



2019 SMP/SHIP NATIONAL CONFERENCE

Welcome!

July 22–25, 2019 • San Diego, CA

WHERE'S THE COFFEE?

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WHAT'S HAPPENING TODAY?

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ACL Updates

Rebecca Kinney, ACL

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2020 SHIP GRANT APPLICATIONS

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New Grant!

- ACL Funding Announcement is targeted for posting: August 2019
 - Applications will be due 60 days after posting
- 5 Year Award
- No major changes in direction expected
- Come to “Applying for Federal Awards”
 - Wednesday at 8:30am in Sierra A/B

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SHIP REPORT TO CONGRESS

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SHIP Report Published!

- 2016 SHIP Report to Congress has posted!
 - Found at:
<https://acl.gov/sites/default/files/programs/2019-07/SHIP%20Report%202016.pdf>
- 2017 Report is ready for approval
- Team is working on 2018 Report

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What does it include?

- Brief history of the program
- Program Overview:
 - Activities and Outcomes
 - Frequently reported challenges with Medicare
 - SHIP Innovations
- Administrative overview including program initiatives and ACL's support/activities
- Listing of all grants and funding levels

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How can you help?

- Please send us:
 - Innovative projects/practices,
 - Good news beneficiary stories, and
 - Medicare policy challenges.

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Updates and Enhancements

STARS

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STARS Updates

- Data Export Reports – *Available Now*
 - Other data needed? Contact BAH Helpdesk
- 90 Day Password Change Requirement – *Now in Effect*
- Training Form – *Available Soon*
 - Captures specific training, attendee, and trainer information for all trainings of Team Members
- MIPPA Performance Measures Report – *Available Soon*
 - Tracks progress toward the Four *New* Performance Measures

Next Workgroup Meeting: August 26th at 1pm ET

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SHIP TECHNICAL ASSISTANCE CENTER UPDATES

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New for SHIP TA Center

- New Director Welcome
- Long-Term Care Insurance livestream webcast
 - August 22nd at 2pm (ET)
- Newsletter changes

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Center & STARS

- MIPPA Performance Measures Report in STARS
 - September webinar
- Other STARS training

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Center Website and OCCT

- Upgrade to password-protected area of website
- Online Counselor Certification and Training (OCCT) courses coming after OEP:
 - 1) Privacy and Confidentiality and
 - 2) Fraud, Waste, and Abuse in Medicare

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Other Center Activities

- TV PSAs based on the footage from the 2017 video testimonials
- Counselor Soft Skills Training Videos
- Assistance with SHIP Report to Congress:
 - Refer systemic Medicare problems and complaints

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Year 2

SHIP BENEFICIARY SURVEY

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General Results

SHIP

- Output questions (9,10,11) outperform input questions (4,6, 7).
 - True in Year 1 and Year 2.
- OEP results (Nov/Dec) were better than Non-OEP results (March).
 - True in Year 1 and Year 2.
- Year 1 results were better than Year 2 results.
 - True across all questions.

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SHIP Detailed Results

Question	Text	Average Score	Percent who “Agreed” or “Strongly Agreed”
Q4	I was able to find and contact SHIP in a timely fashion.	4.27	89%
Q6	The information provided to me was accurate.	4.27	87%
Q7	SHIP provided me with useful information.	4.30	88%
Q9	Overall, I was satisfied with my interaction with SHIP.	4.32	87%
Q10	I would contact SHIP again for assistance.	4.38	90%
Q11	I would recommend SHIP’s service to others.	4.38	89%

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Year 3 States

- Alabama
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Iowa
- Maine
- Maryland
- Montana
- New Hampshire
- New York
- Puerto Rico
- South Carolina
- South Dakota
- Texas
- U.S Virgin Islands
- Vermont
- Wisconsin

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CG Strategies

- David Spak from CG Strategies will be here this week to discuss any questions you may have on past surveys or the upcoming Year 3 survey.

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OPIOID INITIATIVE

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Opioid Epidemic

- National issue and Administration initiative
- SHIPs can help through education efforts
 - Including information in outreach events
 - One-on-one education when counseling as issues are identified with the primary goal of connecting people to resources
- Plenary session on Tuesday: “Operation Deadly Drugs: The Opioid Crisis”

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Reporting in STARS

Special Use Fields	
Original PDP/MA-PD Cost	<input type="text"/>
New PDP/MA-PD Cost	<input type="text"/>
Field 3	<input type="text"/>
Field 4	<input type="text"/>
Field 5	<input type="text"/>



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MEDICARE ADVANTAGE SUPPLEMENTAL BENEFITS

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New MA Benefits

- New benefits being offered in 2020 plan year
- Community partners are likely going to be looking to partner/contract with MA plans to provide benefits
- Concerns:
 - Conflicts of Interest
 - “Managing COI in this New World of MA”
 - Wednesday at 11am – Plaza A/B
 - How do we help beneficiaries understand their options?

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THANK YOU MARILYN!

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QUESTIONS?

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