

New Medicare Plan Finder

Guidance for SHIPs

On August 27, the Centers for Medicare & Medicaid Services (CMS) released the new Medicare Plan Finder (MPF) to the public. This new version will be available in parallel with the current tool until the end of September. After that time, for 2020 plans and this fall's Open Enrollment Period, only the new MPF will be used. It's important for all SHIP team members to become familiar with the flow and features of the new MPF. CMS is providing training webinars and tools, and has established a special online [survey form](#) just for SHIPs to provide their feedback about the new MPF.

Things to Know

- Beneficiaries who work with trusted counselors using the old MPF have always needed to share some sensitive personal information if they want help conducting a personalized search or enrolling in a plan. When using the new MPF, counselors are expected to uphold the same practices they currently have in place to ensure that any personal information is kept safe and secure, and is used appropriately and only for the purpose that it was offered and intended.
- People with Medicare can create and use their MyMedicare.gov accounts to access personalized features in the new MPF, including to develop drug lists and save them for comparison shopping. The process to create a MyMedicare.gov account has also been simplified.
- In plan comparison and enrollment work, SHIP team members may request information from beneficiaries and their caregivers to create MPF accounts, and log in to conduct personalized plan searches. ACL requires that SHIPs, at a minimum, obtain verbal consent to request this information or to create a user account. **NOTE:** SHIPs may choose to require a signed authorization to gather this information or create a user account if they deem it necessary.
- SHIP counselors must guard MPF log in information carefully and not store it in STARS. In determining state-level policies on storing this information SHIPs must carefully consider their agency's level of comfort, potential safeguards, and risk in storing these MPF log in information outside STARS.
- CMS is creating training/job aids for SHIPs to help beneficiaries create accounts and recover usernames and passwords as needed. An email address isn't required for password recovery.
- When a counseling session ends, closing the browser will automatically log an individual out of their MyMedicare.gov account.

You can find more information about training and materials to help you with the new Medicare Plan Finder at the [CMS National Training Program](#) site.