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](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

- 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
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
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
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
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

#### SHIP Beneficiary Additional Sessions

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<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
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<tbody>
<tr>
<td>Session Conducted By</td>
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</tr>
<tr>
<td>Partner Organization Affiliation</td>
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<tr>
<td>Zip Code of Session Location</td>
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<td>State of Session Location</td>
<td></td>
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<tr>
<td>County of Session Location</td>
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<tr>
<td>Date of Contact</td>
<td>04/16/2018</td>
</tr>
<tr>
<td>Method of Contact</td>
<td></td>
</tr>
</tbody>
</table>

#### 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!