OHIC Programs Overview

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ACL
Administration for Community Living

Topics Covered

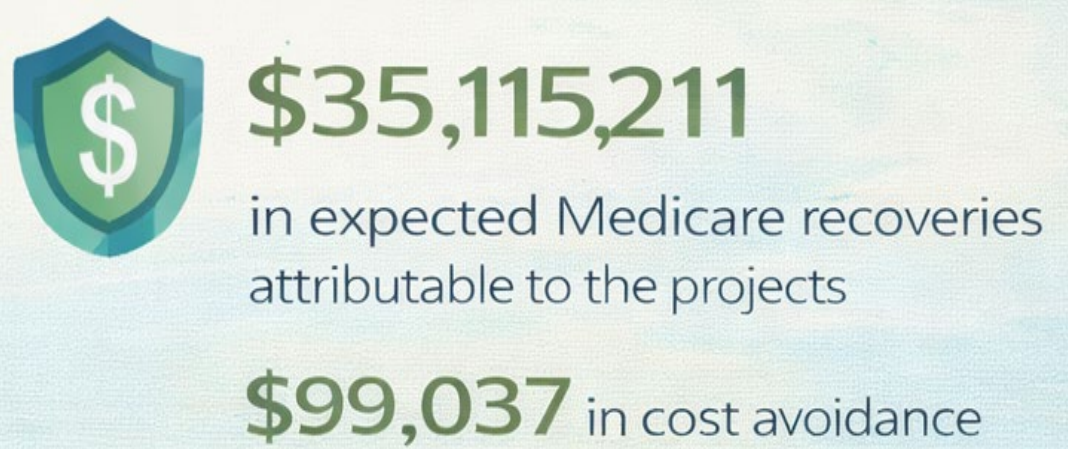
- SMP Performance Data
- SHIP Performance Data
- MIPPA Performance Data
- Part D Enrollment Outcomes Project
- Medicare Fraud Prevention Week
- SHIP Sub-recipient Report
- SHIP Report to Congress
- Casework
- Consumer Fraud Alerts
- OHIC Profiles
- Branding and Marketing
- Data System Upgrade
- Certification Requirements

SMP Performance Snapshot 1/1/2024 to 12/31/2024









- HHS Office of Inspector General (OIG) final annual SMP report issued 2024
- ACL will audit SIRS data and release an SMP Annual Report 2025 and moving forward

SMP Highlights & Activities

Report Updates

- OIG Report = No longer
  - OIG doesn't have the staff bandwidth to continue conducting the SMP data audit and report
- ACL SMP Report – In development
  - Goal is to have new ACL published report by this fall

Innovative Communications & Outreach

- Additional funding to test out new communication channels using technology
- Partnering with SMPRC and CMS
- Testing AI, SMPRC Smartphone Ap, material translations, and other activities to expand reach of the program nationally



SHIP Performance Snapshot 4/1/2024 to 3/31/2025

Performance Measure	Total Reached	Penetration Rate %
 PM 1: Beneficiary Contacts	1,900,359	2.9%
 PM 2: Group Outreach Contacts	2,626,764	4.0%
 PM 3: Medicare Beneficiaries Under 65	225,258	3.0%
 PM 4: Total Hard-to-Reach Contacts	2,683,145	6.0%
 PM 5: Enrollment Contacts	1,640,812	2.5%

SHIP Public Reports

Subrecipient Report

- SHIP services subawards
- Due May 31st annually
- Upload in GrantSolutions

SHIP Sub-Recipients Report

Grantee Name:	
State:	
Report Period:	
Total # of Sub-Recipients:	
Total Annual Sub-Recipient Amount (Federal SHIP Dollars Only):	

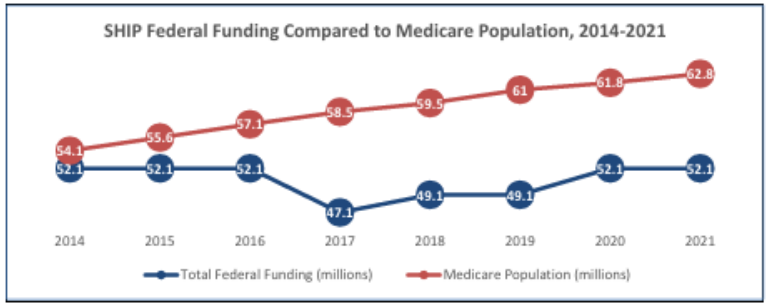
Subreceipient Name	Address	City	State	Zip	Annual Federal SHIP Amount

SHIP Report to Congress

- Activities and Outcomes
- Successes and Innovations
- Challenges with Medicare
- Information included gathered from:
  - Program Progress Reports
  - STARS data

Growing Population and Increasing Service Needs

The Medicare beneficiary population ***increased 16 percent*** from 54.1 million in 2014 to 62.8 million in 2021 and is projected to grow annually. Meanwhile, federal funding for the SHIP program has remained relatively constant from 2014 to 2021[1].

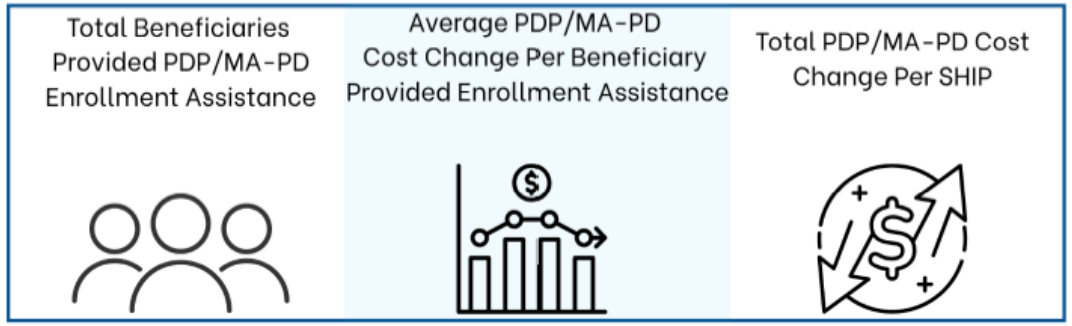


[1] *Excludes Medicare Improvements for Patients and Providers Act (MIPPA) funding designated for the SHIPs as that work is outside the scope of this report.*

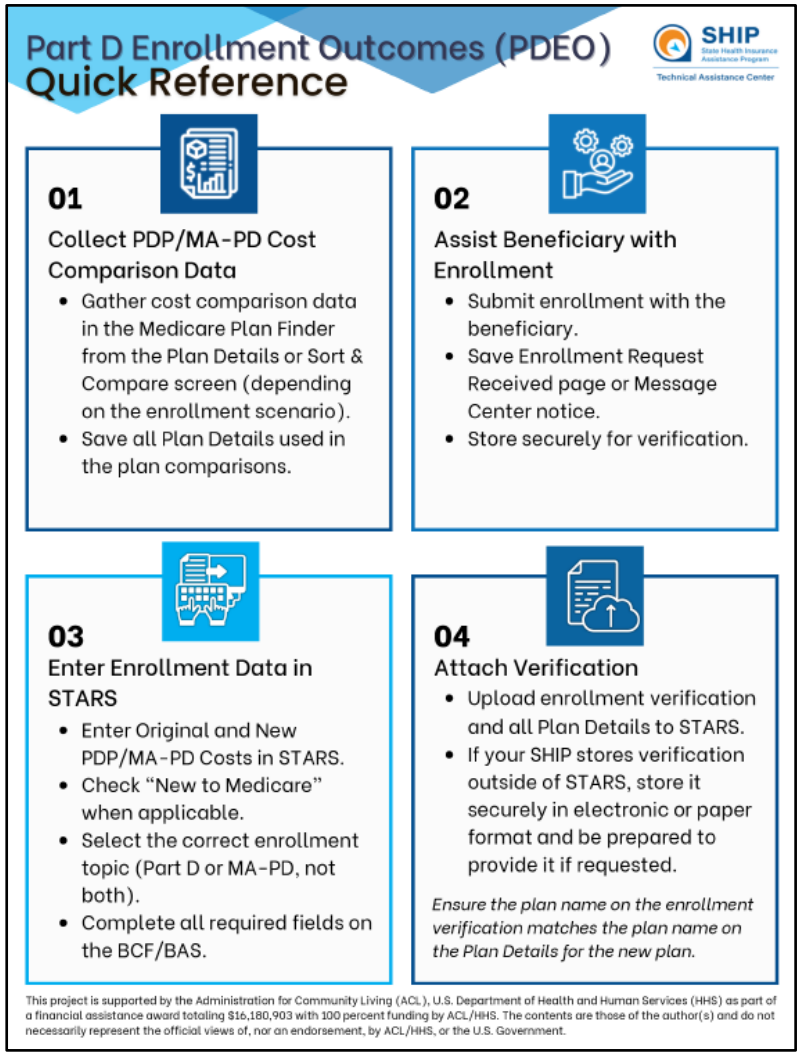
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Available at https://acl.gov/programs/connecting-people-services/state-health-insurance-assistance-program-ship

Part D Enrollment Outcomes (PDEO)



- Demonstrates SHIP enrollment assistance impact
- SHIPs are strongly encouraged to report PDEO cost changes
- All SHIPs must complete Attestation and Quality Assurance processes by 3/31 and 9/30 annually
- SHIP TA Center Resources:
  - Chapter 7A & 7B
  - Tipsheets
  - Self-guided course



2022 Medicare Enrollment Outcomes



SHIPs provided enrollment assistance and reported cost change data to 7,392 beneficiaries.





6,575 in Part D Prescription Drug Plan (PDP)



817 Medicare Advantage Plans with Part D (MA-PD) coverage

$2,046.13

in Part D Prescription Drug Plan (PDP)

$2,621.23

in Medicare Advantage Plans with Part D (MA-PD) coverage



National Cost Change Total

$15,594,856.39

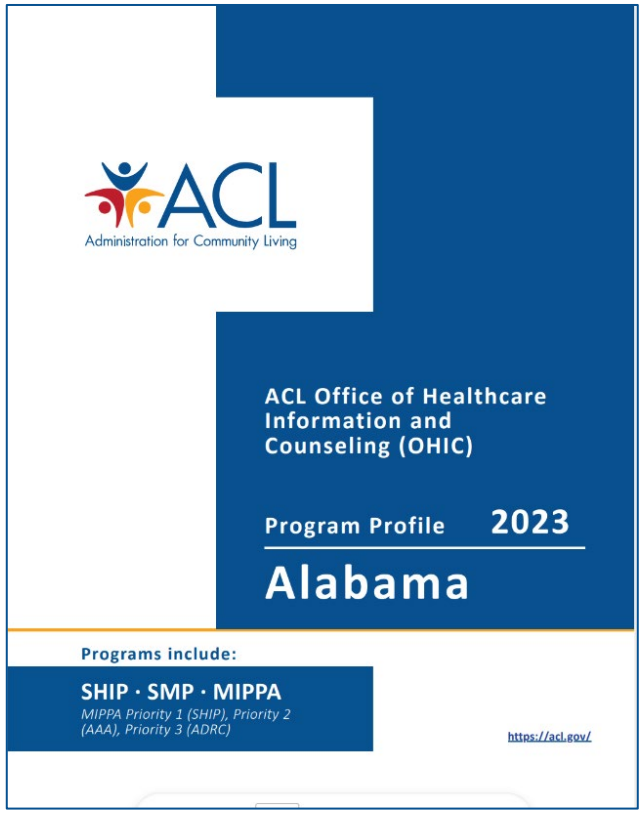
Includes results of 15 SHIPs: CT, FL, GA, IL, KS, KY, LA, ME, MO, MS, NV, NY, SC, UT

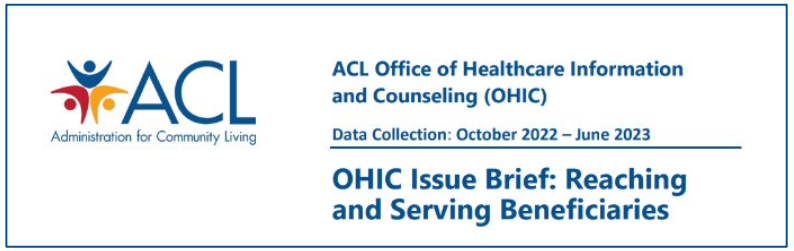
MIPPA Performance Snapshot 9/1/2024 - 8/31/2025

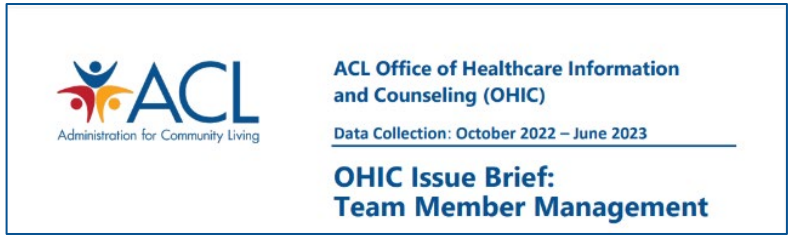


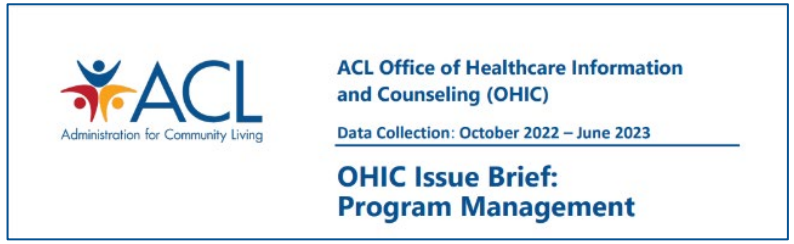
OHIC Profiles & Issue Briefs

Available in the resource libraries of the SHIP TA Center (OHIC Profiles - Issue Briefs) and the SMP Resource Center (Issue Briefs and Program Profiles).





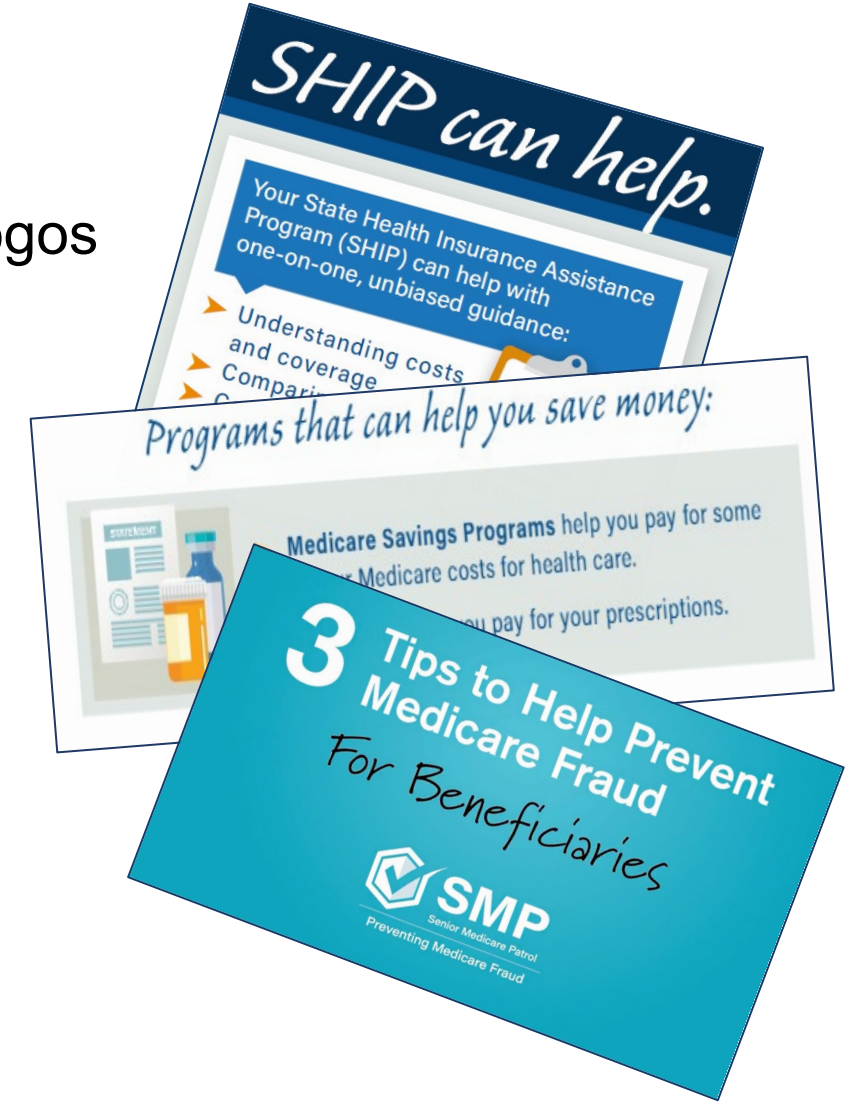




Branding & Outreach Materials

- Updated Logos & Branding Guide for SHIP & SMP
  - Programs must use the ACL designed program logos
  - Note: MIPPA does not have a logo YET

- Outreach Materials for all Programs:
  - Animations
  - Flyers
  - Social Graphics
  - SMP Congressional Training Materials
  - MIPPA Program Talking Points



Data Systems



- Current STARS and SIRS
  - STARS = SHIP and MIPPA reporting
  - SIRS = SMP reporting
  - ResolveSoft is the contractor and handles all HelpDesk and other items (password reset, lock outs, etc.)
  - Reporting Guidance in SHIP and SMP libraries
- New Data System Development
  - Sept. 2026 – Platform selected and development begins
  - Oct. 2027 – Sept. 2028 - Phased Rollout
  - Oct. 2028 – fully transitioned to new system
  - SHIP, MIPPA, SMP workgroups are full, but you can still share your thoughts! Email them to OHIC@acl.hhs.gov

OHIC Certification Requirement for Team Members

- Who?
  - All MIPPA, SHIP, and SMP team members assisting directly
- What?
  - National Competency Framework: Core foundational knowledge and skills by program
  - Standardized Testing: ACL administered online exam/s developed with help from SMP, SHIP, and MIPPA networks
- When?



Medicare Certification Requirement Cont'd

- Where?
  - Data System Integration: Testing and Certification management will be integrated into the new SHIP/SMP/MIPPA data system currently in development.
- Why?
  - External Pressure: Oversight entities, partners, and public are asking "How do you ensure team members are properly trained/knowledgeable?"
  - Good Risk Management: Establishing consistent national level standards as a base point for all programs raises the professionalism of the work, gives team members valued credentials, and demonstrates high quality standards.


Questions?

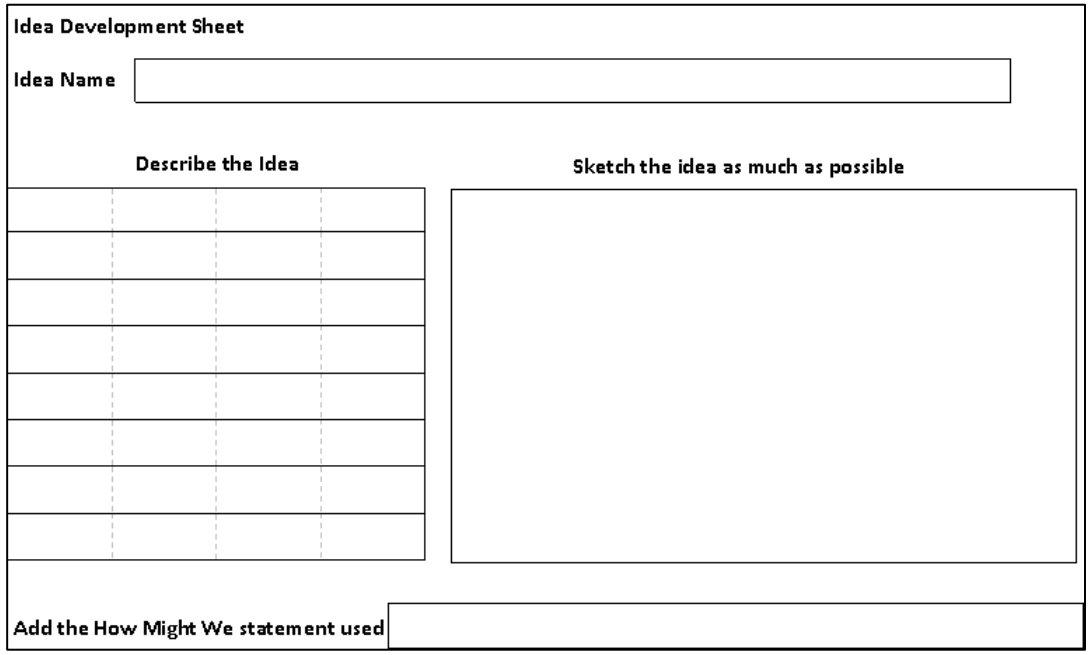
Brainwriting Activity: Program Management

- Each table selects a “How Might We” or HMW statement for the problem
  - Note: You can select a HMW statement or write your own

- Example:
  - Problem: Felix has been the director for 2 years. His office is allotted 5 positions. Due to the slow hiring process three positions are vacant now for varied lengths of time (12 mos., 6 mos., and 2 mos.). Felix is working late and on weekends to keep everything afloat. Last week Felix yelled at a staffer for a minor error and the office environment feels heavier and a bit negative.
  - How Might We statement: HMW give Felix guidance to improve the office morale and interactions?

Instructions

1. Tape *Idea Development Sheet* to 11x14 paper
2. On your own, complete the sheet
   - Idea Name
   - Describe the Idea
   - Sketch the Idea
   - Add HMW Statement
3. Pass your paper to the person to your right
   - Build on colleague's idea
   - Brainwrite in silence for 3 minutes
   - Repeat twice



Brainwriting Activity

- Each person shares their newly updated Idea development sheet the group
  - 2 minutes per person

- Group selects one Idea development sheet to share the large group
  - Pick a spokesperson
  - 2 minutes per group
  - We'll share one Idea development sheet per topic
  - All sheets will be posted around the room so people can take a look at the ideas at lunch

Turnover

Felix has been the director for 2 years. His office is allotted 5 positions. Due to the slow hiring process three positions are vacant now for varied lengths of time (12 mos., 6 mos., and 2 mos.). Felix is working late and on weekends to keep everything afloat. Last week Felix yelled at a staffer for a minor error and the office environment feels heavier and a bit negative.



Subawards - Tables 2/6



Reese has been the program director for a year. They observed three of the 10 subgrantees do not report consistently. Reese spoke to the program coordinators about reporting, provided update training to staff and volunteers, and the reporting woes continued. The coordinators indicate the reporting requirements are too onerous and their staff don’t have the time to report.

Reports – Tables 3/7

Randy started as a director last month in August. He attended all required orientations with your program, ACL and the Resource Centers. His inbox has 150 unread messages. He learned the past two program reports were not submitted and due within a month. He and the trainer start travel next week to deliver update training in advance of Medicare Open Enrollment through out the state. His boss just informed him another grant program is moving into his office next month. He is feeling overwhelmed and not sure how to get everything done.



Conflict – Tables 4/8

Carolyn has been working on a Medicare case for three weeks on Ace Inc. Last week, an additional 15 complaints for Ace Inc. were received. She talks to the director and wants to alert the local media. The director and Carolyn have a strained relationship due to past disagreements in handling media. The director declines Carolyn's request.



Carolyn and two volunteers she works closely with are distressed. The volunteers send an email to ACL outlining their concerns about the Ace Inc. and their director. The director learns about the email because a copy is left on the office printer.