



# 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



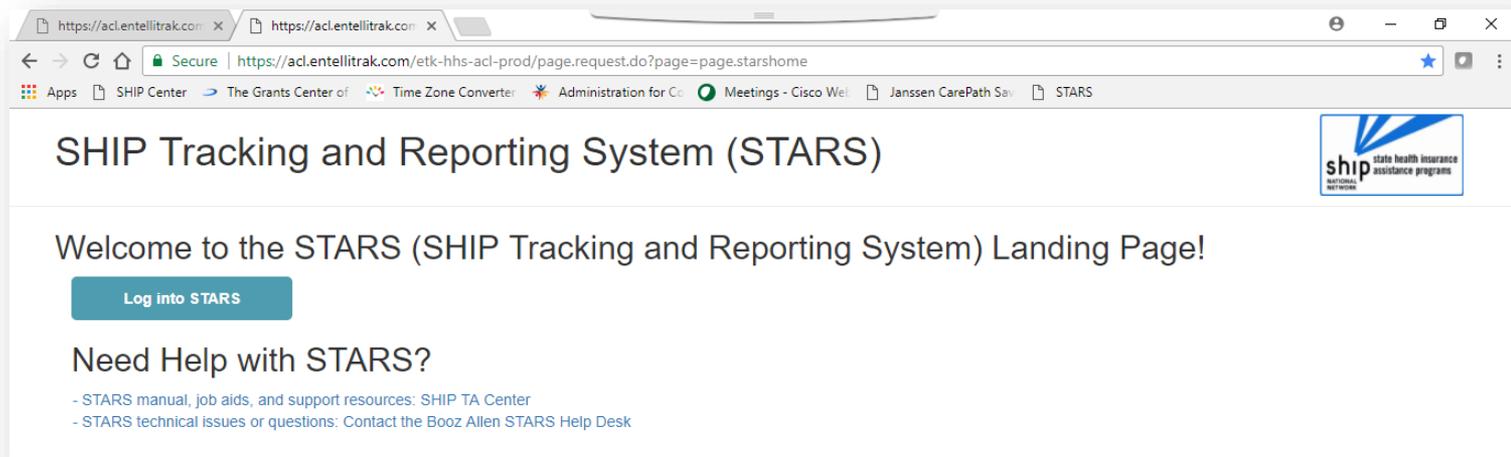


# Gaining Access to STARS

- 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](mailto: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

My Account Sign Out Help

HOME TRACKING INBOX

Home »

Tracking Inbox : Beneficiary Contact All Assignments

Beneficiary First Name	Beneficiary Last Name	Date of Contact	SHIP C Number
Test	Training	04/17/2018	VA-18-

+ New Beneficiary Contact

Tracking Inbox : Group Outreach and Education All Assignments

No Group Outreach and Education objects found for this filter.

+ New Group Outreach and Education

Tracking Inbox : Media Outreach and Education All Assignments

No Media Outreach and Education objects found for this filter.

+ New Media Outreach and Education

# 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

MIPPA

Yes  No  R

# 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 you 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

State of Beneficiary Residence

Zip Code of Beneficiary Residence

County of Beneficiary Residence

Date of Contact

  (mm/dd/yyyy) 

## 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:

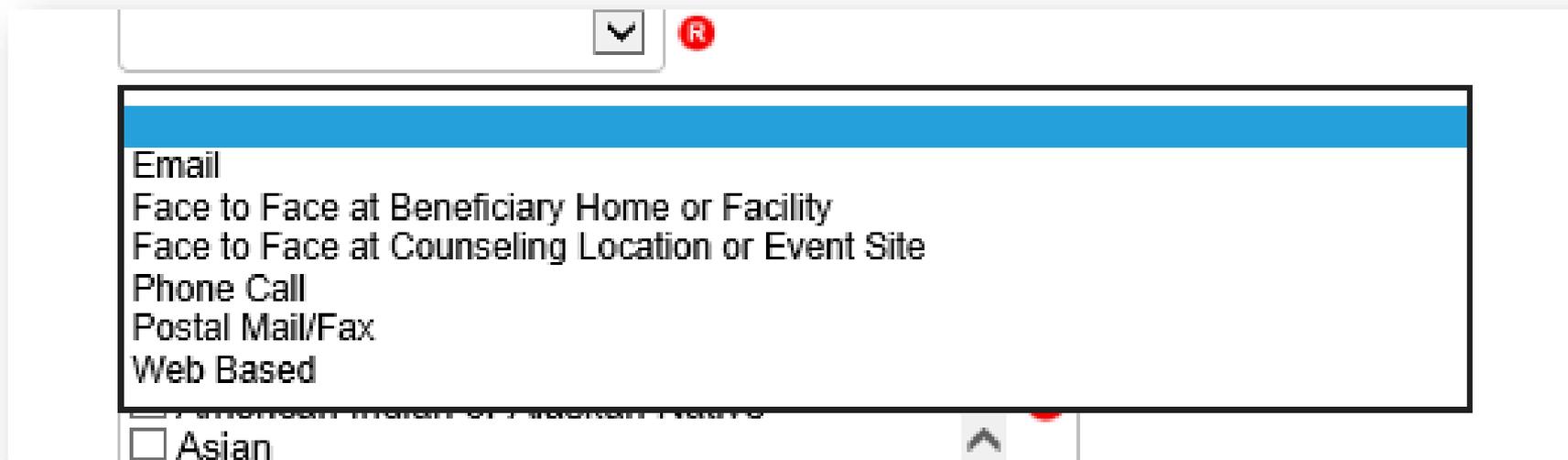
- Congressional Office
- Health/Drug Plan
- SHIP TA Center
- SSA
- State Medicaid Agency

CMS Outreach  
Congressional Office  
Friend or Relative  
Health/Drug Plan  
Partner Agency  
Previous Contact  
SHIP Mailings  
SHIP Media  
SHIP Presentation  
SHIP TA Center  
SSA  
State Medicaid Agency  
State SHIP Website  
1-800 Medicare  
Other  
Not Collected

- 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



The screenshot shows a web form with a dropdown menu for 'Method of Contact'. The dropdown is open, displaying a list of options. The 'Email' option is highlighted with a blue background. Below the dropdown, there are checkboxes for 'Asian' and another partially visible checkbox.

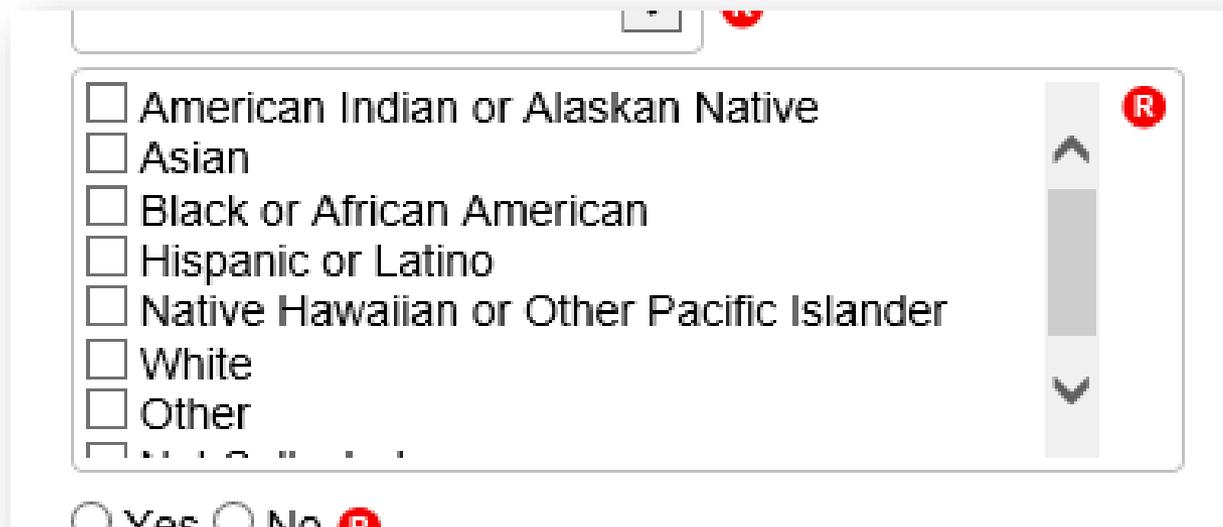
Method of Contact

- Email
- Face to Face at Beneficiary Home or Facility
- Face to Face at Counseling Location or Event Site
- Phone Call
- Postal Mail/Fax
- Web Based

Asian

# Beneficiary Demographics

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



A screenshot of a web form interface. At the top, there is a search bar with a magnifying glass icon and a red 'R' icon. Below it is a list of race categories, each with an unchecked checkbox. The categories are: American Indian or Alaskan Native, Asian, Black or African American, Hispanic or Latino, Native Hawaiian or Other Pacific Islander, White, and Other. A vertical scrollbar is on the right side of the list. At the bottom of the form, there are radio buttons for 'Yes' and 'No', with a red 'R' icon next to the 'No' option.

<input type="checkbox"/>	American Indian or Alaskan Native
<input type="checkbox"/>	Asian
<input type="checkbox"/>	Black or African American
<input type="checkbox"/>	Hispanic or Latino
<input type="checkbox"/>	Native Hawaiian or Other Pacific Islander
<input type="checkbox"/>	White
<input type="checkbox"/>	Other

Yes  No R

# 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

English as a Primary Language	<input type="radio"/> YES <input type="radio"/> NO 
Beneficiary Monthly Income	<input type="text"/>  
Beneficiary Assets	<input type="text"/>  
Receiving or Applying for Social Security Disability or Medicare Disability	<input type="radio"/> Yes <input type="radio"/> No 

# 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 one 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”



A screenshot of a dropdown menu. The menu is rectangular with a black border. It has a blue horizontal bar at the top. Below the bar, the text "In Progress" is displayed on the first line, and "Completed" is displayed on the second line. The text is in a black, sans-serif font.



# 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

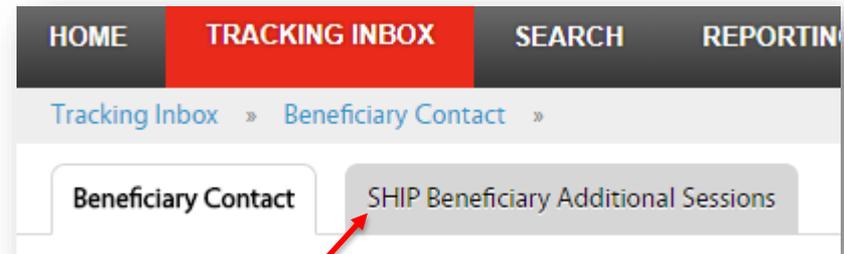
- STARS allows you to both type in notes on the contact (similar to NPR) and
- Attach supporting documents (such as PDFs or Word documents)

The screenshot shows a user interface for adding notes and attachments. On the left, the word "Notes" is displayed above a large, empty text input field. Below this, there are five rows, each starting with the text "Attach File". To the right of each "Attach File" label is a light-colored rectangular button, and to the right of that is a blue button labeled "Browse". The "Attach File" labels are aligned to the left of the buttons. The "Browse" buttons are aligned to the right of the light buttons. The entire interface is set against a white background with a subtle shadow.

# 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  (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

Coordination of Benefits

# 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!