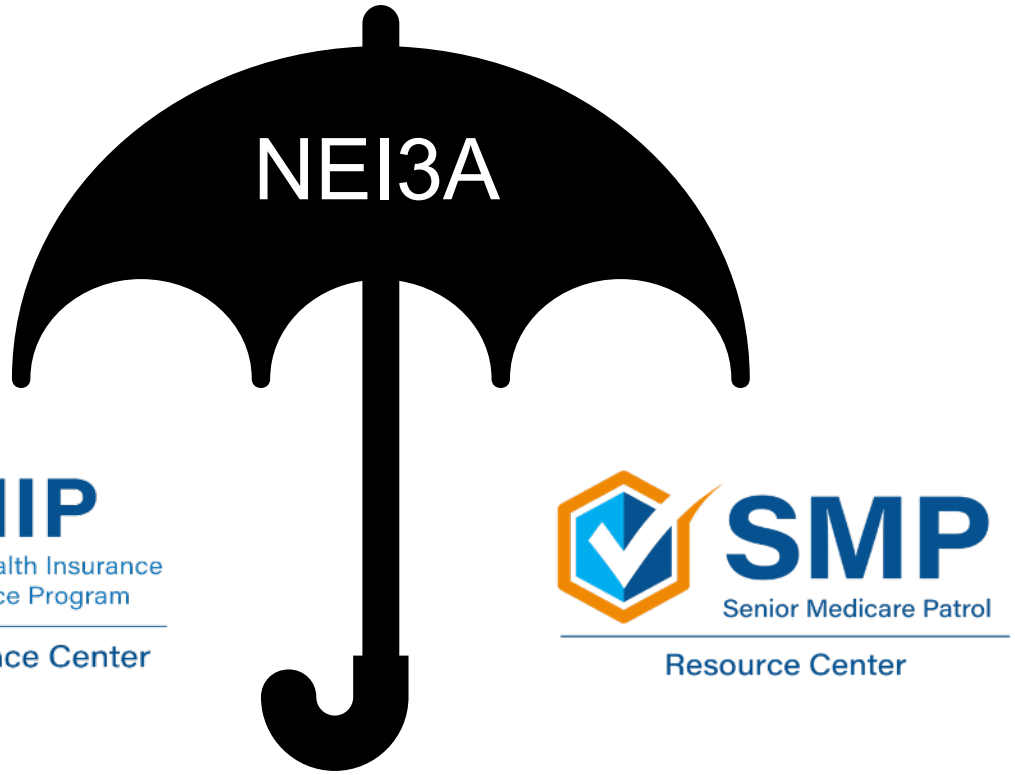
Orientation (Center Services) and Data System Tips & Tricks for Directors

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Two Centers, One Umbrella



What the SHIP & SMP Centers Offer

- Toll-free numbers and Locators to send public to you
- Peer networking and sharing
- Resources, tips, and training for you and team members:
  - Medicare enrollment, coverage, and appeals
  - Preventing, detecting, and reporting Medicare fraud, errors, and abuse
  - Performance measures, data entry and reporting in STARS/SIRS
  - Soft skills – empathy, active listening, navigating challenging client interactions
  - Risk and program management (including volunteer recruitment and retention)

Understanding the SHIP & SMP Websites

- Password-protected portals enable access by user role
- Directors have ability to:
  - Create and approve other account users in your state
  - Upload and approve resources into the library
    - SMP FAQs: https://smpresource.org/resourcelibrary/faqs/
    - SHIP FAQs: https://portal.shiptacenter.org/Portal/FAQs.aspx
- Be sure to log in and check your dashboard regularly to approve users and resources!
- Site log-in video tutorial: https://us02web.zoom.us/clips/share/AOmIMLItRkWioGtoyzpbOw

Key Publications from the SHIP/SMP Centers

- Medicare Messenger – in depth pieces about Medicare and SHIP/SMP program matters
- What's New @shiptacenter.org and @smpresource.org – highlighting new resources uploaded to the libraries
- SMP News – biweekly news about Medicare fraud from SMPs and beyond
- Social Media Bulletin – SMP graphics and messages for the month

Warning: Don't unsubscribe from email itself! Update in library

Monthly SMP Networking and SHIP Directors' Calls

- Directors (including interims) are obligated to attend as part of your cooperative agreement with ACL
- If you cannot attend someone can be approved to attend on your behalf
- Full SHIP calls are recorded and in the SHIP library
- Portions of SMP calls are also recorded and in the SMP library

SMP Fraud Forms

- Submitted by public at: https://smpresource.org/you-can-help/report-fraud/ (also in SMP Medicare Tracker app and on SMP Locator)
- Directors will have these forwarded by info@smpresource.org or awilson@smpresource.org
- You'll need to have someone follow up with these in a timely manner
  - If you open the email, the Center will get a read notice and will assume it has been addressed

SHIP Medigap Plan Finder

- Uses the same CSG Actuarial database as on Medicare.gov
  - Medicare.gov only provides base price data quoting current date rates and not future rates
  - SHIP tool includes underwriting filtering, rate increase histories, National Association of Insurance Commissioners (NAIC) data, rating class information, exporting options and most importantly, future rate data
  - Problems with tool? Contact info@csgactuarial.com or (855) 861-8776

SHIP Medicare Help Inbox
medicarehelp@shiptacenter.org

- Subject matter and policy expertise from Medicare Rights Center
  - Complex questions with answers from Social Security Administration (SSA) Program Operations Manuals (POMs), Medicare Benefit Policy Manuals, and CMS.gov
  - Identify your SHIP and phone number when sending questions
  - Answers usually within 1 business day
  - Reports on use of this email by SHIP team members can be requested from Center

SHIP & SMP Branding and Outreach Materials

- SMP logos
- National SMP flyer (multiple languages) and bookmark
- SHIP logos, social media graphics, and flyers
- Stock photos of people (created by SMP Center and available for use by programs)



Getting Started with SIRS and STARS

- In the SHIP library:
  - STARS Toolbox/Getting Started: https://portal.shiptacenter.org/Portal/Content/STARS-Resources/Getting-Started.aspx
  - Reports: https://portal.shiptacenter.org/Portal/Content/STARS-Resources/Reports.aspx
- In the SMP library:
  - SIRS Basic Data Entry: https://smpresource.org/lessons/sirs-training-basic-data-entry-2024/
  - SIRS Reports Job Aid: https://smpresource.org/topics/sirs-reports-job-aid/

SIRS & STARS Access

- Overview video: https://us02web.zoom.us/clips/share/xznex9h-Rmmgjg_IGbsa_w
- Biggest technical issue to troubleshoot is lockouts
  - Passwords expire every 90 days
  - Multifactor authentication codes go to email on Team Member Form; must be entered within 15 minutes
  - Inactive for 120 days gets you locked out; you can unlock those under you in the hierarchy

Running Reports in SIRS & STARS

- Standard reports found under Configuration/Pages/Shared Pages
- Advanced Searches can be saved as tailored reports
- Data Export Reports and STARS Summary Reports (in STARS) and SIRS All in One and SIRS Summary Reports (in SIRS) offer additional drop-down menus
  - Limitations on data parameters vary by report (one month – one year)

Name
CMS Unique IDs Report - National
CMS Unique IDs Report - State
Data Export Reports
FAI Duals Summary Reports
MIPPA Performance Measures Report - National
MIPPA Performance Measures Report - State and User
Part D Enrollment Outcome (PDEO) Reports
Resource Report - User
SHIP Performance Measures Report - National
SHIP Performance Measures Report - State and User
STARS Summary Reports
Supplemental Benefits Report

Name
CMS Unique IDs Report - National
CMS Unique IDs Report - State
Complex Interactions Report
Fraud, Error, Abuse Trend Report
Incomplete Interactions Report Launch Page
OIG Report Launch Page
SIRS All In One Reports
SIRS Summary Reports

Help with STARS/SIRS Questions

- STARS: Robin Yuchasz at ryuchasz@nei3a.org
- SIRS: Sara Lauer at slauer@nei3a.org
- Locked out?
  - ResolveSoftSTARSHelpDesk@resolvesoft.com
  - ResolveSoftSIRSHelpDesk@resolvesoft.com

Reaching out to the SHIP/SMP Centers

- Brandy Bauer: (all three go to the same place, so pick one!)
  - bbauer@nei3a.org
  - bbauer@shiptacenter.org
  - bbauer@smpresource.org
- Info@shiptacenter.org
- Info@smpresource.org