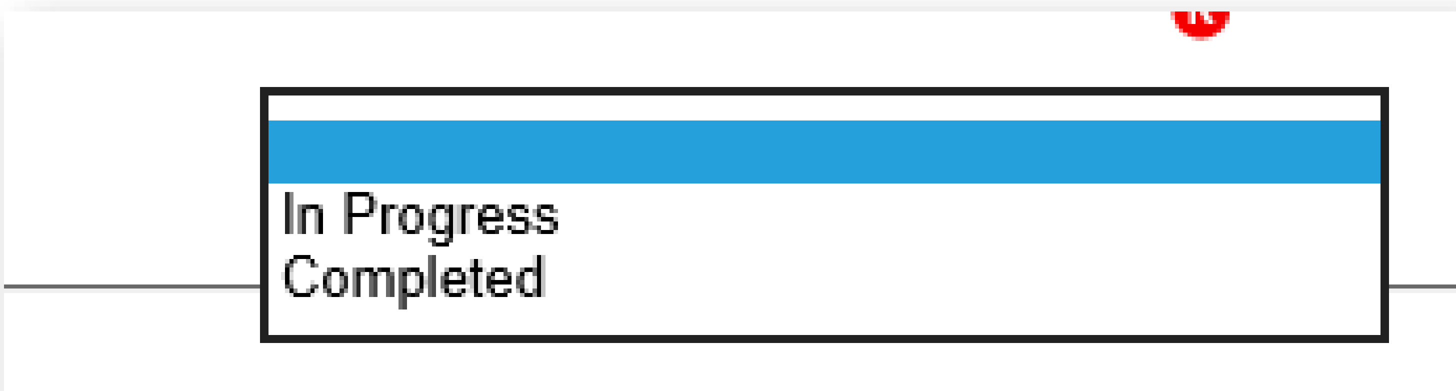
Time Spent in Hours

Time Spent in Minutes

Total Time Spent (minutes)

Status

- STARS has only two status options:
  - In Progress – meant to reflect contact is part of an ongoing case
  - Completed – meant to reflect current issue is resolved
  - EITHER status can only be saved if all required fields filled, and will count toward performance measures- no need to go in and change “In Progress” to “Completed”



Special Use Fields

- STARS has 5 Special Use Fields
- Training will be provided later- they are not required fields

Special Use Fields

Original PDP/MA-PD Cost

New PDP/MA-PD Cost

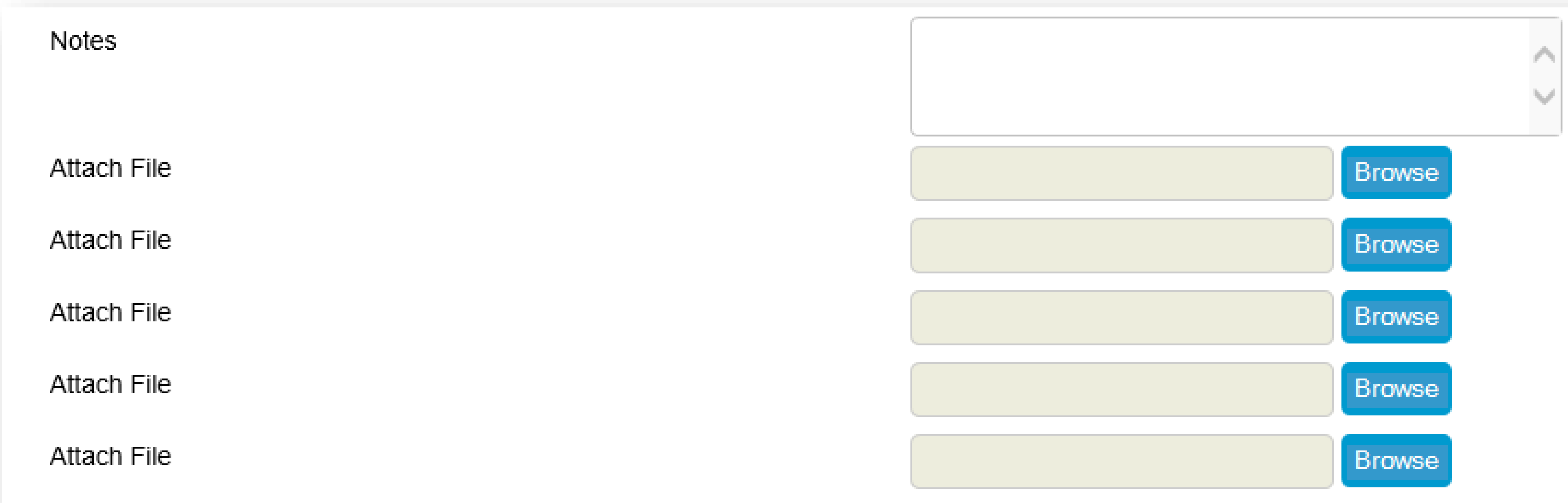
Field 3

Field 4

Field 5

Notes and File Attachments

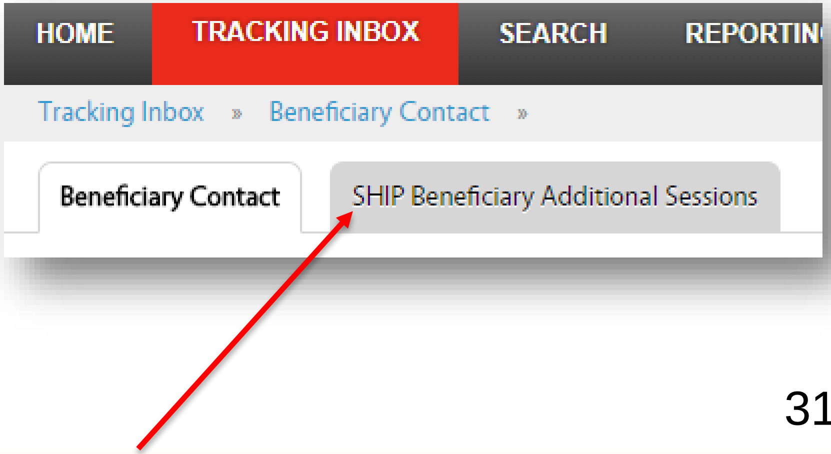
- STARS allows you to both type in notes on the contact (similar to NPR) and
- Attach supporting documents (such as PDFs or Word documents)



SHIP ADDITIONAL BENEFICIARY SESSIONS

Additional Contacts on Same Issue

- STARS allows users to group together multiple contacts involving the same issue
- Click the *SHIP Additional Sessions* tab to add additional time and details
- Would be used only on complex issues that require multiple contacts to complete

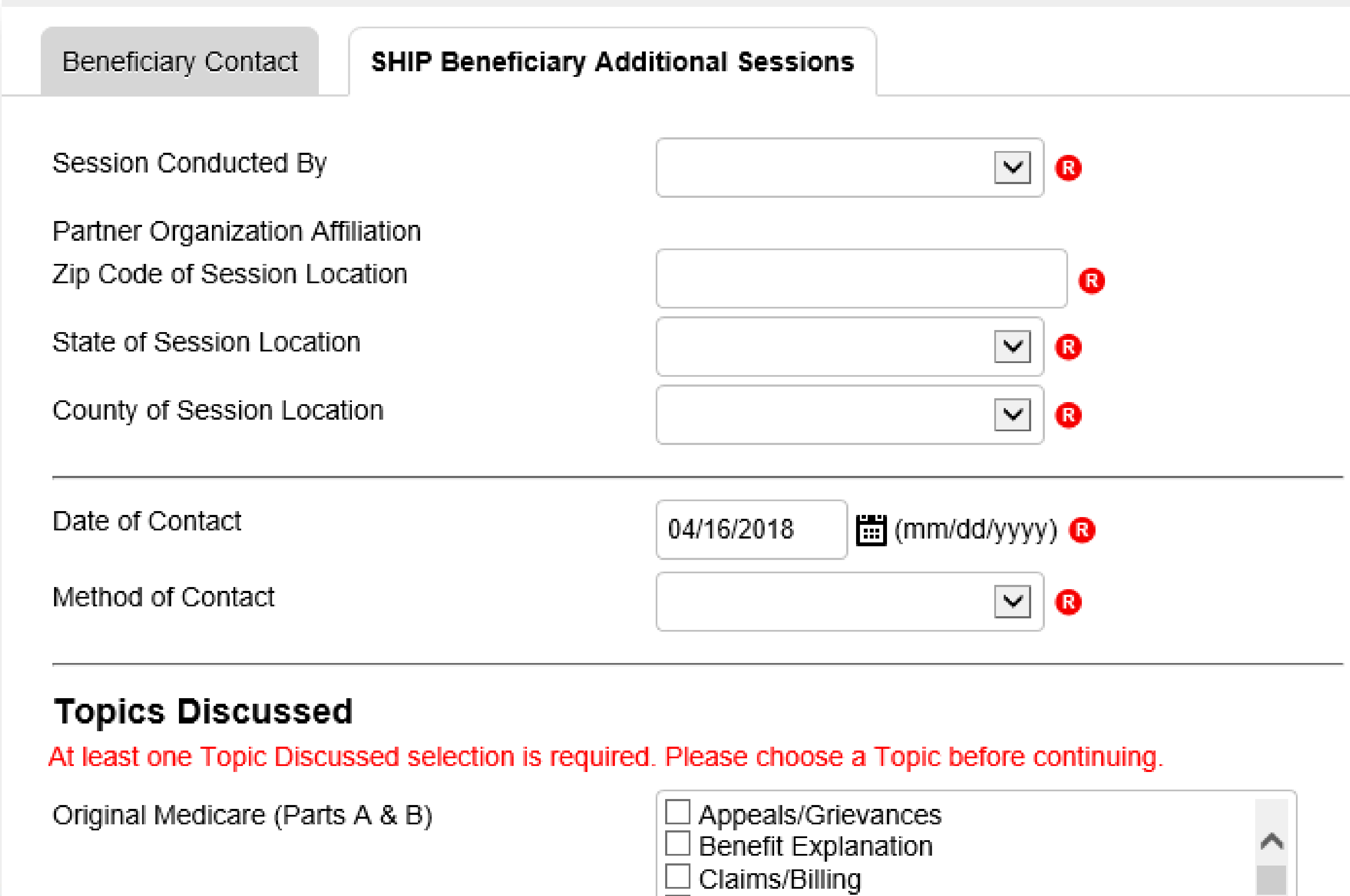


Illustrating complexity

Entering Additional Contacts

- Provides space to enter the additional time spent and topics discussed
- Can add as many additional contact forms as needed
- Each additional contact counts the same way as a stand-alone contact on SHIP Performance Measures

Additional Contact Screenshot



Beneficiary Contact | **SHIP Beneficiary Additional Sessions**

Session Conducted By R

Partner Organization Affiliation

Zip Code of Session Location R

State of Session Location R

County of Session Location R

Date of Contact 04/16/2018 (mm/dd/yyyy) R

Method of Contact R

Topics Discussed

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

Original Medicare (Parts A & B)

- ☐ Appeals/Grievances
- ☐ Benefit Explanation
- ☐ Claims/Billing

QUESTIONS?

- We don’t know all the answers yet!
- Let’s make a list of the questions, so we can ask and get back to you.
- Thank you for your patience as we all learn together!