SHIP Data QA
Project Overview and Dashboard Deep Dive

PREPARED FOR:

UNITED STATES DEPARTMENT OF HEALTH AND HUMAN SERVICES, ADMINISTRATION FOR COMMUNITY LIVING

PREPARED BY:

CG STRATEGY & KEYBRIDGE LLC

JULY 16, 2024

Agenda

Welcome

Overview of Project

Dashboard Overview

Discussion

Questions and Next Steps

Project Overview

Project Overview

SHIP Data QA (November 2023 – Present)

- SHIP Data Quality Assurance project spun off from existing work w/ ACL on assessing MIPPA, SMP, and SHIP

- A common thread we noted throughout our analyses is the importance of data quality; without complete and as accurate as possible data, it's difficult to know who is being served and if there are any service gaps that exist.

- Based on this observation, we have been working with ACL on the SHIP Data QA project to determine several things:
  - Common issues that team members experience with entering data into STARS, collecting data from beneficiaries.
  - If there are trends in data quality and completeness.
  - Inform states and ACL leadership about how to improve data quality and data collection.

Data Dashboards

National SHIP Data Overview: October 2023 - March 2024

Beneficiary Contact Form

Count of All Contacts	891,782
Monthly Income "Not Collected"	17%
Assets "Not Collected"	26%
Age Group "Not Collected"	4%
Gender "Not Collected"	1%
Learn About SHIP "Not Collected"	8%
Contacts Over Two Hours	1%

Team Member Form

Total Active Team Members	10,178
Team Member Race "Not Collected"	13%
Secondary Language "Not Collected"	91%
Team Members with Time Recorded	9,595
TMs Working >40 Hours/Week	2%

NOTE: Total count of active team members includes (1) any team member linked to an interaction or event in this time period; and (2) any remaining team members marked as "Active" in STARS.

Group Outreach Form

Total Group Outreach Events	15,867
Events w/ >1000 Attendees	1%
Events w/ 3 or Fewer Attendees	15%

Media Outreach Form

Total Media Outreach Events	7,367
Geographic Coverage "NA"	25%
Estimated Number of People "NA"	7%

NOTE: Not Collected: Share of observations where "Not Collected" was offered and selected \ NA: Share of observations where no data was inputted into the system
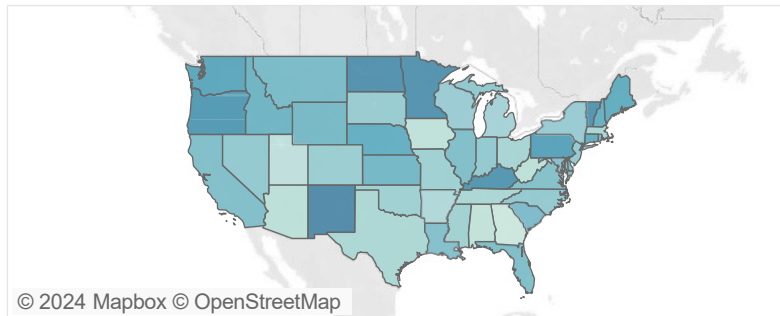
Share of Beneficiary Contacts with "Not Collected" Selected for At Least One Required Field

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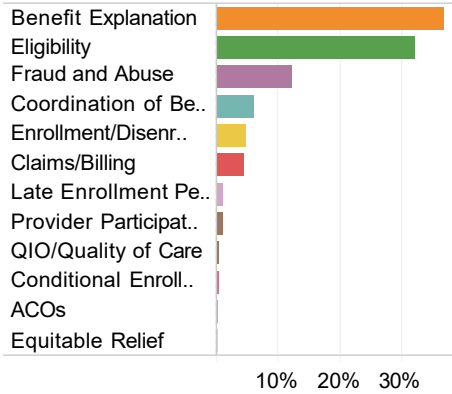

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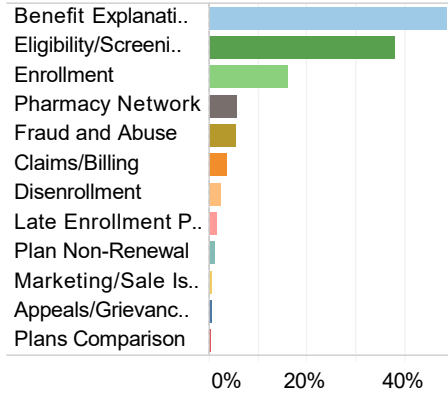
At Least One Field "Not Collected"

0.73% ▭ 100.00%

National SHIP Data Overview: October 2023 - March 2024
Session Topic Selections as a Share of Total Beneficiary Contacts

Medicare A + B
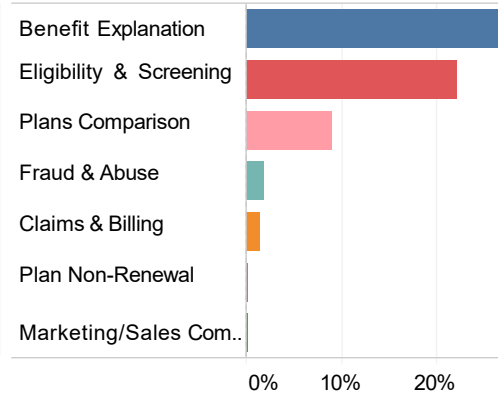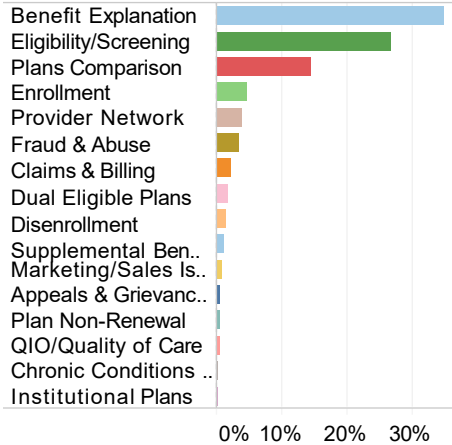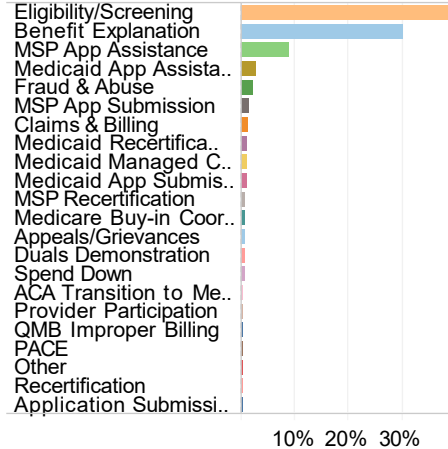- Benefit Explanation
- Eligibility
- Fraud and Abuse
- Coordination of Be..
- Enrollment/Disenr..
- Claims/Billing
- Late Enrollment Pe..
- Provider Participat..
- QIO/Quality of Care
- Conditional Enroll..
- ACOs
- Equitable Relief

(x-axis: 10%, 20%, 30%)

Medicare Part D
- Benefit Explanati..
- Eligibility/Screeni..
- Enrollment
- Pharmacy Network
- Fraud and Abuse
- Claims/Billing
- Disenrollment
- Late Enrollment P..
- Plan Non-Renewal
- Marketing/Sale Is..
- Appeals/Grievanc..
- Plans Comparison

(x-axis: 0%, 20%, 40%)

Medigap
- Benefit Explanation
- Eligibility & Screening
- Plans Comparison
- Fraud & Abuse
- Claims & Billing
- Plan Non-Renewal
- Marketing/Sales Com..

(x-axis: 0%, 10%, 20%)

Medicare Advantage
- Benefit Explanation
- Eligibility/Screening
- Plans Comparison
- Enrollment
- Provider Network
- Fraud & Abuse
- Claims & Billing
- Dual Eligible Plans
- Disenrollment
- Supplemental Ben..
- Marketing/Sales Is..
- Appeals & Grievanc..
- Plan Non-Renewal
- QIO/Quality of Care
- Chronic Conditions ..
- Institutional Plans

(x-axis: 0%, 10%, 20%, 30%)

Medicaid
- Eligibility/Screening
- Benefit Explanation
- MSP App Assistance
- Medicaid App Assista..
- Fraud & Abuse
- MSP App Submission
- Claims & Billing
- Medicaid Recertifica..
- Medicaid Managed C..
- Medicaid App Submis..
- MSP Recertification
- Medicare Buy-in Coor..
- Appeals/Grievances
- Duals Demonstration
- Spend Down
- ACA Transition to Me..
- Provider Participation
- QMB Improper Billing
- PACE
- Other
- Recertification
- Application Submissi..

(x-axis: 10%, 20%, 30%)

Part D/LIS
- Eligibility/Screening
- Benefit Explanation
- Application Assistance
- Application Submission
- Claims/Billing
- LI NET/BAE
- Appeals/Grievances

(x-axis: 10%, 20%, 30%, 40%)

Discussion

Data Collection

- How can we improve data collection?
- Why is data collection important?
- What burdens do you experience when it comes to data collection?
- What could ACL do to make collecting data easier?

Reflection

- If you had complete data, what could you do with it? What would be enabled for you?

- Is there specific data you would prioritize collection over others? What pieces of data are most helpful / important?

- What solutions or ideas do you have for improving data collection?

- How can ACL help team members be more comfortable with collecting sensitive information?

- What messaging would ease beneficiaries in providing this information?

Next Steps and Future Work