STARS Beneficiary Contacts special instructions

**SHIBA job aid**

**Updated MIPPA Beneficiary Contact instructions**

*Effective September 2018*

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**MIPPA** field defaults to “No.” Change to “Yes,” when you can check any appropriate box(es) in **Topics Discussed**.

<table>
<thead>
<tr>
<th>Qualifying MIPPA Topics Discussed</th>
<th></th>
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</thead>
<tbody>
<tr>
<td><strong>Part D Low Income Subsidy (LIS/Extra Help) section</strong></td>
<td><strong>Medicaid section</strong></td>
</tr>
<tr>
<td>• Application Assistance</td>
<td>• Application Submission</td>
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<tr>
<td>• Application Submission</td>
<td>• Benefit Explanation</td>
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<tr>
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<td>• Eligibility/Screening</td>
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<td>• MSP Application Assistance</td>
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<td>• Recertification</td>
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</tbody>
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Contact: SHIBA | 800-562-6900 | shiba@oic.wa.gov
SMP instructions

- Does a number appear in the SIRS eFile ID field?
  - If yes, follow instructions below.
  - If no, ignore the Send to SMP section.
- Did you discuss fraud during your counseling session?
  - If yes, change Send to SMP field to “Yes.” (Field defaults to “No.”)
- You must also check at least one appropriate box in Topics Discussed that contains the word: “Fraud”

Mailing address (optional)

There are no mailing address fields in STARS. If you want to collect it for mailing purposes, use:
- Special Use Field 3 = Street Address
- Special Use Field 4 = City, State, Zip
Formatting notes

Notes are optional, but often used to document our work. Please format your notes as follows:
1. Place most current notes on top
2. Date the notes
3. Include the initials or name of person documenting the notes
4. Keep notes brief (who what when; objective facts)

8/31/18