2020 SMP/SHIP National Conference

July 21-23, 2020

ACL
Administration for Community Living

KEEPING YOUR PROGRAM SHIP(AND SMP/MIPPA)-SHAPE: QUALITY ASSURANCE PRACTICES

7/22/2020

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Why is Quality Assurance important?

- Annual QA ensures contract compliance for SHIP (including MIPPA) is complete in accordance with the agency, and indicates if the contractors met the contract requirements through observation, documentation, and interview.

Protocol From 4/1/2018 – 3/31/2020

- QA folders were created, annually, for each region.

- Those folders were maintained within the agency giving the coordinators the ability to add to these folders throughout the year.

- Coordinators were able to scan everything and send information, in addition, but it was mandatory to have this folder of information.

- This did not apply to volunteer files as I asked each volunteer coordinator to pull a random number of files (typically 10% of their total volunteers).

Protocol From 4/1/2018 – 3/31/2020

- We had a call and planned the date of the visit one month before the monitoring team was scheduled to travel to that agency.

- Therefore they must have the information prepared and ready by the date of our QA visit.

- If it is not completed and in order, it will go in the report.

Protocol From 4/1/2018 – 3/31/2020

- I brought a replacement folder to leave with the coordinators and took these files back to my office to file and use for the next year.

Protocol From 4/1/2020 – Current

- A request for information is sent to each agency before the week that "monitoring" was scheduled and the agency must submit that information to us by the following week.

- Rather than submit a hard copy folder to me the coordinators scan the requested information, volunteer files, and send information to myself or monitoring team lead.

QA CHECKLIST

Quality Assurance SHIP Visit Reviewing time period is
Basic Grant April 1, 2018 – March 31, 2019 & MIPPA Grant October 1, 2017 - September 30, 2018
Please have a copy of the **BOLD** items ready for the QA visit.

1. Evidence of one (1) full-time (having no other agency responsibilities) SHIP Regional Coordinator position, one (1) SHIP-back-up Coordinator, and any other paid SHIP Coordinator on staff.
   a. Signed Job Description(s) (for all positions)
   b. Timesheet for one pay period (for all positions)

2. Evidence of maintenance of proper outgoing message of personal SHIP phone lines.
   a. Name
   b. Title
   c. Direct Phone Number

3. Evidence of TN SHIP logo and tagline or ACL SHIP logo on all locally produced Medicare outreach or education publications and include the express acknowledgement, "This publication has been created or produced by (specific AAAD) with financial assistance, in whole or in part, through a grant from the Administration for Community Living."
   a. Flyer, brochure, newsletter, news article, webpage blog, presentation, etc.

4. Evidence of 18 hours of SHIP Initial certification training (if applicable) and 12 hours of update training for SHIP staff and volunteers.
   a. Agenda from Initial Volunteer Certification Trainings
   b. Sign-in Sheet of Initial Volunteer Certification Trainings
   c. Agenda from Volunteer Update Trainings
   d. Sign-in Sheet of Volunteer Update Trainings

5. Evidence of obtaining approval of SHIP and SMP Directors prior to providing volunteer counselor certification trainings.
   a. Emails to Sidney, Vivian, Ryan and/or Loni advising on dates, times, and locations of Initial Certification Trainings, Update Trainings, and Conference Calls/Webinars.

6. Evidence of mailing Part D Worksheets to pervious clients
   a. Provide the list of clients you mailed Part D worksheets to.

7. Provide flyers, brochures, newsletters, news articles, webpage blogs, presentations, etc. about each of the following:
   a. Wellness/Prevention
   b. Fraud/Abuse Awareness and Prevention
   c. Low-income persons with Medicare
   d. Under age 65 with Medicare
   e. Hard-to-Reach populations (shut-ins, deaf and hard of hearing, limited English speaking, etc.)

8. Evidence of advertisement through the region the availability of SHIP counseling through the toll-free SHIP Help Line.
   a. Flyer, brochure, newsletter, news article, webpage blog, presentation, (different from documentation in #1 above), Billboard, Van advertisement, educational materials purchased, etc. that can be seen in all counties you serve

9. Evidence of proper documentation for SHIP staff and volunteers.
   a. Volunteer Application
   b. Proof of Initial/Update Training Hours (either of below):
      I. Certificate of Training
      II. Sign-in Sheet from Attended Training
   c. Certification Exam
   d. Volunteer Background Check documentation
   e. VRPM (Last 2 Pages)

10. For Bookkeeper/Financial: Evidence of budget expenditures for Travel – To be reviewed on site
    a. Budget vs. Actuals Report and supporting documentation for SHIP Supplies and Travel expenses
    b. Budget vs. Actuals Report and supporting documentation for MIPPA Supplies, Indirect Costs, Professional Fees/Grants/Awards and Travel expenses
    c. Budget vs. Actuals Report and supporting documentation for SHIP Indirect Costs
    d. Budget vs. Actuals Report for Salary and fringe for all SHIP staff from both SHIP and MIPPA
    e. Expense report with volunteer stipend numbers only. (if applicable)

Wow…that's a lot…let's just break it down!

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Quality Assurance SHIP Visit Reviewing time period is
Basic Grant April 1, 2018 – March 31, 2019 & MIPPA Grant October 1, 2017 - September 30, 2018
Please have a copy of the **BOLD** items ready for the QA visit.

- Basic Grant – 4/1/2018 – 3/31/2019

- MIPPA Grant – 10/1/2017 – 9/30/2018

1. Evidence of one (1) full-time (having no other agency responsibilities) SHIP Regional Coordinator position, one (1) SHIP-back-up Coordinator, and any other paid SHIP Coordinator on staff.
    a. **Signed** Job Description(s) (for all positions)
    b. **Timesheet for one pay period (for all positions)**

- Signed job description
  - Get a copy of it from benefits coordinator/ HR rep/ fiscal director
- Timesheet of one pay period
  - From fiscal person or printed from timesheet entry program

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2. Evidence of maintenance of proper outgoing message of personal SHIP phone lines.
   a. Name
   b. Title
   c. Direct Phone Number

- I will call each coordinator's phone line and check their voicemail.

3. Evidence of TN SHIP logo and tagline or ACL SHIP logo on all locally produced Medicare outreach or education publications and include the express acknowledgement, "This publication has been created or produced by (specific AAAD) with financial assistance, in whole or in part, through a grant from the Administration for Community Living."

    a. Flyer, brochure, newsletter, news article, webpage blog, presentation, etc.

- Copies of the agencies SHIP materials distributed to make sure they contain:

  - SHIP logo (ACL or TN SHIP)

  - And include the tagline regarding ACL

4. Evidence of 18 hours of SHIP Initial certification training (if applicable) and 12 hours of update training for SHIP staff and volunteers.
   a. Agenda from Initial Volunteer Certification Trainings
   b. Sign-in Sheet of Initial Volunteer Certification Trainings
   c. Agenda from Volunteer Update Trainings
   d. Sign-in Sheet of Volunteer Update Trainings

- Initial Trainings
  - Agenda from each
  - Sign-in Sheet from each

- Update Trainings
  - Agenda from each
  - Sign-in Sheet from each

5. Evidence of obtaining approval of SHIP and SMP Directors prior to providing volunteer counselor certification trainings.
   a. Emails to Sidney, Vivian, Ryan and/or Loni advising on dates, times, and locations of Initial Certification Trainings, Update Trainings, and Conference Calls/Webinars.

- Emails sent to Loni, Sidney, the Volunteer Coordinator, QA Coordinator and/or the SHIP Director regarding any trainings planned to get required certification for staff and/or volunteers

6. Evidence of mailing Part D Worksheets to pervious clients
   a. Provide the list of clients you mailed Part D worksheets to.

- Print out a copy of the list of consumer the agency send the Part D Worksheets before Open Enrollment.

- Those worksheets MUST be mailed out prior to September 30th 2019

- Meaning that those mail outs should be keyed in by October 31st 2019

7. Provide flyers, brochures, newsletters, news articles, webpage blogs, presentations, etc. about each of the following:
   a. Wellness/Prevention
   b. Fraud/Abuse Awareness and Prevention
   c. Low-income persons with Medicare
   d. Under age 65 with Medicare
   e. Hard-to-Reach populations (shut-ins, deaf and hard of hearing, limited English speaking, etc.)

- Copies of SHIP materials distributed to consumers regarding the topics listed above.

- Copies of SHIP materials including the toll-free SHIP help line.

- Any info on advertisements, radio/TV commercials, blogs, or billboards.

9. Evidence of proper documentation for SHIP staff and volunteers.
   a. **Volunteer Application**
   b. **Proof of Initial/Update Training Hours (either of below):**
      I. **Certificate of Training**
      II. **Sign-in Sheet from Attended Training**
   c. **Certification Exam**
   d. **Volunteer Background Check documentation**
   e. **VRPM (Last 2 Pages)**

- Spot checking your volunteer files, making sure they all include these above things.

10. For Bookkeeper/Financial: Evidence of budget expenditures for Travel– To be reviewed on site
   a. Budget vs. Actuals Report and supporting documentation for SHIP Supplies and Travel expenses
   b. Budget vs. Actuals Report and supporting documentation for MIPPA Supplies, Indirect Costs, Professional Fees/Grants/Awards and Travel expenses
   c. Budget vs. Actuals Report and supporting documentation for SHIP Indirect Costs
   d. Budget vs. Actuals Report for Salary and fringe for all SHIP staff from both SHIP and MIPPA
   e. Expense report with volunteer stipend numbers only. (if applicable)

- Collect copy of a budget vs. actuals report from agency fiscal director on line item categories.
  - Invoices of all charges to SHIP and MIPPA within a two consecutive month period
  - I would suggest the two busiest months!

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Performance

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Performance Measures: SHIP

Performance Measure	Definition
Performance Measure 1: Total 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.
Performance Measure 2: Total Outreach Contacts	Percentage of persons reached through presentations, booths/exhibits at health/senior fairs, and enrollment events per Medicare beneficiaries in the State.
Performance Measure 3: Medicare Beneficiaries Under 65	Percentage of contacts with Medicare beneficiaries under the age of 65, and Receiving or applying for Medicare and Social Security benefits due to disability, per Medicare beneficiaries under 65 in the State.
Performance Measure 4: Hard-to-Reach Contacts	Percentage of low-income, rural, and non-native English contacts per total "hard-to-reach" Medicare beneficiaries in the State.
Performance Measure 5: Enrollment Contacts	Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.

Running Reports for PMs

Name	Description	Business Key	Shared By
1-800 Medicare Unique IDs Report - State	This launch page launches the 1-800 Medicare Unique IDs Report - State.	report.1800MedicareUniqueIDsStateReport	TZ.Admin
Data Export Reports	This launch page launches all available data export reports.	page.dataExportReports	JG.Admin
MIPPA Performance Measures Report - State and User	This launch page launches the MIPPA Performance Measures Report - State and User	page.mippaPerformanceMeasureReportStateAndUser	NK.Admin
Resource Report - User	This launch page launches the User Resource Report for State, Sub-state, and Site users in STARS.	report.UserResourceReport	TZ.Admin
SHIP Performance Measures Report - State and User	This launch page launches the SHIP Performance Measures Report - State and User	report.PerformanceMeasureReportStateUser	TZ.Admin
STARS Summary Reports	This launch page launches the STARS Summary Report	page.shipSummaryReports	NK.Admin

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Running Reports for PM's

To Run a Performance Measure Report

1. Choose state, sub-state or site, then date range

2. Choose format (excel is the default)

3. Click Launch

Running Reports for PM's

Tip: Report Generation Confirmation

entellitrak®

✔

Report Generation Complete

After this report generation message appears, you must usually wait for the excel file to load

SHIP State PM Rep....xls

Running Reports for PM's

Sample Performance Measure Report in Excel

Performance Measures: SMP

Performance Measure	Definition
1. TOTAL NUMBER OF ACTIVE SMP TEAM MEMBERS	Total number of individuals who spent time on the SMP program, including SMP-paid, in-kind paid, and volunteer team members
2. TOTAL NUMBER OF SMP TEAM MEMBER HOURS	Total number of hours contributed by team members while performing SMP work and receiving training to perform SMP work, including time spent by SMP-paid, in-kind paid, and volunteer team members
3. NUMBER OF GROUP OUTREACH AND EDUCATION EVENTS	Total number of community outreach events, education activities, and presentations to educate beneficiaries, family members, caregivers, and others about SMP services and detecting health care fraud, errors, and abuse
4. ESTIMATED NUMBER OF PEOPLE REACHED THROUGH GROUP OUTREACH AND EDUCATION EVENTS	Total estimated number of people reached as a result of SMP group outreach and education activities
5. NUMBER OF INDIVIDUAL INTERACTIONS WITH, OR ON BEHALF OF, A MEDICARE BENEFICIARY	Total number of individual interactions between SMP team members and beneficiaries, family members, caregivers, or others for the purpose of discussing or gathering information about potential health care fraud, errors, or abuse
6. COST AVOIDANCE ON BEHALF OF MEDICARE, MEDICAID, BENEFICIARIES, OR OTHERS	Health care expenditures for which the government, a beneficiary, or other entity was relieved of responsibility for payment

Performance Measures: SMP

Performance Measure	Definition
7. EXPECTED MEDICARE RECOVERIES	Actual and expected Medicare recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. Includes recoveries associated with a project's referral that resulted in the opening of an investigation or where the SMP made a meaningful contribution to an existing investigation.
8. ADDITIONAL EXPECTED MEDICARE RECOVERIES	Actual and expected Medicare recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. Includes recoveries associated with a project's referral to an existing investigation where the SMP's information validated existing information.
9. EXPECTED MEDICAID RECOVERIES	Actual and expected Medicaid recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. Includes recoveries associated with a project's referral that resulted in the opening of an investigation or where the SMP made a meaningful contribution to an existing investigation.
10. ADDITIONAL EXPECTED MEDICAID RECOVERIES	Actual and expected Medicaid recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. Includes recoveries associated with a project's referral to an existing investigation where the SMP's information validated existing information.
11. ACTUAL SAVINGS TO BENEFICIARIES	Amount of money recouped to beneficiaries
12. OTHER SAVINGS	Amount of money recouped to an entity other than Medicare, Medicaid, or a beneficiary

Performance Measures: MIPPA

Performance Measure	Definition
Performance Measure 1: Overall MIPPA Contacts	Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the State.
Performance Measure 2: Overall MIPPA Persons Reached through Outreach	Total number of MIPPA people reached as reported on group outreach and education forms.
Performance Measure 3.1: MIPPA Target Populations - Beneficiaries Under 65	Percentage of MIPPA contacts with under the age of 65, and Receiving or applying for Medicare and Social Security benefits due to disability, per Medicare beneficiaries under 65 in the State.
Performance Measure 3.2: MIPPA Target Populations - Rural Beneficiaries	Contacts with MIPPA beneficiaries whose zip code is located in county classified in a nonmetropolitan category.
Performance Measure 3.3: MIPPA Target Populations - Native American Beneficiaries	"Includes MIPPA contacts with anyone who selects one of the following: – American Indian or Alaskan Native, or – Native Hawaiian or Other Pacific Islander "
Performance Measure 3.4: MIPPA Target Populations - Beneficiaries with English as a Secondary Language	A client should be considered a Beneficiary with English as a Secondary Language if (a) they answer "no" to "Is English your first language?" or (b) if the counselor can reasonably conclude that the client is not fluent in understanding, speaking, reading, and/or writing the English language.
Performance Measure 4: Contacts with Applications Submitted	"Beneficiary Contact forms with at least one of the subtopic options (listed in chart below) selected from:• Part D Low Income Subsidy (LIS/Extra Help) Topics Discussed -- Application Submission OR• Medicaid Topics Discussed -- Application Submission and/or Recertification"

QA Report

- Draft up a report of how the agency performed in the QA visit
  - Did they meet their PM's and were they compliant?
  - Do you have any recommendations?
  - Did you have any findings?

SHIP TA Center Tips and Resources

Key Resources for Accurate SHIP Reporting

- SHIP Performance Measures At-A-Glance
  - Table with forms, fields, and answer for each PM
  - Definition of rural
  - Medicare-Eligible Population Data in STARS
  - Qualifying enrollment topics (PM5)
- STARS Reports webinar archive (6/18/2020)
- STARS Manual
  - Fields affecting SHIP PMs are flagged

SHIP Beneficiary Contacts Data Entry Checklist

- **"Session Conducted By" a SHIP Team Member?**
  - "SHIP" must be checked for "Program" on that Team Member's record
- **Topics Discussed (PM 1):** At least one topic in any category
- **Under 65 (PM 3)?**
  - both "Receiving or applying for Social Security Disability or Medicare disability" and "64 or younger" are selected.
- **Hard to Reach (PM 4)?**
  - "Beneficiary Monthly Income" = Below 150% FPL *or*
  - "English as a Primary Language" = No, *or*
  - "Zip code of beneficiary residence" meets rural classification
- **Enrollment (PM5)?**
  - One of the 23 topics ACL has deemed qualifying for this measure are checked (see SHIP PM at-a-glance reference)

Key Resources for Accurate MIPPA Reporting

- MIPPA Performance Measures At-A-Glance
  - Table with forms, fields, and answer for each PM
  - Definition of rural
  - MIPPA-qualifying topics + definitions
- Webinars (Past and Future)
  - 2/21/2020 - Entering MIPPA Beneficiary Contacts
  - Register! 7/16/2020 - MIPPA Reports webinar
- STARS Manual
  - Fields affecting MIPPA PMs are flagged

MIPPA Beneficiary Contacts Data Entry Checklist

- **"Session Conducted By" a MIPPA Team Member?**
  - "MIPPA" must be checked for "Program" on that Team Member's record
- **MIPPA Yes/No?** Must be yes
- **Topics Discussed?** At least one MIPPA-qualifying
- **Hard to Reach (PM3 – Beneficiary Contacts)?**
  - Under 65 <u>and</u> receiving/applying for disability benefits, *or*
  - Beneficiary Race (Native American – two options), *or*
  - Rural (zip code-based), *or*
  - English as a Primary Language = No
- **Application Submission (PM4)?**
  - Topics Discussed > Part D Low Income Subsidy (LIS/Extra Help) > Application Submission, *or*
  - Topics Discussed > Medicaid > Application Submission *or* Recertification

SHIP Login at www.shiptacenter.org

🔒 SHIP Login

- As of March 26, 2020, this is our login page.
  - A green banner provides tips for first-time users

Welcome to our new SHIP Login page! If this is your first visit since our March 26, 2020 upgrade, you must click *Forgot Password* below to re-set your password. If you do not receive the *"SHIP-TA Center Portal Login Information"* email from the address *DoNotReply@shiptacenter.org*, check your junk mail or spam. If you still cannot find the password reset email, contact us for technical assistance at *info@shiptacenter.org* or call 877-839-2675. Thank you for your patience with our progress.

Email:

Email

Password:

Password

Login

Forgot Password?

Not a Registered User?

This webpage is intended only for State Health Insurance Assistance Program (SHIP) representatives. If you are a member of the general public and wish to learn more about the SHIP program, click on "Learn about SHIPs" below. If you are a SHIP staff member, counselor, or volunteer who needs access, click on "Submit request to be a Registered User."

Submit request to be a Registered User   Find My Ship

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STARS Access and Resources

What is STARS?

The State Health Insurance Assistance Program (**S**HIP) **T**racking **A**nd **R**eporting **S**ystem (STARS) is the nationwide, web-based data system activities to the federal government - specifically, the Office of Health Care Information and Counseling (OHIC) at the Administration for Com

- **Go to STARS: https://stars.acl.gov**

STARS Resources Kit

The table below outlines all available STARS Resources, and the bulleted items are links to those resources in the library. You can also visit conduct a keyword search for the term STARS.

STARS Manual

- Six chapters available - system overview, definitions and guidance, step-by-step data entry instructions, search menu

STARS Data Entry Training

- **Basic Data Entry Webinars:**
    - Beneficiary Contacts - General
    - Beneficiary Contacts - MIPPA-Qualifying
    - Group Outreach and Media Outreach
    - Team Member Form and Activity Forms

- **Related Handouts:**
    - ACL guidance for Special Use Fields in the Beneficiary Contact Form (see "Related Resources" below)
    - Cost change reporting guidance
    - Printable Blank STARS Forms
    - Security Slick Sheet
    - User Roles Overview

Searches

- Standard and Advanced Search Training
- User Roles Overview

Navigation sidebar:

- ♡ My Favorites
- 🔒 Logout

NAVIGATION

- 👤 My Profile
- ☆ STARS
- 📖 Resource Library
- 📰 News
- 📅 Events
- 🌐 Profiles and Practices
- 👥 Users

STARS Manual and Other Resources

STARS Manual:

- **Chapter 1: Introduction**
- **Chapter 2: User Basics**
- **Chapter 3: Team Member Management**
- **Chapter 4: Beneficiary Contacts**
- **Chapter 5: Group and Media Outreach and Education**
- **Chapter 6: STARS Searches**

Handouts, PPTs, and Webinars about:

- Reports
- Performance Measures
- User roles
- Data Entry

SMP Center Resources

Performance Measures & Accuracy

PM*	Description
1	Number of Active SMP Team Members
2	Number of SMP Team Member Hours
3	Number of Group Outreach & Education Events
4	Estimated Number of People Reached Through Events
5	Number of Individual Interactions
6	Cost Avoidance
7	Expected Medicare Recoveries
8	Additional Expected Medicare Recoveries
9	Expected Medicaid Recoveries
10	Additional Expected Medicaid Recoveries
11	Actual Savings to the Beneficiary
12	Other Savings

PM = Performance Measure

Importance of SMP Data Accuracy

- SIRS is the primary information source for SMP federal reports.
- ACL depends on accurate information for reports to HHS, OIG, and Congress.
- SMPs rely on this data to accurately identify programmatic needs and issues.

SMP Resource Library & TRAX
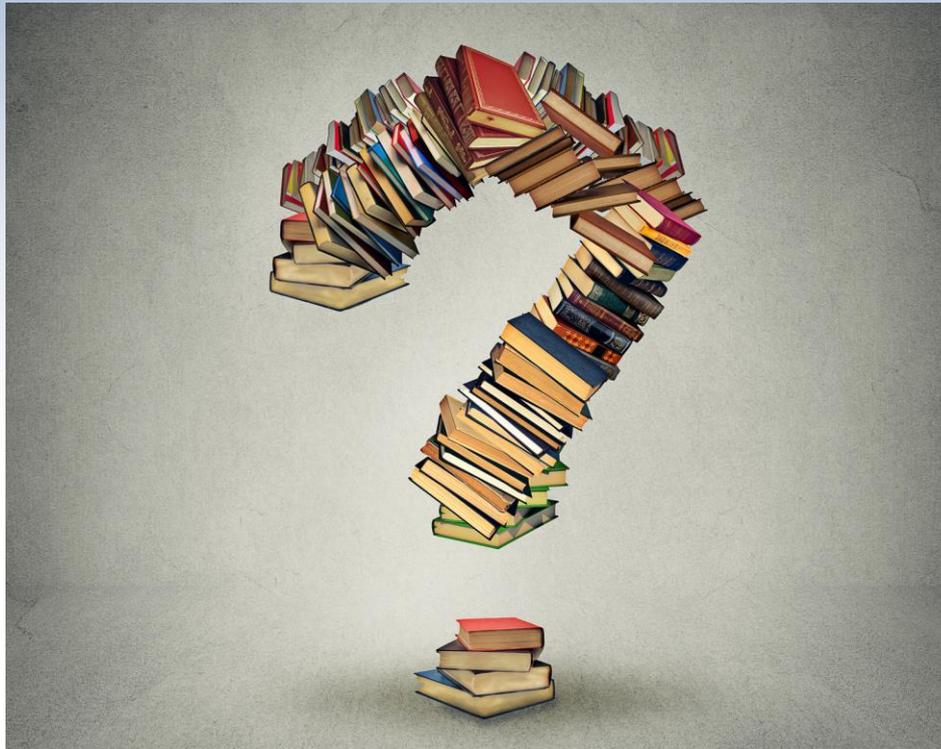
www.smpresource.org

- OIG Report Training Curriculum (SMP Login > TRAX > Available Training > Curriculum)
  - SMP Performance Measure Definitions and Guidance
  - OIG Report Webinar
  - OIG Report Data Accuracy Checklist
  - OIG Report Tutorials
- SIRS training is also available in TRAX

SMP Center Technical Assistance

SMP Performance Measures and SIRS
- Sara Lauer: SIRS@smpresource.org or Slauer@smpresource.org

Questions?

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