



**2021 SMP/SHIP National Conference**  
**Virtual Meeting • Part One—April 27-29, 2021**

# Grant Cycle Snapshot

Sandy Leith, Illinois SHIP Director and MIPPA Lead

04/29/2021



# Am I a Grant or a Contract?

**Grant** – provides funding assistance to achieve a desired result

**Contract** – a legally binding agreement to deliver goods/services in exchange for money



# Am I a Grant or a Contract?

Complete the *Checklist for Contractor/Subrecipient Determinations* found on the Illinois GATA website at:  
<https://www2.illinois.gov/sites/GATA/Pages/ResourceLibrary.aspx>

Illinois GATA uses Uniform Guidance based upon the Admin. Requirements, Cost Principles, and Audit Requirements issued by US OMB

# Grant - Competitive vs. Non-Competitive

## Types of Grants

### **Competitive (*default in Illinois*):**

- No statute in the law stating who should receive sub-awards
- Utilizes the NOFO (Notice of Funding Opportunity) process
- Requires evaluators for a Merit Based Review

### **Non-Competitive:**

- May require an exception or exemption by CFO or Legal
- Formulary grant – OR - a grant tied to the pandemic
- Has a statute in the law stating who gets funding
- Uses NOSA

***This presentation is for competitive grants; non-competitive grants do not require the NOFO to be published***

# Putting together a NOFO (Competitive Grant)

A **NOFO**, or Notice of Funding Opportunity, is the default preference for securing Grantees to provide services, ensuring fair and consistent competition.

The NOFO has a specific order or pattern as prescribed by Illinois GATU. The standard template format is available at:

<https://www2.illinois.gov/sites/GATA/Documents/Resource%20Library/GATA%20Spring%202018%20Training%20for%20FY19/NOFO%20FY19.pdf>

# NOFO Template

NOFO template is very helpful

Use federal grant award notice

- Check the terms and conditions
- For example: Include the STARS reporting requirements and performance measures
- Require periodic performance reports – these help obtain details for writing reports to ACL!

Set the eligibility criteria for grantees

- Require “X” amount of client contacts in STARS
- Require “X” number of outreach reports in STARS

# NOFO Language

SHIP was created in Section 4360 of the Omnibus Budget Reconciliation Act (OBRA) of 1990 (Pub.L. 101– 508, 104 Stat. 1388.) The text of the provision is available at the link below. The title of the section is, “HEALTH INSURANCE INFORMATION, COUNSELING, AND ASSISTANCE GRANTS.”

[https://www.ssa.gov/OP\\_Home/comp2/F101-508.html](https://www.ssa.gov/OP_Home/comp2/F101-508.html)

# NOFO bits and pieces

**Applicants of this funding opportunity shall demonstrate how the funds will be used to enhance the SHIP local network through outreach efforts, one-on-one counseling, and partnership building by issuing subawards to SHIP sites in the applicable PSA. Funds are to be used to support locally accessible counseling services and efforts to meet the below identified SHIP objectives of this grant.**

*just  
another  
example*



# NOFO Goals

## Grantees shall:

- a. Support local SHIP sites as they compare Medicare plans and advise clients on the various types of Medicare coverage such as Medicare Advantage plans and Medicare Part D plans.
- b. Support local SHIP sites as they provide beneficiaries access to enrollment assistance through the locally based SHIP sites performing Medicare plan analysis and enrollment via Medicare.gov website tools.
- c. Support local SHIP sites as they counsel beneficiaries on their retiree insurance benefits or Medicare supplement insurance policies.

# NOFO Goals

## Grantees shall:

- a. Support local SHIP sites to conduct outreach (virtually via zoom, skype, webex, etc.) to educate Medicare beneficiaries and their caregivers about choices for Medicare coverage and their Rights and Guarantees under Medicare law.
- b. Promote awareness of the SHIP program through locally-based media, radio, and website public service announcements, Facebook, or Twitter.

# NOFO Award/Reporting Directives

## Award Administration Information

- ***State Award Notices.*** A Notice of State Award (NOSA) shall be sent to each successful applicant using the GATA web-portal. A Uniform Grant Agreement shall be sent to the Grantee once the awarded entity has signed the NOSA. The NOSA shall include estimated project start date, programmatic and financial special conditions.
- ***Administrative and National Policy Requirements.*** The NOSAs shall include all necessary information regarding terms, conditions, and additional requirements of the resulting grants.
- ***Reporting.*** Grantees shall be required to submit financial and programmatic reports, minimally, following reporting periods.

# NOFO Process

NOFO is made public for 30-45 days

Posted to agency website

- Alert possible applicants of funding opportunity
- Include grant application and budget forms
- Include any other necessary forms in packet
- Host technical assistance session
- Questions are collected, Q & A document created and posted

Grant Opening



# Programmatic Risk Assessment

Programmatic Risk Assessment must be filled out by applicants prior to award.

Follows CFR200.207 - asks questions within five categories.

1. Quality management
2. History of performance
3. Reports and findings from audits
4. Applicants' ability to manage regulatory provisions
5. Program specific questions

Add any findings/special conditions to NOSA

# Award & Monitor

Applications are scored by scorer's pool

- Scorers use evaluation tool created by SHIP

Award Grant with NOSA (Notice of State Award)

Create grant agreements and obtain all signatures

Award start-up payment

Monitor reports quarterly/monthly and issue payments

- Check for completeness of reports
- STARS reporting is monitored
- Low spending is monitored
- Technical assistance provided

# Monitoring is a Must!

Budgets must be monitored during grant cycle

- Approve budget line transfers as needed
- Reallocating budget lines over 10% requires pre-approval

Programmatic reports are monitored

- Save 'hot topics' for grant reports to ACL
- Create files of items produced by grantees to use in ACL semi annual/final reports.
- Offer one-on-one training/technical support as needed





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# **Enhancing Volunteer Certification Training**

*How incorporating SHIPTA made a difference*

**Frank Nelson**

**04/29/21**



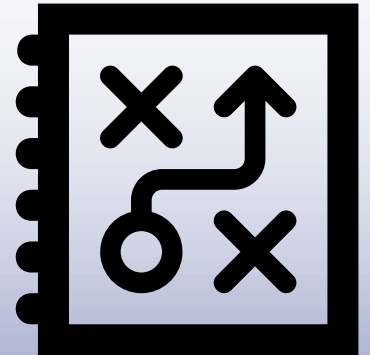
# Question

Does everyone learn the same way?

How many trainees drop out?

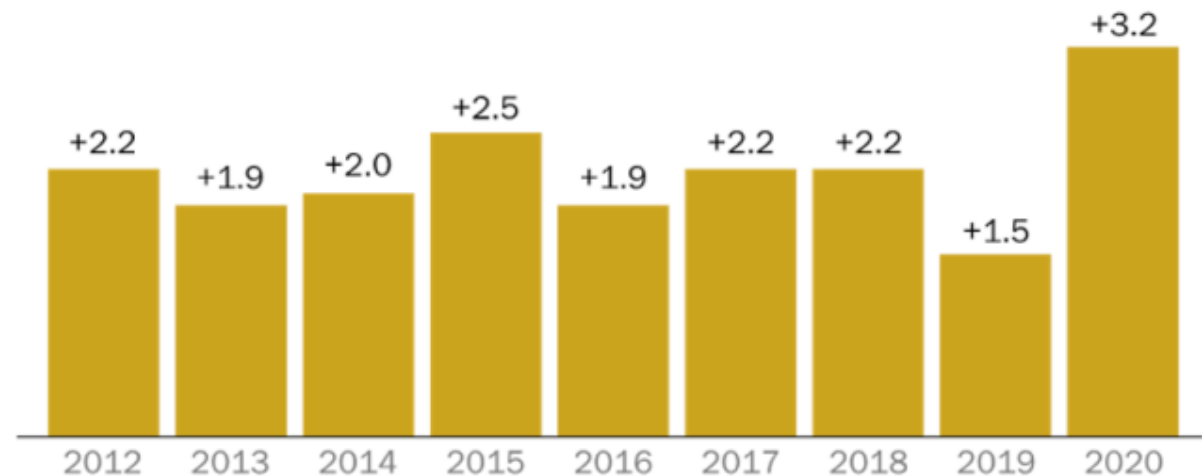
Does the time put into training translate into time well used for the outcome?

Does your training produce a strong capable counselor who can operate independently?



The number of retired Baby Boomers rose more from 2019 to 2020 than in prior years

*Annual increase in the retired U.S. Baby Boomer population (in millions)*



Note: "Retired" refers to those not in the labor force due to retirement. Baby Boomers are those born between 1946 and 1964. Each year's retired Boomer population is based on the average of the July, August and September estimate.

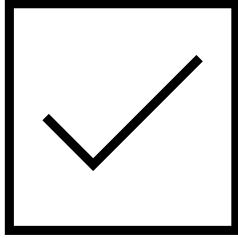
Source: Pew Research Center analysis of July, August and September Current Population Survey monthly files (IPUMS)

**PEW RESEARCH CENTER**

# Who is our volunteer

- Retired
- Professional career
- Enjoys learning
- Desires to help others
- Likes a challenge

How does this individual learn best?



Visual  
Aural  
Print  
Tactile  
Interactive  
Kinesthetic

# Adult Learning

## 5 Primary Principles:

1. Adults must **self-direct** their own learning.
2. Adults must have **opportunities for critical reflection** when learning something new.
3. Adults must be able to **access their own experiences** when learning something new.
4. Adults need a **purpose** for learning. There **must be a goal or outcome**, as most adults will not learn for the sake of learning.
5. Adults must **learn to learn**

# North Bay HICAP/SHIP California

6 counties

191 miles top to bottom

76 miles side to side

34 volunteers

4 Paid staff including Program Manager

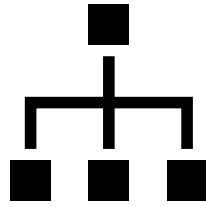
31 remote counseling sites

Performance Measures outline 38 volunteers

2 counselors just retired after 20+ years



# System



- Read the “textbook”
- Complete corresponding online segments
- Check comprehension with quizzes
- Review corresponding ancillary materials
- Meet in person for chapter review.

Volunteer Counselor Handbook – Department of Aging (**print**)

Online training with quizzes – SHIP NPR (**aural**)

Medicare & You (**tactile**)

In person (Zoom) chapter review every 3 chapters (**interactive**)

## 2021 HICAP North Bay Volunteer Certification Outline

**Step 1: Register & attend educational seminars** [www.SeniorAdvocayServices.org](http://www.SeniorAdvocayServices.org)

**Step 2: Study and attend bi-monthly Counselor educational sessions via Zoom**

*California Dept. of Aging*

*National Certification for SHIPs (MRU)*

*Calif. Health Advocates*

**Counselor Handbook**

**Online SHIP (Level/Course)**

**Fact Sheet Medicare & You**

Medicare Basics		<b>L1:C1-2</b> Terms & Overview	A-001-003	Section 1 Pg. 15-19
Eligibility	Ch.1	<b>L1:C3</b> Options	A-004-005	Section 1 Pg. 17-20
Enrollment	Ch.1	<b>L1:C4</b> Enrollment Periods	A-008	Section 1 Pg. 17-18
Medicare Part <u>A</u>	Ch.2	<b>L2:C1</b> Part A	A-003,005,006	Section 1&2 Pg.21-28
Medicare Part B	Ch.3	<b>L2:C2</b> Part B	A-003,005,006	Section 2 Pg.23-50

**Chapter review**

Home Health	Ch.4	<b>L2:C2</b> Part B	A-003	Section 2 Pg. 25,26,40
Medicare Part C	Ch.5	<b>L2:C5</b> Advantage Plans	C-001-003	Section 4 Pg. 55-68
Medigap Plans	Ch.6	<b>L2:C4</b> Medigap Product	B-001-002	Section 5 Pg. 69-72

**Chapter review**

Part D-Drug Benefit	Ch.7	<b>L2:C3</b> Prescription Drug Benefit	D-001-003	Section 6 Pg. 73-82
Claims & Appeals	Ch.8	<b>L3:C1-4</b> Appeals & Penalties	G-001-003	Section 8 Pg. 90-96
People Working	Ch.9	<b>L4:C1-2</b> Other Insurances	F-001-003	Section 1 Pg. 20-21

**Chapter review**

Medi-Cal, <u>MSP</u>	Ch.10	<b>L4:C3-4</b> Medicaid LIS/MSP/Extra Help	E-001-003	Section 7 Pg. 83-88
Other Coverage	Ch.11	<b>L4:C1</b> <del>Retiree COBRA FEHB</del>	F-001-003	Section 1&6 Pg.18-81
Long Term Care	Ch.12	<b>L4:C2</b> <del>Tricare VA LTC/Dental ACA</del>	H-001-003	Section 2 Pg. 50

**Special Topics:** Durable Medical Equipment(DME)

**Special Topics:** End-Stage Renal Disease (ESR)

**Special Topics:** Hospital Discharge Planning

Medicare Fraud & Abuse			A-007	Section 8 Pg. 89-100
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**Chapter review**

- Final Exam
- Co-Counseling Internship (3 Stages)

Stage I – Observation      Stage II – Co Counseling      Stage III – Counseling under observation



# Trainee Tracking Sheet

Initial Contact Information	Background Check 2020	Orientation	Given materials	Documentation Completion	Security Training	SHARP Set-up	SHIPTA Set-up	In Person Chapter 1-3 Review	By Phone Chapter 4-6 Review	In Person Chapter 7-8 Review	In Person Chapter 9-10-12 Review	In Person Chapter 10-12 Review	In Person Chapter 10-12 Review	Final C	Schedul e Test MRU	Interachi I- Observa tion	Stage II- Co- counsel ing	Stage II- Co- counsel ing	Stage II- Co- counsel ing	PeerPla ce Sharp Trainin g	Stage III- Lead Counselor	Fiaal - Certifica tion - Observa tion	Certific ation requeste d	Email Annonac mat/Intro to all Counselors	Course liag site set	Receiv ed file box
@gmail.com	4/11/19 FN	done	5/3/2019	5/3/2019	5/3/2019	5/3/2019	5/3/19 KA	5/3/2019	6/6/19 FN	6/25/19 ka	8/5/19 FN	8/5/19 FN	8/13/19 KA	8/19 KA	8/20/2019	8/12/19 Low	9/13 Diana L	Pet.Sr.Ctr					11/14/19 with KA	on approved	11/25/2019	Pending as of
@gmail.com	1/1/2019 spouse attended M	done	4/2/2019	4/2/2019	4/2/2019		4/4/2019	4/4/2019	4/30/19 FN	5/7 KA phone	6/11/19FN via phone	6/27/19 KA via Phone	6/27/19 KA	7/2/2019	7/2/2019	8/2/19 Freda Jane	Janice Sullivan	Deidre D.Sonoma	Power Outage in			11/19/2019 with KA	on approved	11/25/2019	Pending as of	
@gmail.com	3/25/19 community	done	4/2/2019	4/2/2019	4/2/2019		4/4/2019	4/4/2019	4/30/19 FN	5/9 KA phone	6/10/19FN via Phone	6/24/19 KA via phone	6/26/19 KA	6/26/19 KA	7/22/19	7/2/2019	8/2/19 Freda Jane	Sept 9 Deidre T.	Oct. 2 Suzan	Oct. 16 Karen			10/16/19 KA	3 Approved	Letter from Exec. Dir	Date of Issuance
@gmail.com	3/26/19 KA	done	5/20/19 KA	#####	5/20/19 KA	#####	5/20/2019	5/21/19 KA	6/19/19 FN	7/30/19 KA	8/1/19 FN	8/1/19 FN	8/22/19 KA	8/22/19 KA	Test 8/26/19	25/19 Paul F	10/1/19 Diana L	Israel in Mill	9 KA at Sebastop			10/22/19 KA	3 Approved	Letter from Exec. Dir	Date of Issuance	

## Headings (dates):

- Background check
- Given training materials
- Documentation completed
- Security Training
- SHIPTA setup
- Ch. 1-3 review (etc.)
- Scheduled final test
- Internship Stage I – Observation
- Internship Stage II – Co Counseling (multiple segments & flexible duration)
- Internship Stage III – Counseling under observation
- Certification requested from CA Dept. Aging
- Letter and badge received





# SHIP

[www.shiptacenter.org](http://www.shiptacenter.org)

[Home](#) [About](#) [Courses](#) [Certification Tool](#) [Help](#)

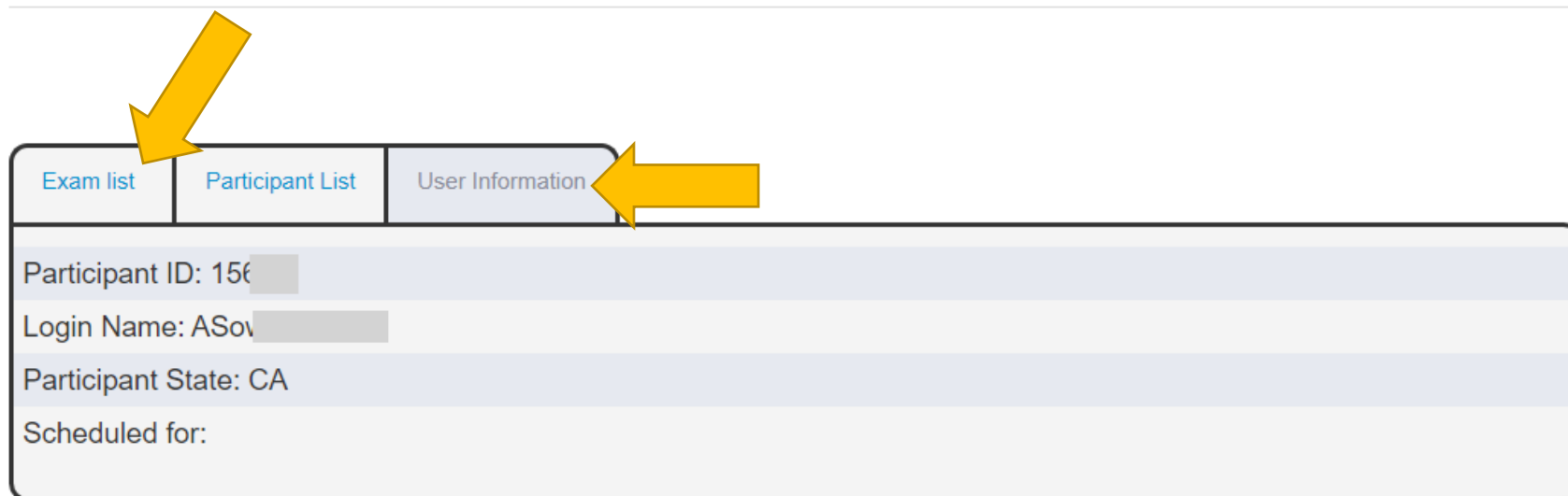
# Online Counselor Certification and Training

Welcome to the national SHIP Center's online Medicare courses and online certification tool for SHIPs



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# SHIP Certification Tool



The screenshot shows a web interface for the SHIP Certification Tool. At the top, there are three tabs: 'Exam list', 'Participant List', and 'User Information'. Two yellow arrows point to the 'Exam list' and 'User Information' tabs. Below the tabs is a form with the following fields:

Participant ID: 156
Login Name: ASov
Participant State: CA
Scheduled for:

**Exam Settings**

**Exam Name**

SAS NBay Final Exam #1

**Exam Description**

Final Exam for new volunteers

**Added on**

2017-05-22

**Created By**

Nelson, Frank

**Exam Content**

Pull Questions from National Question Bank

# Custom final

All Questions from National Question Bank

All X Number of Questions

35

Filter National Bank Questions by Category

All Categories

Invert Selection

**Include these questions**

- Which term refers to a specified percentage that a beneficiary must pay for their share of covered health care?
- What is the General Enrollment Period (GEP)?
- When choosing a Medigap policy, keep in mind that a preexisting condition is considered to be:
- The Advanced Beneficiary Notice (ABN) is used to inform Medicare beneficiaries of what?
- If a Medicare Advantage Plan is not paying for services in whole or in part, the beneficiary should receive:
- It is July 31, and Dwayne, who is disabled, has been drawing Social Security Disability Income (SSDI) for 22 months. When will he be eligible for Medicare?
- A legally documented immigrant must live in the United States for how many consecutive years before becoming eligible to purchase Medicare coverage?
- George celebrates his 62nd birthday in December. He will retire in November and has decided to draw early retirement through

**Exclude these questions**

- Which term refers to the maximum an insurance plan requires a person to pay, after which the plan will pay 100% of covered expenses up to the policy limit?
- Which term refers to a flat amount paid by the beneficiary to cover costs not paid for by their health insurance?
- Chelsea visits her pharmacy to fill a prescription that is covered by her Part D plan. She is charged a set amount of \$20 for the prescription. Chelsea is paying:
- If Original Medicare is likely to reject a claim for services in whole or in part, the beneficiary should receive:
- Creditable drug coverage means:
- Matthew enrolled in Medicare Parts A and B when he first qualified for Medicare at age 65. He did not enroll in Part D because he had prescription drug coverage from a former employer who had notified him that this coverage was creditable. Recently, Matthew received notice that his retiree coverage was changing and would no longer be creditable as of July 1. Because he lost creditable coverage, Matthew has a Special Enrollment Period to enroll in Part D plan. To avoid









Include Custom Questions

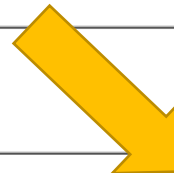


## Level 3: Appeals and Penalties

This level offers students more familiar with Medicare the information and skills needed to assist Medicare beneficiaries in appealing denials of coverage and navigating issues related to Medicare premium penalties. Throughout the advanced Level 3 courses, you will learn more about the different types of Medicare appeals and the steps necessary to successfully navigate the appeals process.

### Level 3: Appeals and Penalties

- |   |  |
|---|--|
|  Course 1: Original Medicare Health Appeals  |  Start Course   |
|  Course 2: Medicare Advantage Health Appeals |  Start Course   |
|  Course 3: Medicare Part D Drug Appeals      |  Start Course   |
|  Course 4: Enrollment Penalties and IRMAA  |  Start Course |



## Level 4: Other Insurance and Assistance Programs



### Level 3: Appeals and Penalties

- Course 1: Original Medicare Appeals
- Course 2: Medicare Advantage Appeals
- Course 3: Part D Appeals
- Course 4: Late Enrollment Penalties and IRMAA

# Course 2: Medicare Advantage Appeals

This course provides greater detail about Medicare Advantage appeals. In this course, you will learn what a Medicare Advantage appeal is and how to appeal. You will also learn about the different types of Medicare Advantage appeal processes and receive tips on how to navigate these processes effectively.

**EXPAND VIDEO**

The screenshot shows a video player interface for a course slide. At the top, it says 'Level 3, Course 2: Medicare Advantage Appeals'. The slide title is 'Before filing pre-service appeal' with a sub-header 'Instructions: Click on the numbers to learn what happens before a beneficiary begins their appeal'. Below this is a progress bar with six circles labeled 'Before filing', 'Level 1', 'Level 2', 'Level 3', 'Level 4', and 'Level 5'. The 'Before filing' circle is highlighted in green. Below the progress bar are two numbered steps: '1 Beneficiary contacts plan to get prior approval for service or item' and '2'. The video player controls at the bottom include a play button, a progress bar, and 'PREV' and 'NEXT' buttons. A 'Table of Contents' link is visible in the top right corner of the slide. The SHIP logo is also present in the top right corner of the slide.

Sowry, Anthony	Level 4 Course 4: Medicare Assistance Programs	N/A	4/29/20 21:25	00:28:30	8	10	Pass	<a href="#">View Selected Answers</a>
Question		Answer		Result				
"_____ help(s) lower-income people pay Medicare Part B premiums and sometimes Part A premiums and other Part A and B costs."		"Medicare Savings Programs (MSPs)"		Correct				
"Medicare beneficiaries enrolled in either the Qualified Individual (QI) or the Specified Low-Income Medicare Beneficiary (SLMB) Medicare Savings Programs receive the same general benefits. Among the following choices, the only difference between the two levels is:"		"The income level of the beneficiaries who qualify"		Correct				
"People with _____ do not owe the Medicare Part B coinsurance (20%) for care they receive."		"Qualified Medicare Beneficiary (QMB)"		Correct				
"Medicare Savings Program eligibility may be _____ in different states and U.S. Territories."		"The same except for asset limits"		Incorrect				
"Sally and Fred meet the income limits for Extra Help, but they appear to be over the asset limits. Which of the follow is an asset disregard that could help them qualify for Extra Help?"		"Up to \$1,500 in burial expenses per person"		Correct				
"Lee is 66 years old and has Medicare. He is having trouble affording his prescriptions. Which of the following is NOT a benefit Lee will receive if he qualifies for Extra Help?"		"Payment of his Part B premium"		Correct				
"Yoshi is 66 years old, married, and has Medicare. He is having trouble affording his prescriptions. Which of the following situations would best ensure that Yoshi qualifies for Extra Help?"		"If the couple's income and assets are below annually set levels"		Correct				
"Countable resources (assets) for Extra Help include which of the following:"		"Stocks"		Correct				
"Extra Help is a low-income subsidy program that helps beneficiaries pay their drug plan's:"		"Premium"		Incorrect				
"Which agency processes Medicare Savings Program applications?"		"State Medicaid Agency or Medical Assistance Office"		Correct				

Results Per Page

20 ▾

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Name	Exam	Scheduled By	Date Taken	Time Spent	Points Scored	Possible Points	Pass/Fail	Answers
Sowry, Anthony	SAS NBay Final Exam #1	Nelson, Frank	5/17/20 18:25	03:25:23	29	35	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 4: Medicare Assistance Programs	N/A	4/29/20 21:30	00:02:54	10	10	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 4: Medicare Assistance Programs	N/A	4/29/20 21:25	00:28:30	8	10	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 3: Medicare and Medicaid	N/A	4/29/20 18:47	00:01:02	10	10	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 3: Medicare and Medicaid	N/A	4/29/20 18:45	00:01:01	9	10	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 3: Medicare and Medicaid	N/A	4/29/20 18:43	01:10:09	9	10	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 2: Medicare and Other Insurances	N/A	4/29/20 17:06	00:03:43	10	10	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 2: Medicare and Other Insurances	N/A	4/29/20 17:00	00:01:35	9	10	Pass	<a href="#">View Selected Answers</a>
Sowry, Anthony	Level 4 Course 2: Medicare and Other	N/A	4/29/20 16:58	00:55:50	8	10	Pass	<a href="#">View Selected Answers</a>

# Results of a structured approach

Staff is able to support multiple trainees simultaneously

Education is tailored to learning pace and style

Interaction provides evaluation and encouragement

Online learning enables monitoring of progress & targeted areas for educational emphasis or commitment discussion

Invitation and participation in Counselor training enables trainee introduction and a feeling of inclusion



# Closing thought...

If we can use tools that enable staff and volunteers to succeed and feel a sense of accomplishment, they will be able to make a difference for those we serve together.



# Contact Information

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*Regional Program Manager*

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[www.SeniorAdvocacyServices.org/HICAP](http://www.SeniorAdvocacyServices.org/HICAP)



# Questions