SHIP Data

One Year with New Measures

August 23, 2018

New Metrics

PM1: Client Contacts

Percentage of total client contacts (in-person office, in-person home, telephone [all durations], and contacts by e-mail, postal, or fax) per Medicare beneficiaries in the State.

PM2: Outreach Contacts

Percentage of persons reached through presentations, booths/exhibits at health/senior fairs, and enrollment events per Medicare beneficiaries in the State.

PM3: Medicare Beneficiaries Under 65

Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the State.
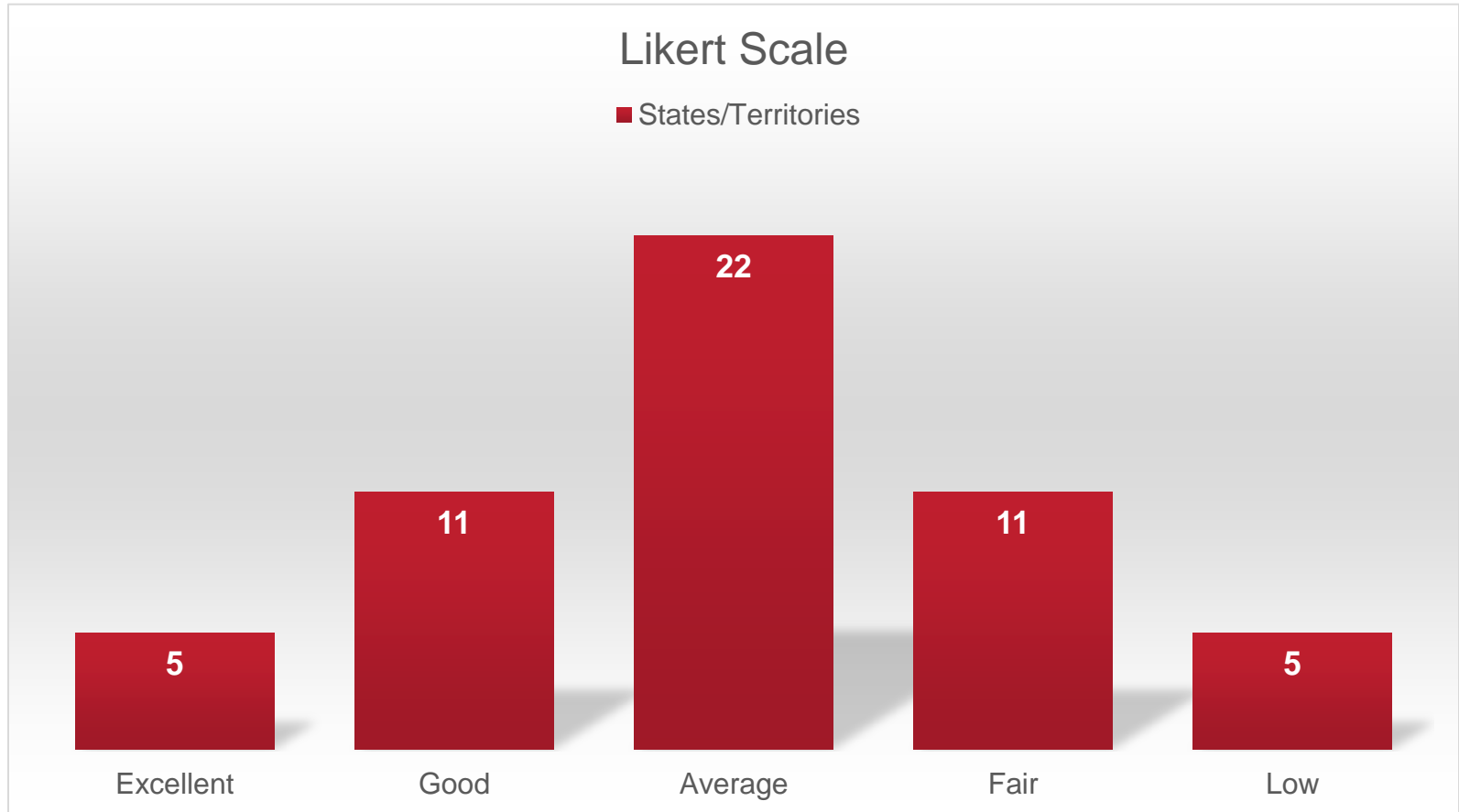
PM4: Hard-to-Reach Contacts (NEW)

Percentage of low-income, rural, and non-native English contacts per total "hard-to-reach" Medicare beneficiaries in the State.
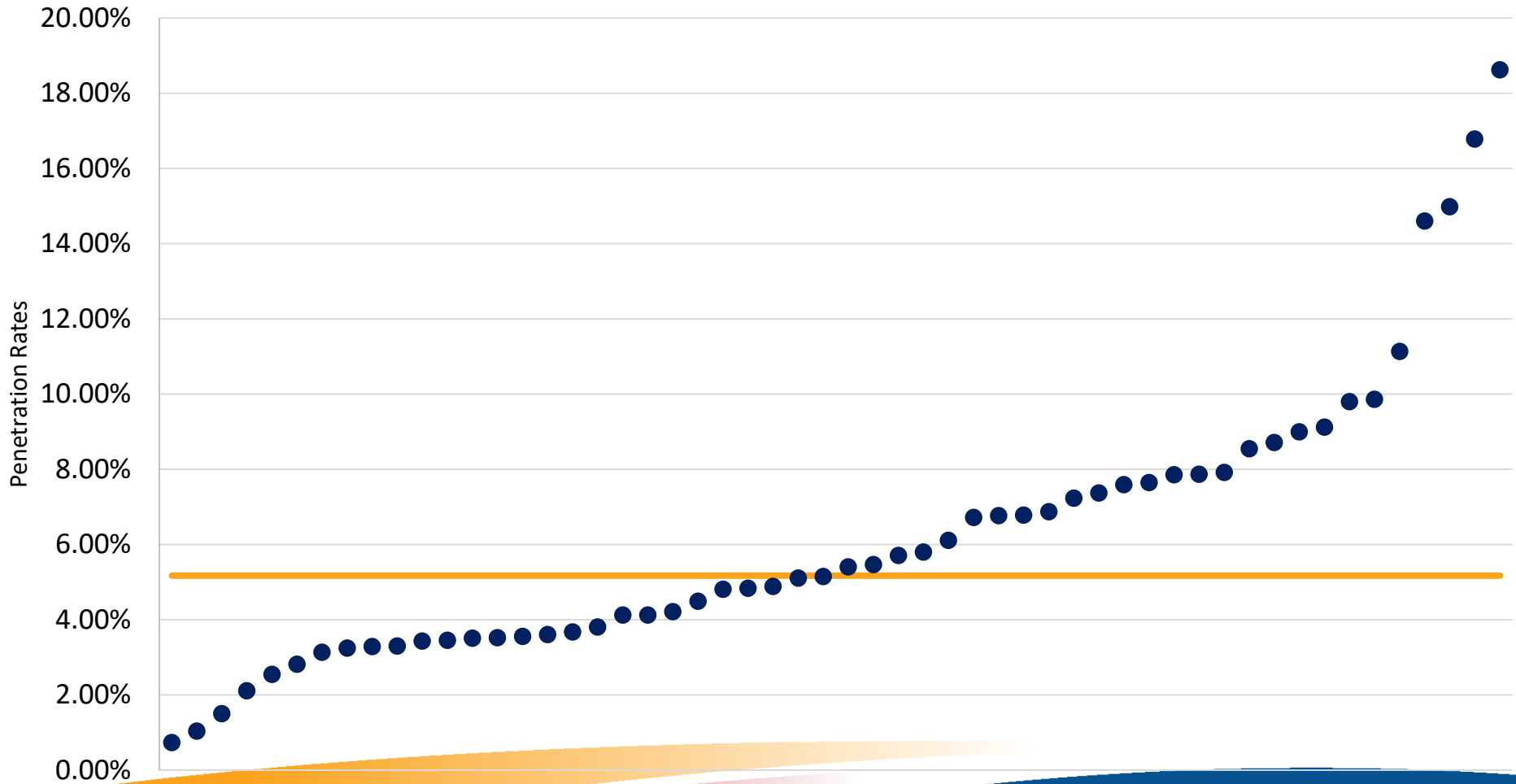
PM5: Enrollment Contacts

Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.
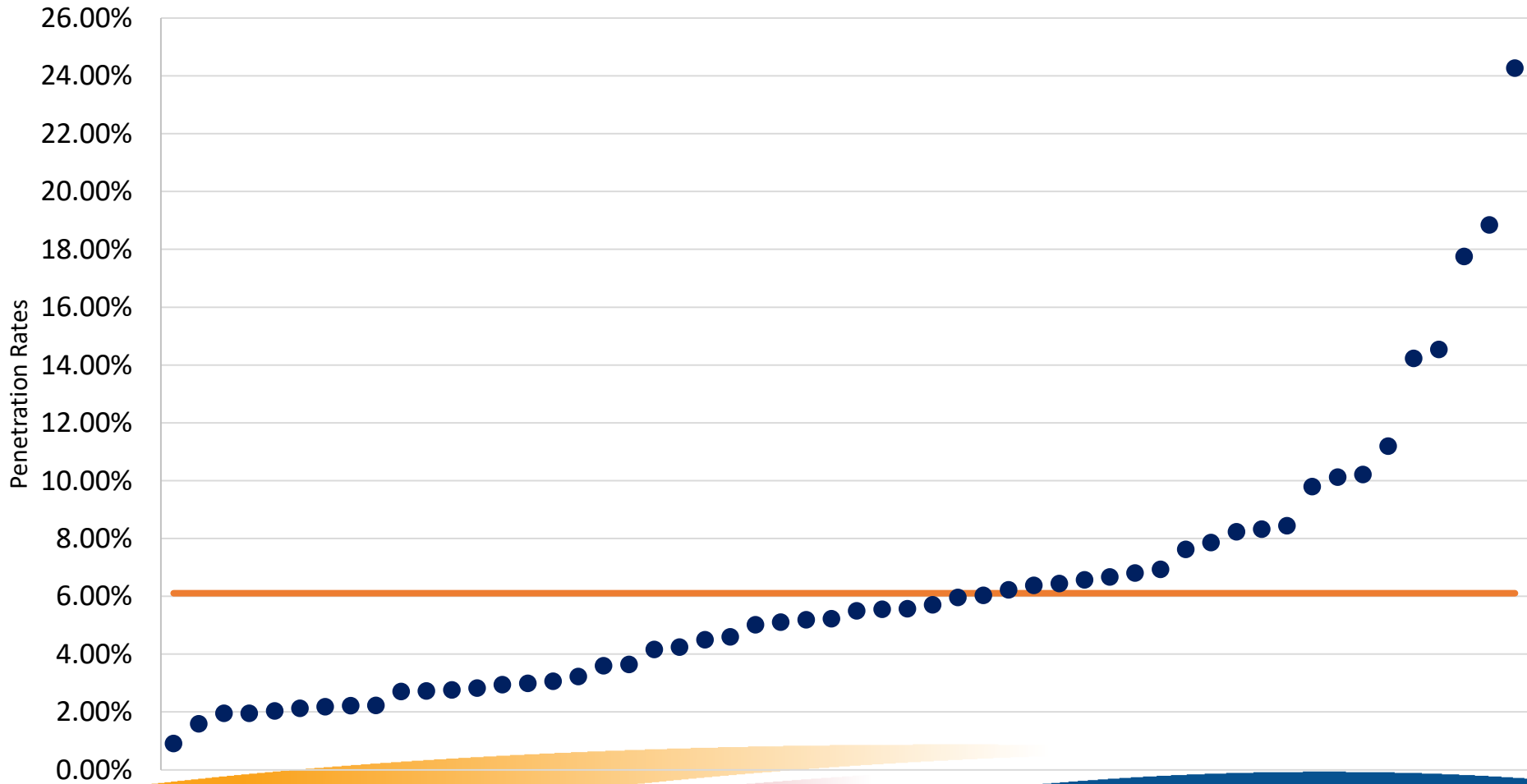
State Ratings

Performance Measure 1
April 1, 2017 – March 31, 2018

Performance Measure 2
April 1, 2017 – March 31, 2018

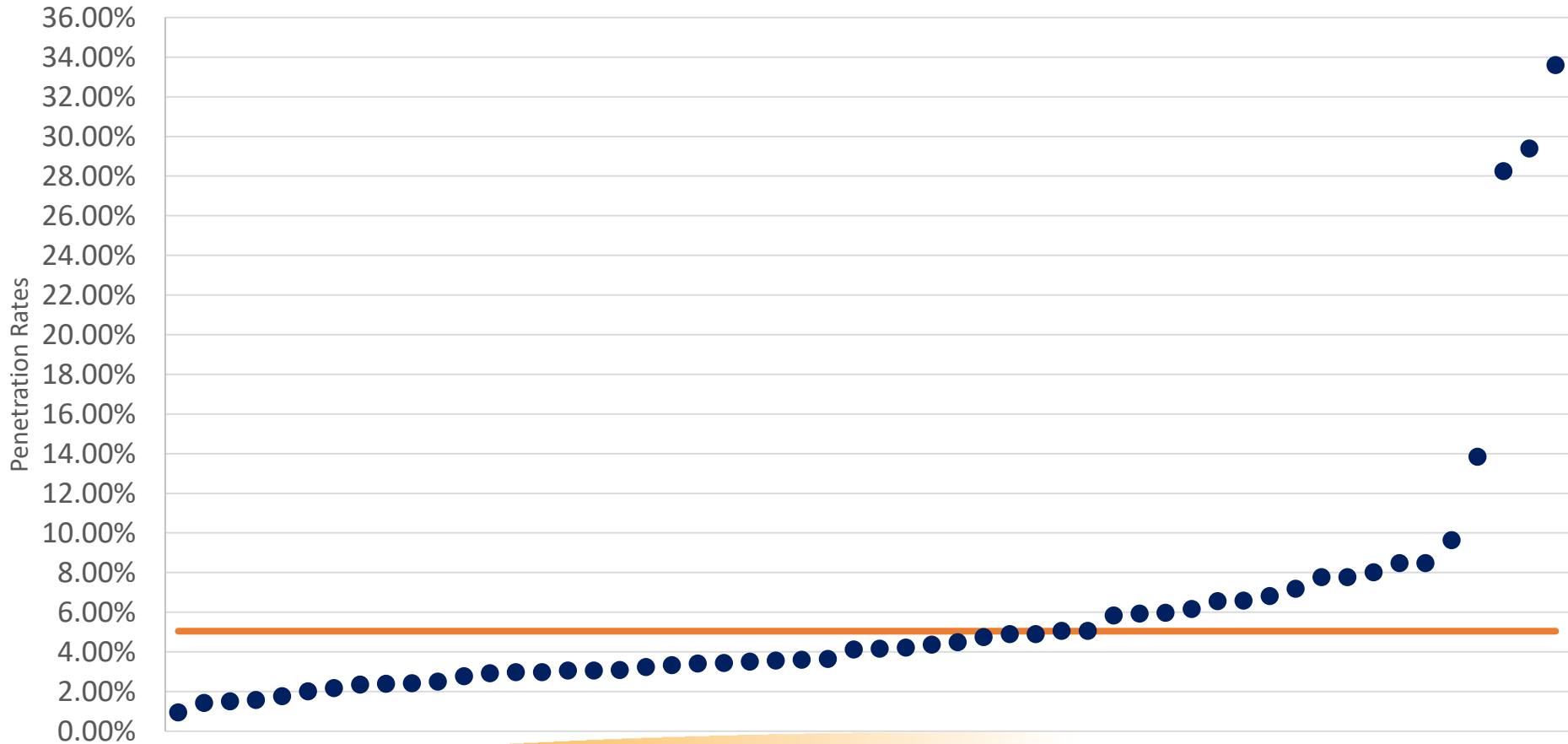# Performance Measure 3
April 1, 2017 – March 31, 2018

Performance Measure 4
April 1, 2017 – March 31, 2018
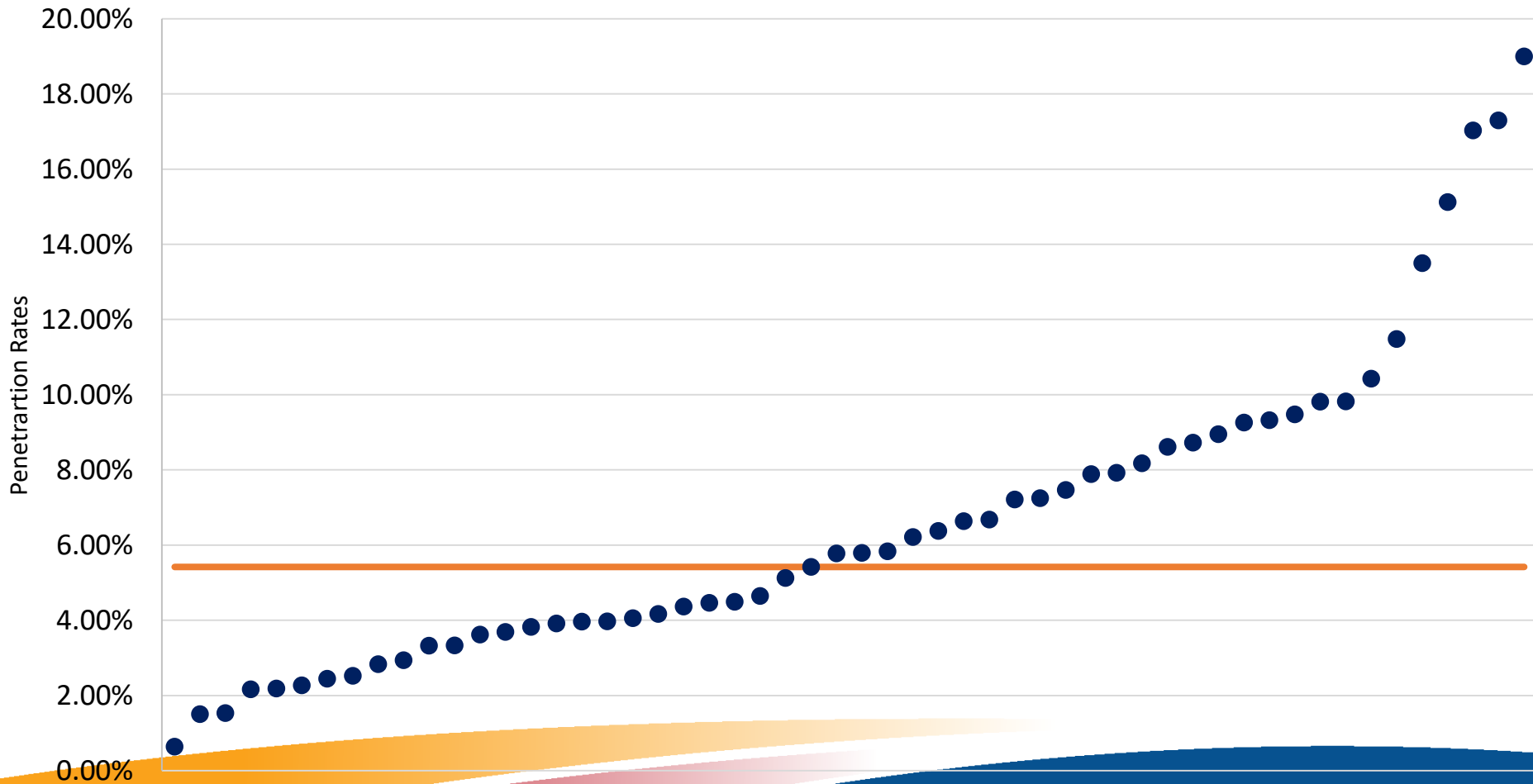
Performance Measure 4: Low-income
April 1, 2017 – March 31, 2018
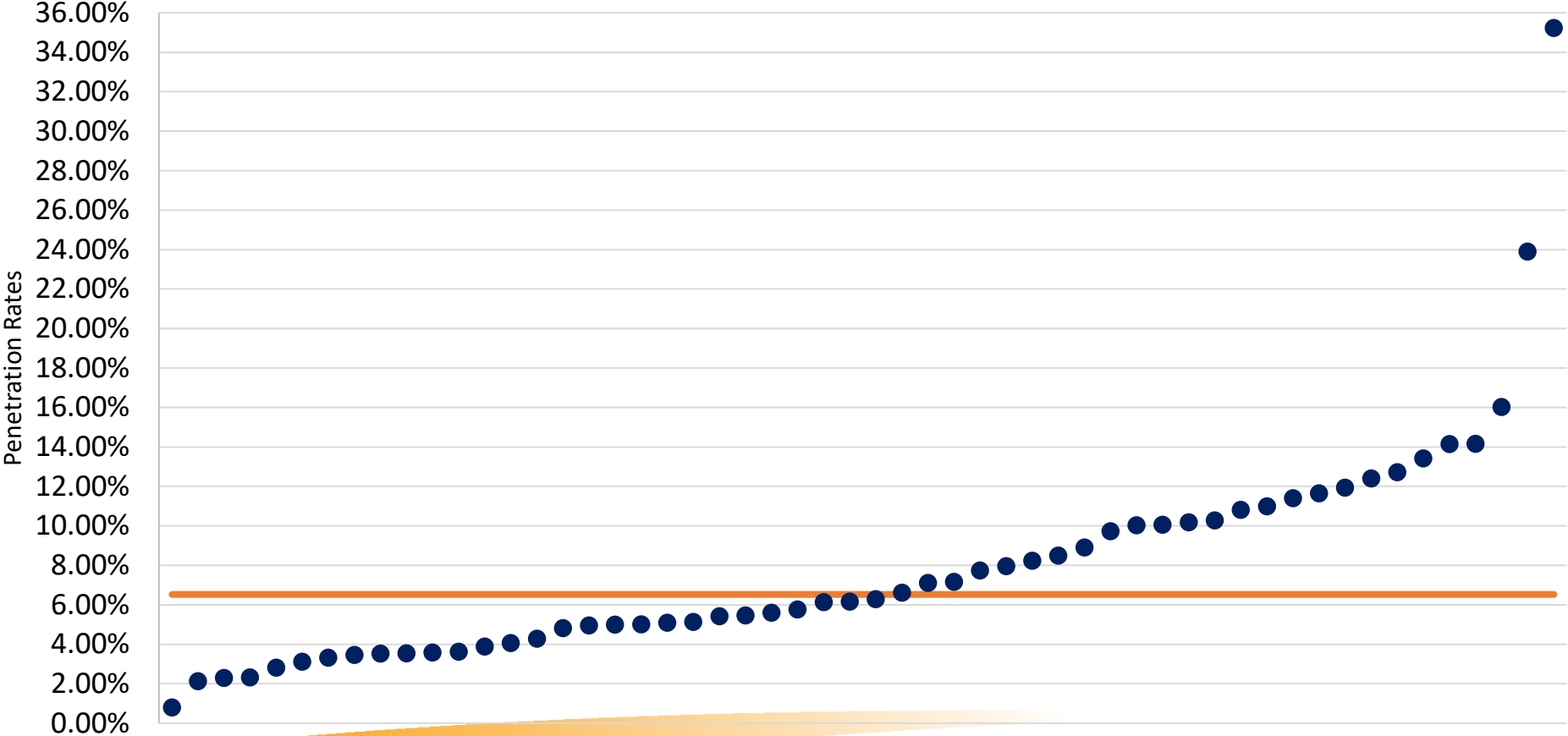
Performance Measure 4: Rural
April 1, 2017 – March 31, 2018
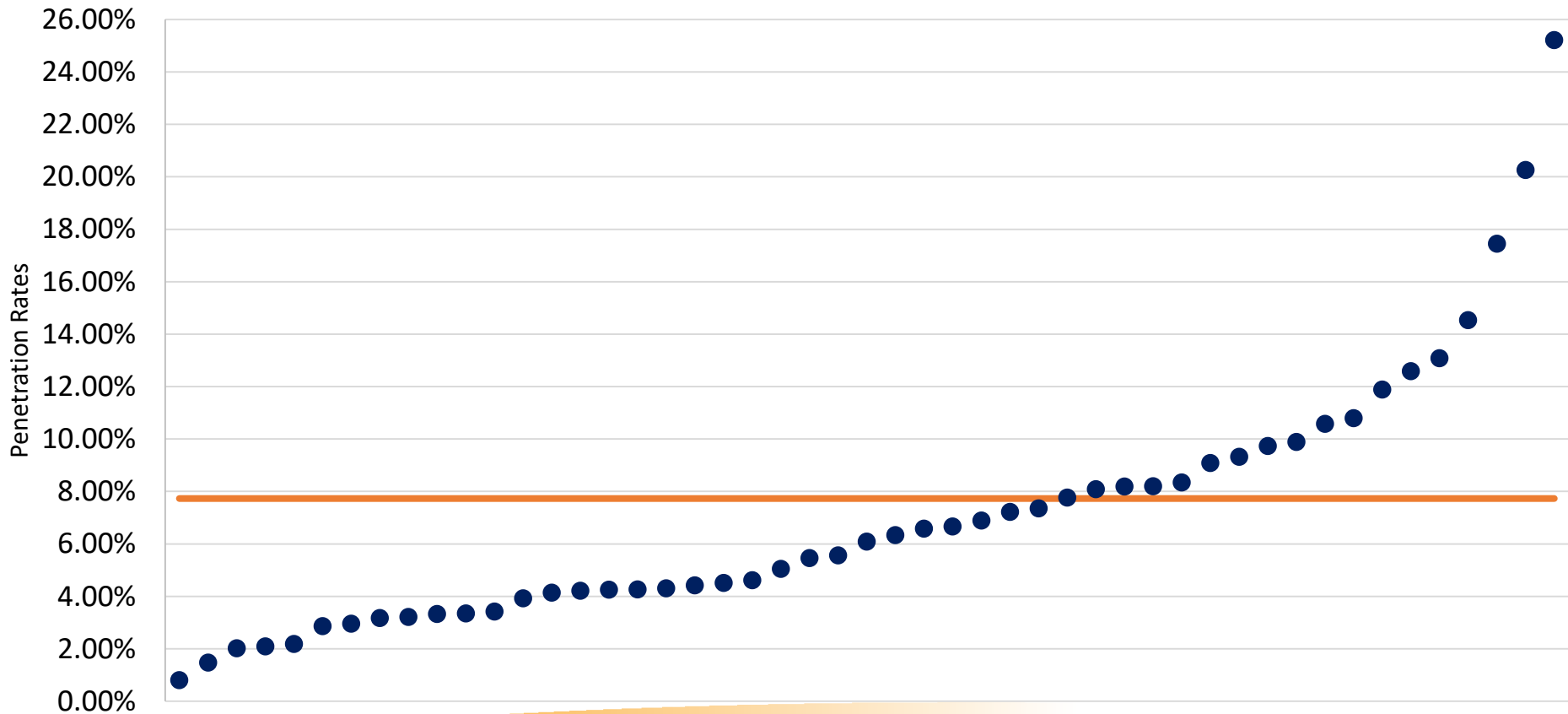
Performance Measure 4: Non-native English
April 1, 2017 – March 31, 2018
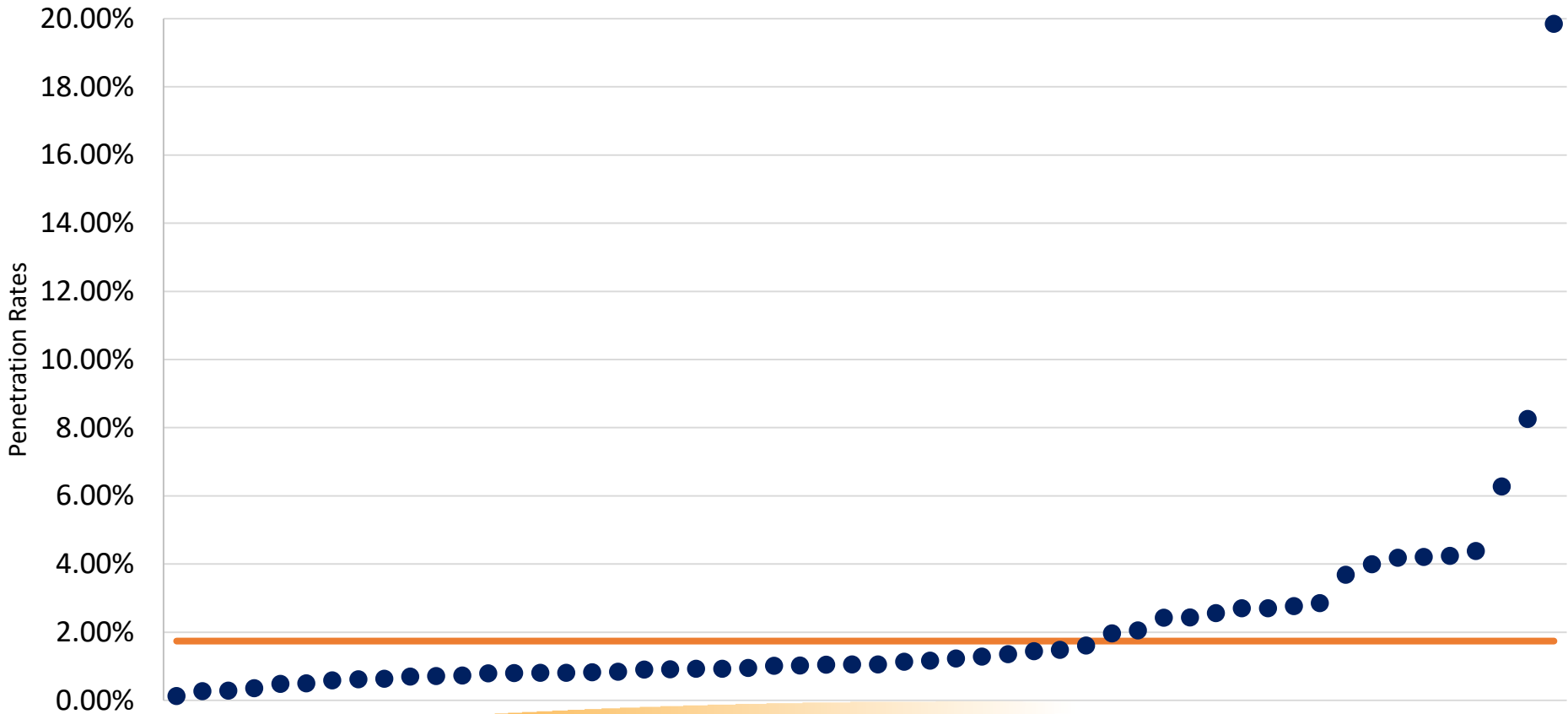
Performance Measure 5
April 1, 2017 – March 31, 2018
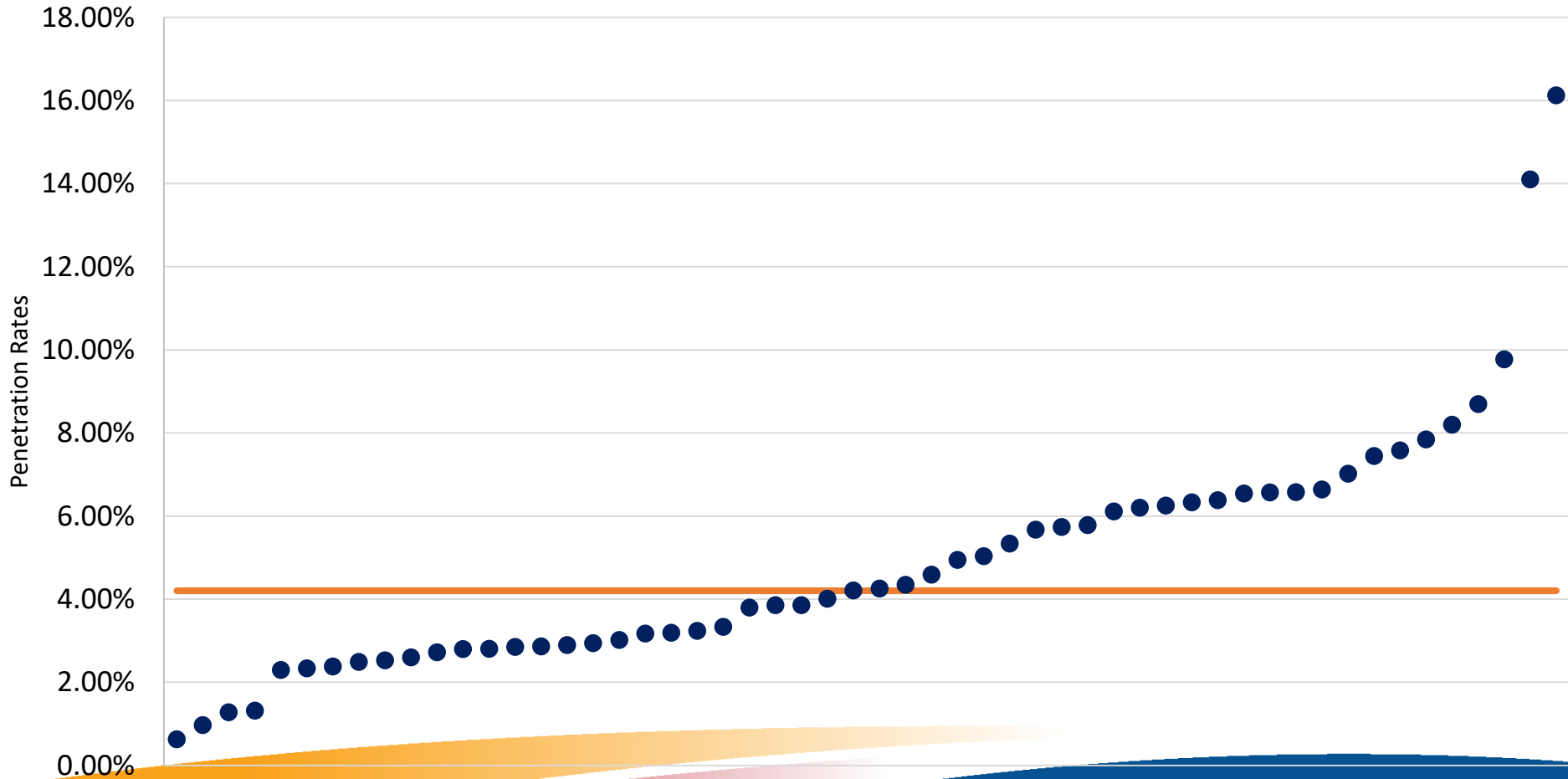
More detailed look at what we've been doing…

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Performance Measure 2: Outreach Contacts
April 1, 2017 – March 31, 2018

Counts of Events based on PAM data April 2017 - March 2018, by event type
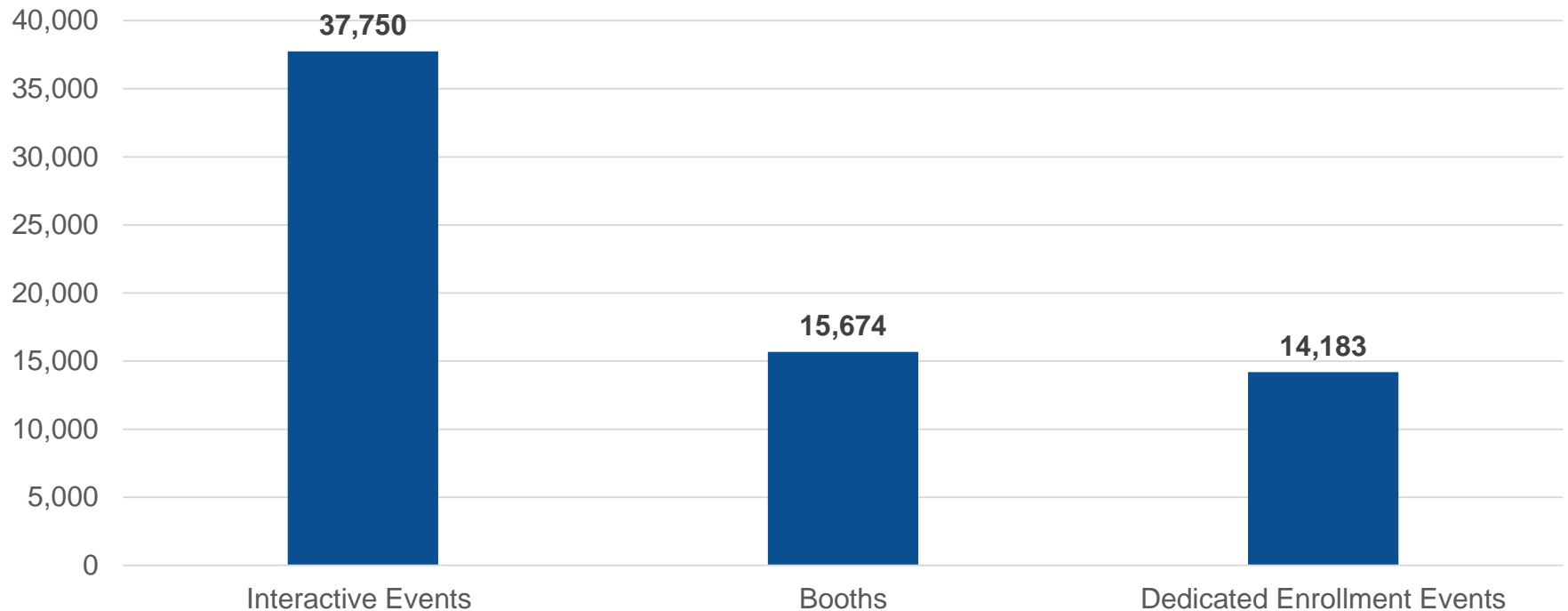
Percentage of Most Common Topics at Interactive Events, April 2017 - March 2018

- **General SHIP Program Information** — 71.81%
- **Medicare Parts A and B** — 69.83%
- **Medicare Prescription Drug Coverage - PDP / MA-PD** — 61.99%
- **Medicare Advantage - Health Plans** — 50.80%
- **Low-Income Assistance** — 52.42%
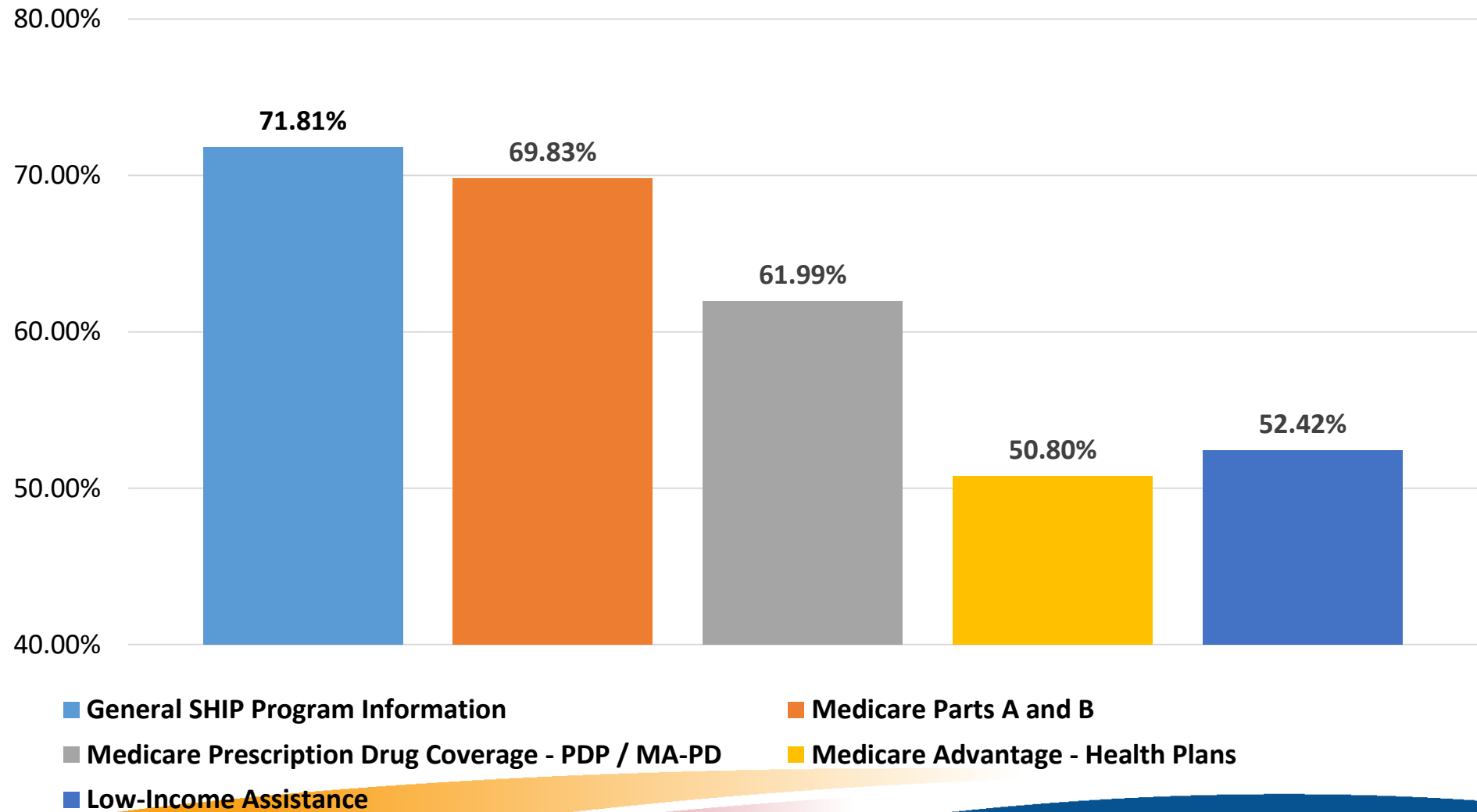
Percentage of Most Common Topics at Booths,
April 2017 - March 2018

Bar chart showing:
- General SHIP Program Information: 80.97%
- Medicare Parts A and B: 74.61%
- Medicare Prescription Drug Coverage - PDP / MA-PD: 62.73%
- Medicare Advantage - Health Plans: 51.60%
- Low-Income Assistance: 55.41%

Legend:
- General SHIP Program Information
- Medicare Parts A and B
- Medicare Prescription Drug Coverage - PDP / MA-PD
- Medicare Advantage - Health Plans
- Low-Income Assistance
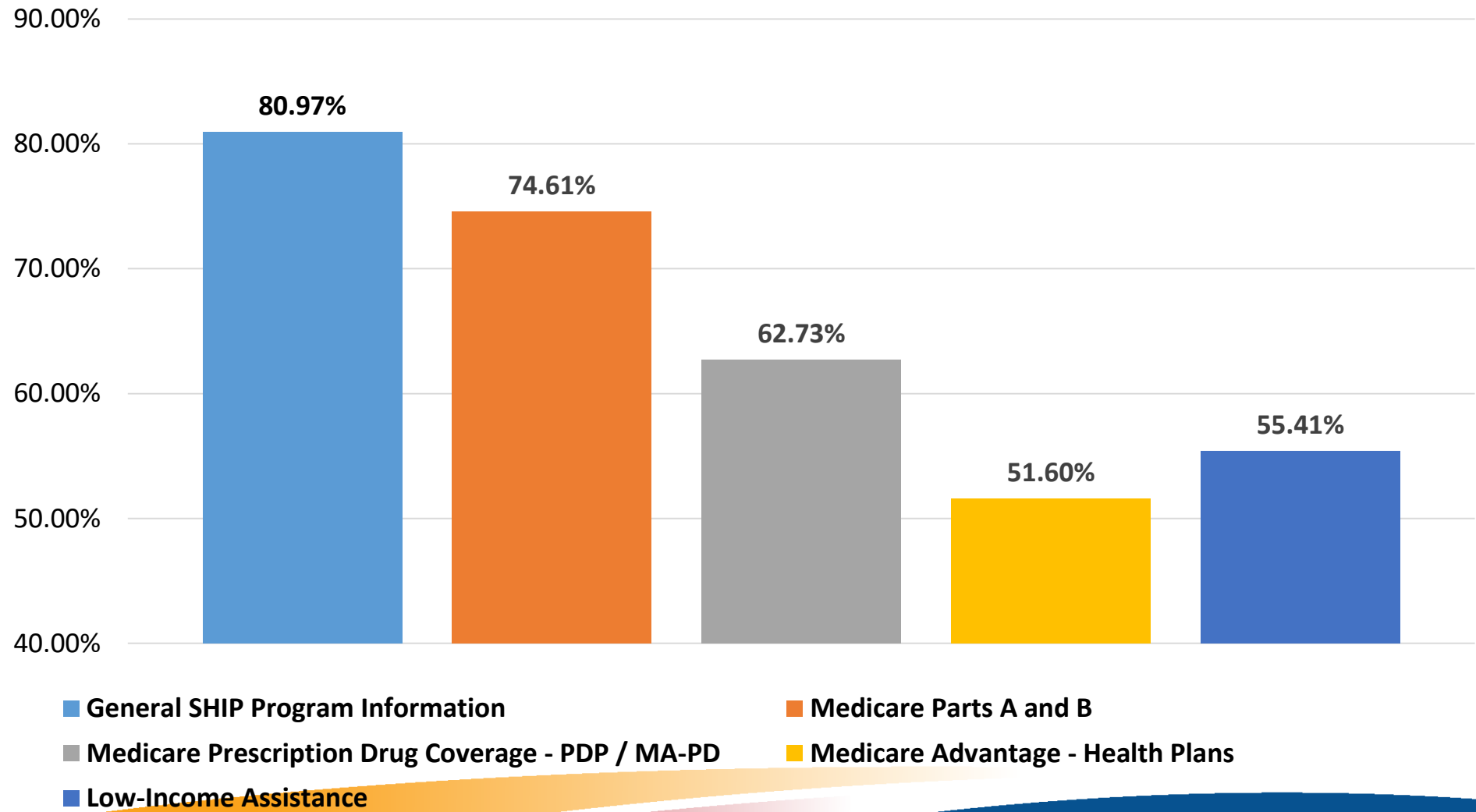
Percentage of Most Common Topics at Dedicated Enrollment Events, April 2017 - March 2018
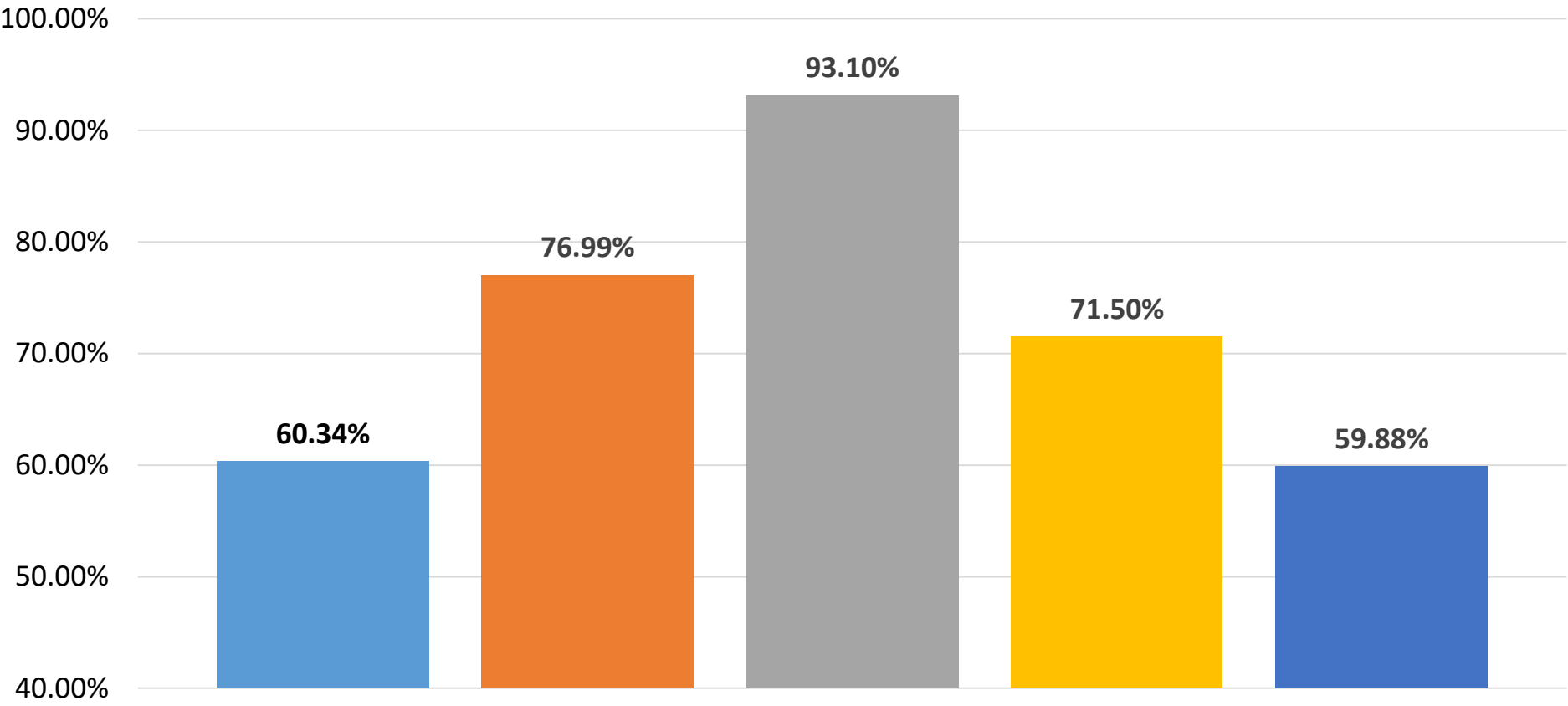
Bar chart showing:
- General SHIP Program Information: 60.34%
- Medicare Parts A and B: 76.99%
- Medicare Prescription Drug Coverage - PDP / MA-PD: 93.10%
- Medicare Advantage - Health Plans: 71.50%
- Low-Income Assistance: 59.88%

Legend:
- General SHIP Program Information
- Medicare Parts A and B
- Medicare Prescription Drug Coverage - PDP / MA-PD
- Medicare Advantage - Health Plans
- Low-Income Assistance

Performance Measure 3: Medicare Beneficiaries Under Age 65
April 1, 2017 – March 31, 2018
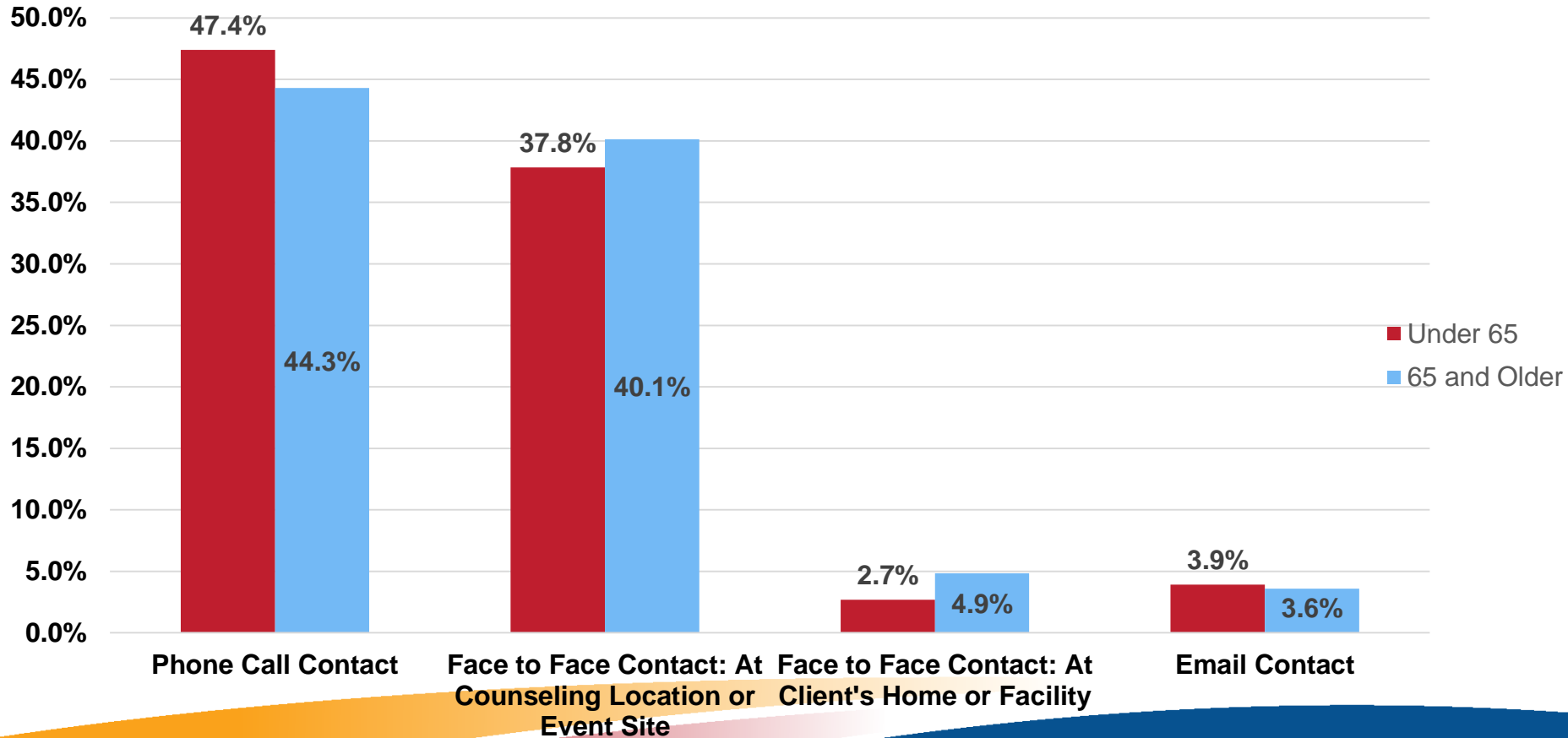
Legend:
- Under 65
- 65 and Older

Contact Type	Under 65	65 and Older
Phone Call Contact	47.4%	44.3%
Face to Face Contact: At Counseling Location or Event Site	37.8%	40.1%
Face to Face Contact: At Client's Home or Facility	2.7%	4.9%
Email Contact	3.9%	3.6%

Performance Measure 3: Medicare Beneficiaries Under Age 65
April 1, 2017 – March 31, 2018

Updated!! Now Under 65 & Apply for SSDI

Legend:
- Under 65 and Applied for SSDI
- Not Under 65 and Applied for SSDI

Contact Type	Under 65 and Applied for SSDI	Not Under 65 and Applied for SSDI
Phone Call Contact	43.6%	45.6%
Face to Face Contact: At Counseling Location or Event Site	45.3%	38.3%
Face to Face Contact: At Client's Home or Facility	3.3%	4.3%
Email Contact	3.4%	3.8%
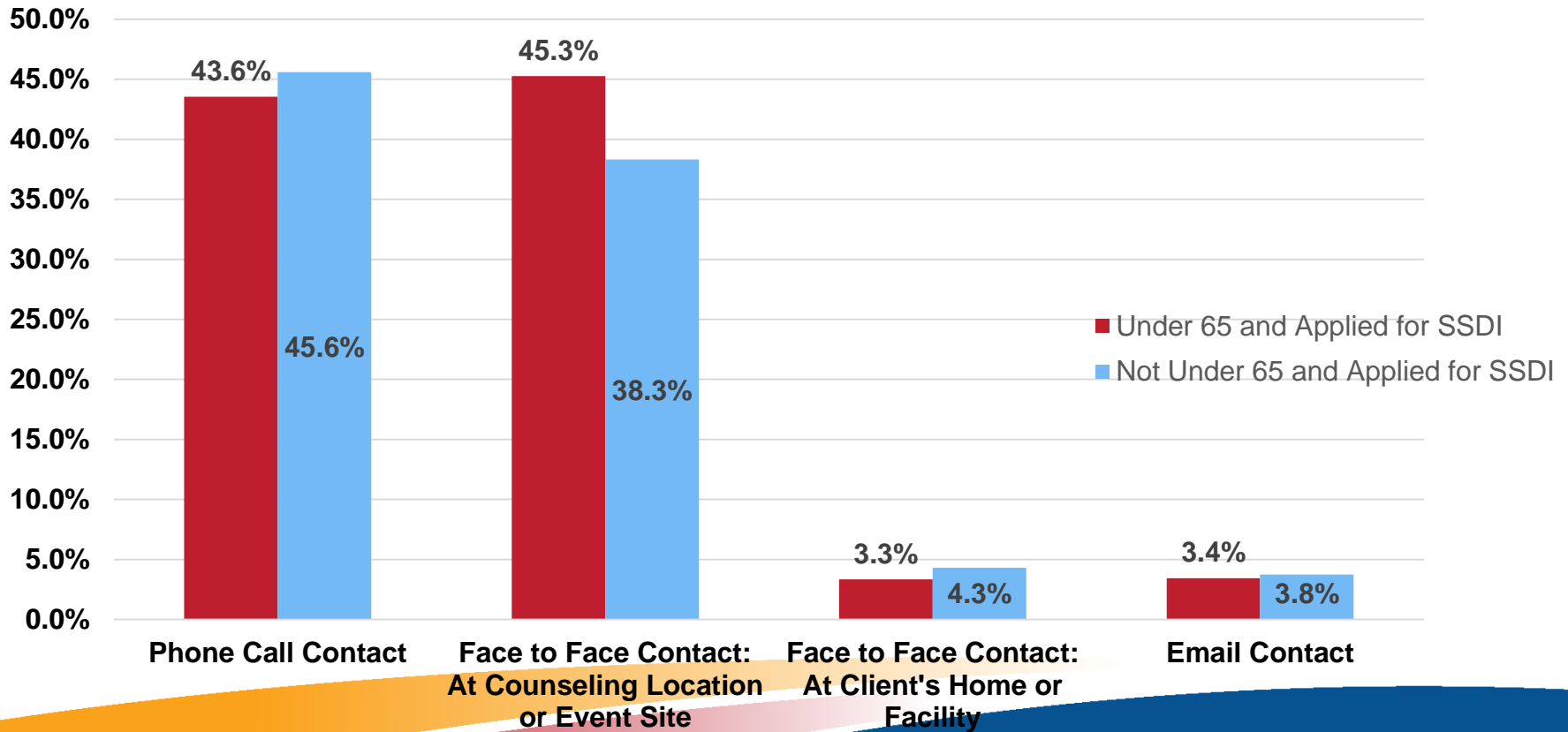
Performance Measure 3: Medicare Beneficiaries Under Age 65
Rank Order of Contact Topics

	Under Age 65	65 and Older
Medicare Prescription Drug Coverage (Part D) - Eligibility/Screening	3	2
Medicare Prescription Drug Coverage (Part D) - Benefit Explanation	2	1
Medicare Prescription Drug Coverage (Part D) - Plans Comparison	- -	8
Part D Low Income Subsidy (LIS/Extra Help) - Eligibility/Screening	1	3
Part D Low Income Subsidy (LIS/Extra Help) - Benefit Explanation	6	10
Medicare (Parts A & B) - Eligibility	4	4
Medicare (Parts A & B) - Benefit Explanation	5	5
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Eligibility/Screening	8	9
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Benefit Explanation	7	4
Medicare Supplement/ SELECT - Eligibility/ Screening	9	- -
Medicaid - Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)	10	6

Performance Measure 3: Medicare Beneficiaries Under Age 65
Rank Order of Contact Topics

Updated!! Now Under 65 & Apply for SSDI

	Under Age 65 & Applied for SSDI	Not Under Age 65 and Applied for SSDI
Medicare Prescription Drug Coverage (Part D) - Eligibility/Screening	2	2
Medicare Prescription Drug Coverage (Part D) - Benefit Explanation	3	1
Medicare Prescription Drug Coverage (Part D) - Plans Comparison	- -	9
Part D Low Income Subsidy (LIS/Extra Help) - Eligibility/Screening	1	3
Part D Low Income Subsidy (LIS/Extra Help) - Benefit Explanation	6	10
Medicare (Parts A & B) - Eligibility	4	4
Medicare (Parts A & B) - Benefit Explanation	5	5
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Eligibility/Screening	7	8
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Benefit Explanation	8	7
Medicare Supplement/ SELECT - Eligibility/ Screening	9	- -
Medicaid - Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)	10	6

Performance Measure 4: Hard to Reach Contacts: Non-native English
April 1, 2017 – March 31, 2018

Legend:
- **Primary Language is English** (red)
- **Primary Language is Not English** (blue)

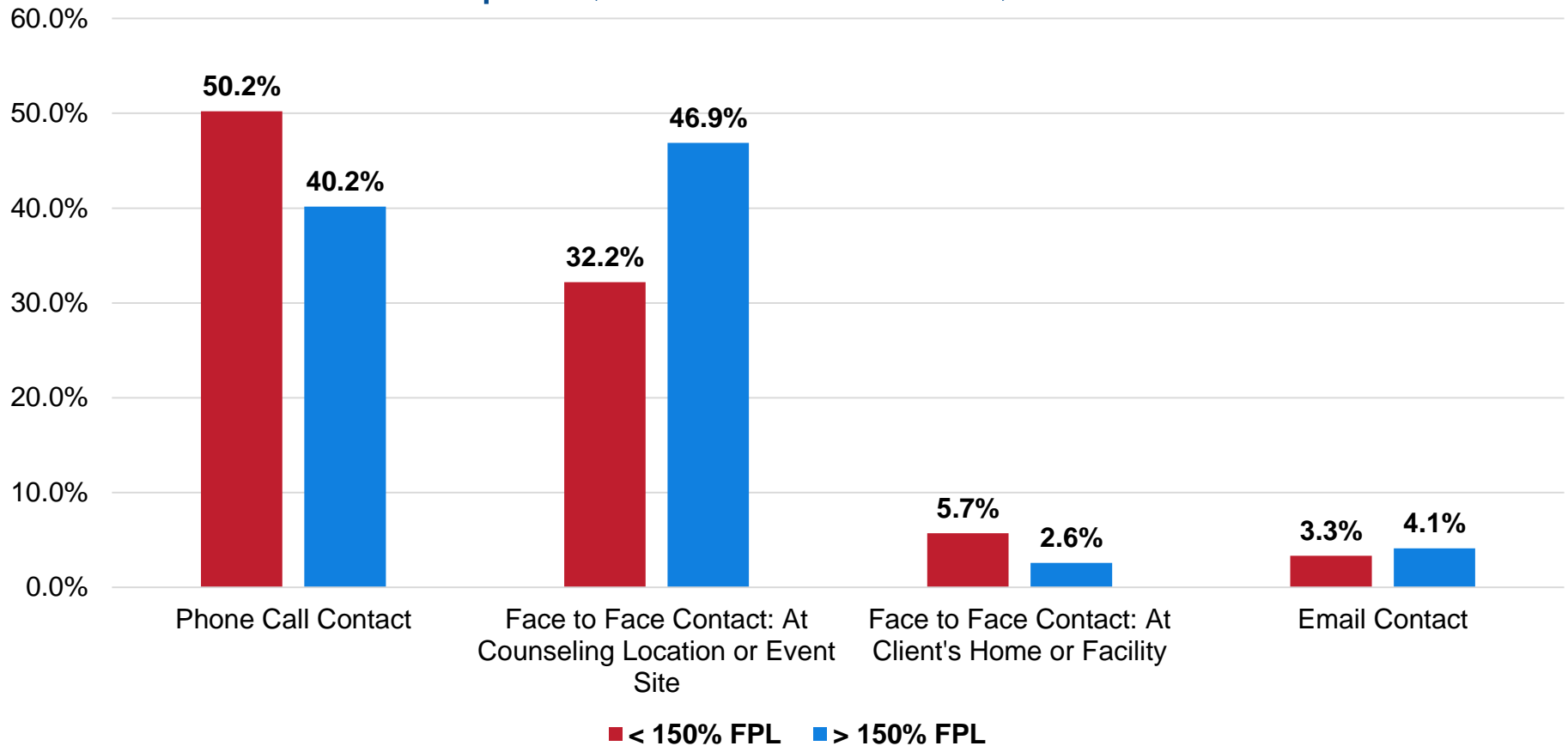| Contact Type	Primary Language is English	Primary Language is Not English
Phone Call Contact	46.8%	24.6%
Face to Face Contact: At Counseling Location or Event Site	37.6%	64.5%
Face to Face Contact: At Client's Home or Facility	4.2%	3.1%
Email Contact	3.6%	5.2%
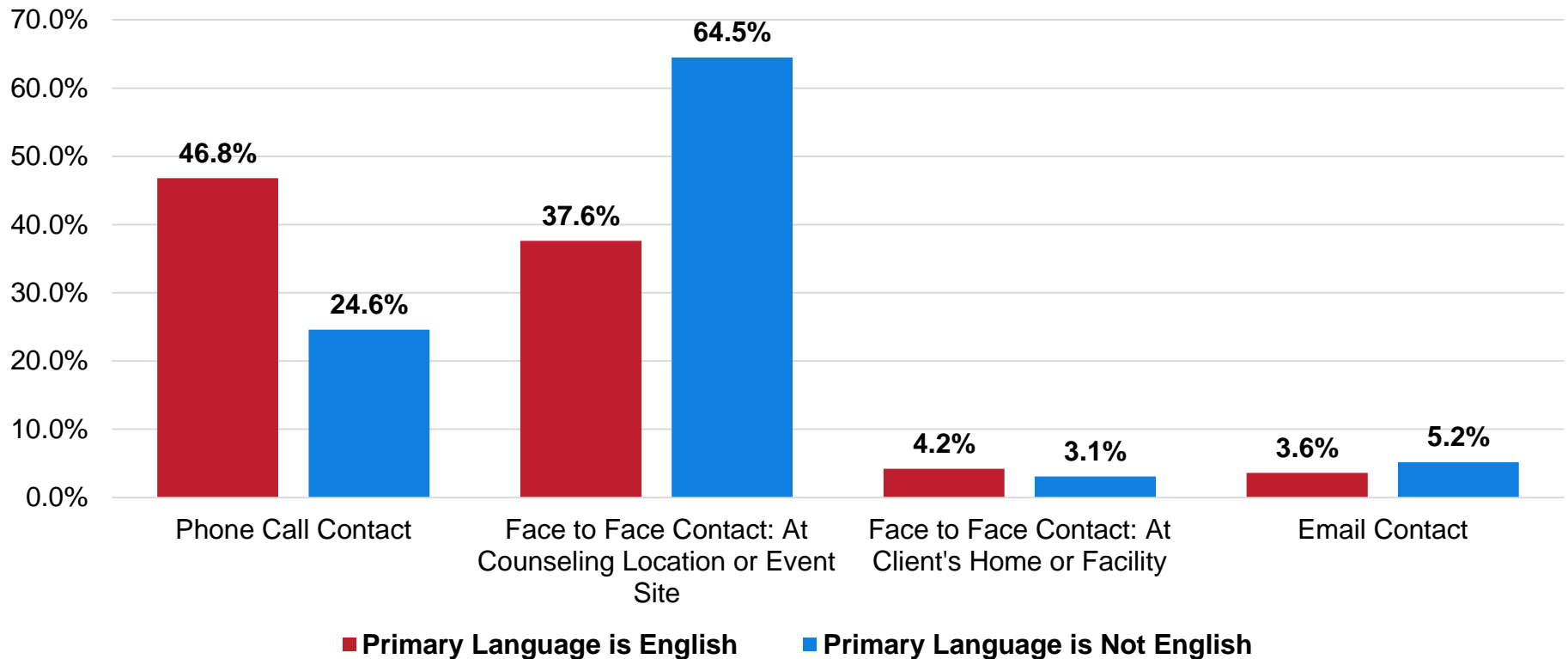
Performance Measure 4: Hard to Reach Contacts: Non-native English
Rank Order of Contact Topics

	Primary Language is English	Primary Language is Not English
Medicare Presc. Drug Coverage (Part D) - Eligibility/Screening	2	6
Medicare Presc. Drug Coverage (Part D) - Benefit Explanation	1	3
Medicare Presc. Drug Coverage (Part D) - Plans Comparison	- -	- -
Part D Low Income Subsidy (LIS/Extra Help) - Eligibility/Screening	3	5
Part D Low Income Subsidy (LIS/Extra Help) - Benefit Explanation	9	- -
Medicare (Parts A & B) - Eligibility	4	4
Medicare (Parts A & B) - Benefit Explanation	5	2
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Eligibility/Screening	8	9
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Benefit Explanation	6	7
Medicare Supplement/ SELECT - Eligibility/ Screening	10	- -
Medicaid - Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)	7	8
Medicaid - Medicaid (SSI, Nursing Home, MEPD, Elderly Waiver) Screening	- -	10
Other Topics - Other	- -	1

Performance Measure 4: Hard to Reach Contacts: Low-income
April 1, 2017 – March 31, 2018

Phone Call Contact: < 150% FPL **50.2%**, > 150% FPL **40.2%**

Face to Face Contact: At Counseling Location or Event Site: < 150% FPL **32.2%**, > 150% FPL **46.9%**

Face to Face Contact: At Client's Home or Facility: < 150% FPL **5.7%**, > 150% FPL **2.6%**

Email Contact: < 150% FPL **3.3%**, > 150% FPL **4.1%**

Legend: ■ < 150% FPL   ■ > 150% FPL

Performance Measure 4: Hard to Reach Contacts: Low-income
Rank Order of Contact Topics

	< 150% FPL	≥ 150% FPL
Medicare Presc. Drug Coverage (Part D) - Eligibility/Screening	3	2
Medicare Presc. Drug Coverage (Part D) - Benefit Explanation	4	1
Medicare Presc. Drug Coverage (Part D) - Plans Comparison	- -	10
Part D Low Income Subsidy (LIS/Extra Help) - Eligibility/Screening	1	3
Part D Low Income Subsidy (LIS/Extra Help) - Benefit Explanation	7	- -
Medicare (Parts A & B) - Eligibility	5	4
Medicare (Parts A & B) - Benefit Explanation	6	5
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Eligibility/Screening	8	7
Medicare Advantage (HMO, POS, PPO, PFFS, SNP, MSA, Cost) - Benefit Explanation	9	6
Medicare Supplement/ SELECT - Eligibility/ Screening	- -	8
Medicare Supplement/ SELECT - Benefit Explanation	- -	9
Medicaid - Medicare Savings Programs (MSP) Screening (QMB, SLMB, QI)	2	- -
Other Topics - Other	10	- -