SHIP Tracking and Reporting System (STARS) Updates

August 8, 2023

Grant acknowledgement

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Presenter Introductions

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Wisconsin SHIP and MIPPA Director

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Wisconsin MIPPA Grant Program Coordinator

Objectives

At this training, we will review the June 2023 updates to the SHIP Tracking and Reporting System (STARS).

We will focus on changes that impact Wisconsin SHIP counselors and data support staff.

Poll

What is your role?
Select all that apply.

a. Enter data into STARS

b. Enter data into WellSky and export to STARS

c. Provide one-on-one counseling to beneficiaries

d. Conduct outreach

e. Supervisor

f. Other (add to chat)

WellSky export issues

WellSky has not yet updated to match the STARS updates.

You may receive an error message if you try to export a SHIP assessment with one of the following (retired) Medicaid Topics Discussed:

- Application Submission

- Recertification

- Other

Please avoid selecting the above Topics at this time. If you receive an error message, you do not need to export the assessment right now.

Beneficiary Contact Forms

Updates

New fields

- **New, optional question**:
  "Have you or a family member ever served in the military?"
  - Refers to immediate family members
  - Refers to United States military

- New, searchable, auto-populated "session entered by" and "date of last update" fields visible

Updated fields

- New option for "How did the beneficiary learn about SHIP?" = "employer"

- **Time Spent now has a maximum of 2,400 minutes**

  In the rare instance in which your activity is over 2,400 minutes, edit the Time Spent to 2,400 minutes.

  WellSky users could also export their assessment before the total Time Spent exceeds 2,400 minutes.

Updated MIPPA-related "Medicaid Topics Discussed" options

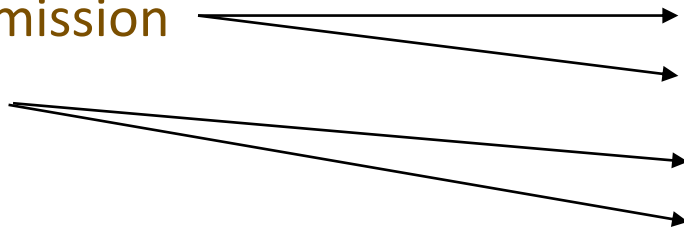MIPPA-qualifying Topics Discussed under Medicaid have been updated.

The (updated) [MIPPA Reporting Instructions (P-03087)](#) explain when to select MIPPA = "yes".

Retired

- Application Submission
- Recertification

New

- Medicaid Application Submission
- MSP Application Submission
- Medicaid Recertification
- MSP Recertification

Updated "Topics Discussed" options

Medicaid

New options

- Appeals/Grievances

- Medicaid Application Submission

- Medicaid Recertification

- MSP Application Submission

- MSP Recertification

- Duals Demonstration

- Medicaid Expansion (ACA) Transition to Medicare

- Medicaid Spend Down

- Program of All-Inclusive Care for the Elderly (PACE)

- Provider Participation

- QMB Improper Billing

Removed options

- Application Submission

- Recertification

- Other
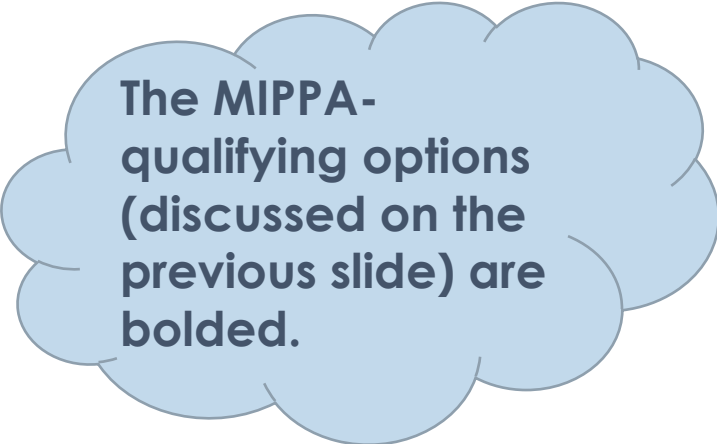
Updated "Topics Discussed" options

Medicaid

New options

- Appeals/Grievances
- **Medicaid Application Submission**
- **Medicaid Recertification**
- **MSP Application Submission**
- **MSP Recertification**
- Duals Demonstration

- Medicaid Expansion (ACA) Transition to Medicare
- Medicaid Spend Down
- Program of All-Inclusive Care for the Elderly (PACE)
- Provider Participation
- QMB Improper Billing

Removed options

- **Application Submission**
- **Recertification**
- Other

The MIPPA-qualifying options (discussed on the previous slide) are bolded.

Updated "Topics Discussed" options

Original Medicare (Part A and B)

New options

- Accountable Care Organizations (ACOs)
- Conditional Enrollment
- Equitable Relief
- Provider Participation
- Late Enrollment Penalty

Medigap and Medicare Select

New options

- Application Assistance
- Complaints
- Guaranteed Issue Rights

Removed options

- Marketing/Sales Complaints & Issues

Medicare Advantage (MA and MA-PD)

New options

- Chronic Conditions Special Needs Plans
- Dual Eligible Special Needs Plans
- Institutional Special Needs Plans
- Provider Network
- Supplemental Benefits (please explain)

Updated "Topics Discussed" options

Updated reporting instructions: Dual Eligible Special Needs Plans (D-SNPs)

When helping with D-SNPs, select the new "D-SNP" Topics Discussed option instead of Dual Demonstration.

Medicare Advantage (MA and MA-PD)

New options

- Chronic Conditions Special Needs Plans
- **Dual Eligible Special Needs Plans**
- Institutional Special Needs Plans
- Provider Network
- Supplemental Benefits (please explain)

Updated "Topics Discussed" options

Medicare Advantage Supplemental Benefits (please explain: _____)

Enter whether extra benefits are for dental/vision/hearing, for the chronically ill, cash benefits, etc.

Medicare Advantage (MA and MA-PD)

New options

- Chronic Conditions Special Needs Plans

- Dual Eligible Special Needs Plans

- Institutional Special Needs Plans

- Provider Network

- **Supplemental Benefits (please explain)**

Updated "Topics Discussed" options

Medicare Part D

New options

- Late Enrollment Penalty

- Pharmacy Network

Other Prescription Assistance

New options

- Prescription Discount Cards

Removed options

- Other

Other Insurance

New options

- Marketplace Transition to Medicare

Removed options

- Other

Updated "Topics Discussed" options

Additional Topic Details

New options

- COVID-19
- ESRD
- Health Savings Account(s)
- Income Related Monthly Adjustment Amount
- Mail Order Prescription
- Medicare Card
- Mental Health

- Medicare.gov Account
- Opioids
- Physical Therapy
- Substance Misuse/Fraud
- Telehealth
- Transportation

Removed options

- New Medicare Card
- Duals Demonstration

Updated "Topics Discussed" options

Additional Topic Details

New options

- **COVID-19**
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- **Medicare.gov Account**
- **Opioids**
- Physical Therapy
- Substance Misuse/Fraud
- Telehealth
- Transportation

Removed options

- New Medicare Card
- Duals Demonstration

Updated reporting instructions

You no longer need to enter the bolded text into Special Use Field 3 since they are now Topics Discussed options.

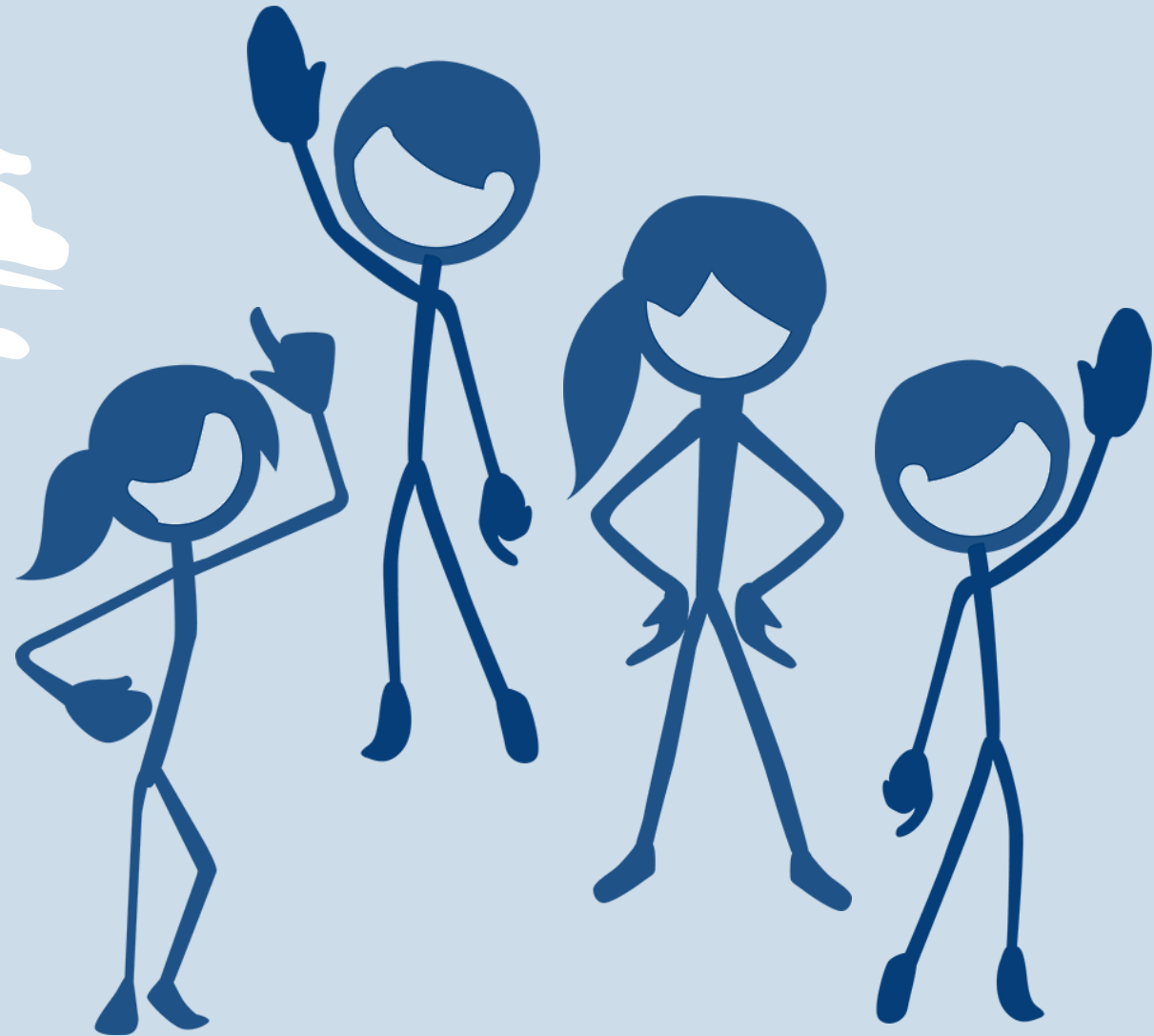# Reminder: Special Use Field 3 codes

The (updated) Special Use Field 3 codes are listed in the:

- SHIP Reporting Instructions (P-03179).
- WellSky data entry guide (P-02551d).

Comprehension check

Select which of the following statements is **false.**

a. Avoid selecting retired Medicaid Topics Discussed until WellSky is updated.

b. When helping with D-SNPs, select the new "D-SNP" Topics Discussed option instead of Dual Demonstration.

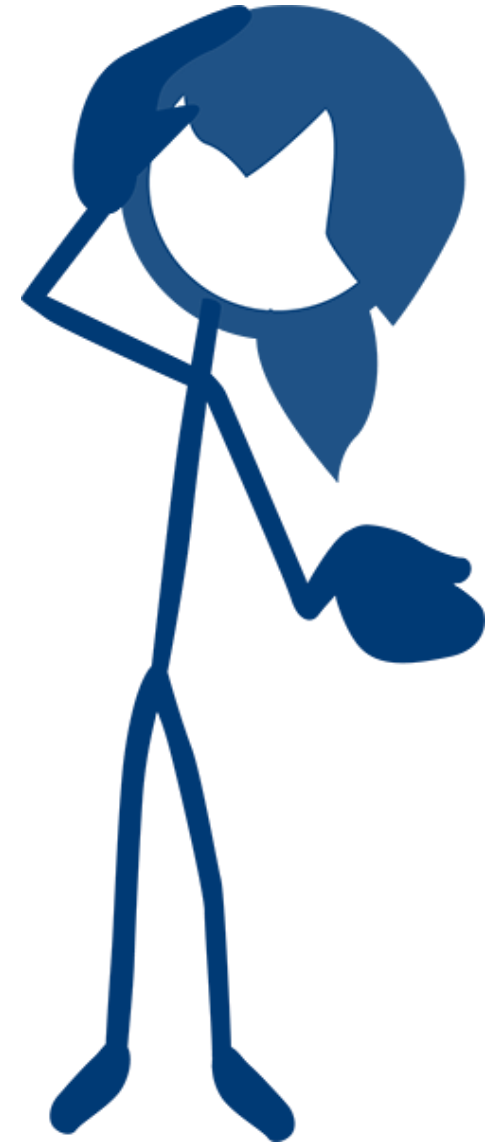c. There is no maximum for Time Spent on a beneficiary contact form.

Comprehension check

Select which of the following statements is **false.**

a. Avoid selecting retired Medicaid Topics Discussed until WellSky is updated.

b. When helping with D-SNPs, select the new "D-SNP" Topics Discussed option instead of Dual Demonstration.

c. There is no maximum for Time Spent on a beneficiary contact form.

The maximum Time Spent you can enter on a beneficiary contact form is 2,400 minutes.

Questions and comments?

STARS Enhancements Training

Group and Media Outreach Forms

Updates

Updated "Topics Discussed" option

New Topic Discussed option: "Substance misuse/fraud"

Questions and comments?

Training Forms

New form for trainers

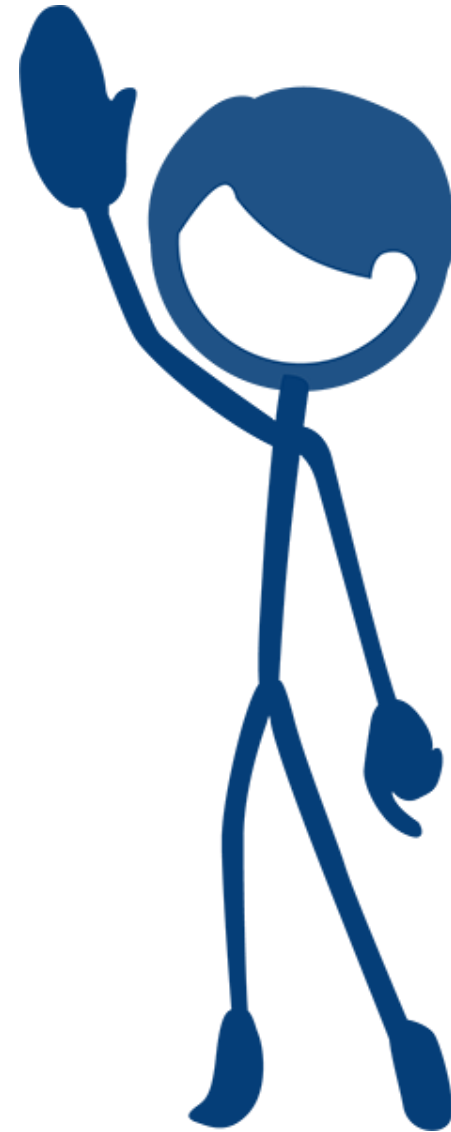# FYI: New Training Form for trainers

! The Administration for Community Living is not requiring trainers to use this form until **April 1, 2024.**

Staff who train SHIP counselors will need to document their trainings in STARS using the new Training Form **starting April 1.**

This does *not* affect SHIP counselors who *receive* training.

Questions and comments?

STARS Enhancements Training

Conclusion

Review

Review of resources

- SHIP reporting guides
    - [SHIP TA Center STARS resources page](#)
    - [MIPPA Reporting Instructions (P-03087)](#)
    - [SHIP Reporting Instructions (P-03179)](#)
    - [WellSky data entry guide (P-02551d)](#)
- Reporting system resources
    - [EBS SharePoint SHIP and MIPPA page](#)
    - [DBS SharePoint Topic Index](#)
    - [SharePoint WellSky for benefit specialists page](#)

Presenter contact information

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