



ALL THINGS SHIP

ECIAAA Quarterly SHIP Newsletter



INTRODUCING THE SHIP QUARTERLY NEWSLETTER

Newly Certified SHIP Counselors,

Congratulations on completing your SHIP certification! The counseling services you will be providing are essential to older adults as they embark on a journey to navigate the complexities of Medicare. With open enrollment just around the corner, ECIAAA is excited to introduce our quarterly SHIP newsletter to provide helpful tips and information to support your agency! Whether you are newly certified or a seasoned SHIP counselor, our intention is to provide valuable supplemental information to guide you in your SHIP counseling work. Stay tuned!



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HELPFUL HINTS FOR REPORTING

STARS Reporting for SHIP

Please remember to stop and think if you are assisting a low income beneficiary - does the assistance fall under a Medicare Improvements for Patients and Providers Act (MIPPA) qualifying topic? If so, be sure to mark "MIPPA." The MIPPA Contact radio button defaults a 'no' response. Select the 'yes' radio button if the SHIP team member conducts MIPPA work and the beneficiary contact included one or more of the Topics Discussed listed in the table below:

<u>Part D Low Income Subsidy (LIS/Extra Help)</u>	<u>Medicaid</u>	<u>Additional Topic Details</u>
Application Assistance	Application Submission	Preventive Services
Application Submission	Benefit Explanation	
Benefit Explanation	Buy-In Coordination	
Eligibility/Screening	Eligibility/Screening	
LI NET/BAE	Medicaid Application Assistance	
	MSP Application Assistance	
	Recertification	

Coming soon: In recognition of expanding the list of MIPPA qualifying topics to incorporate all potential MIPPA work, ACL will develop Performance Measures and Reports to further define how elements will be tracked. Be sure to select all qualifying topics covered in the counseling.

HELPFUL HINTS ON EXPENDING MIPPA-RELATED FUNDS

Expending MIPPA related funding during COVID-19 poses many challenges. Our network of SIS/CPoE providers and SHIP sites have had difficulty coordinating or even attending Outreach events, our bread and butter for a community presence and engagement of new clients needing benefits counseling. Funded sites should consider the purchase of PPE or technology enhancements to best serve their agency methods of operation. Some items to consider may include:

- Supply of face masks
- Disposable gloves if handling verification documents
- Supply of hand sanitizer, including individual sanitizers with promotional label
- Supply of disposable writing utensils
- Countertop/desktop plexiglass shields
- Tablet utilized to take photographs of verification documents
- Technology devices and internet hotspots

PROVIDER-SUGGESTED SPOTLIGHT:



DUAL LAPTOP SCREENS

Detachable screen allows for screen sharing while maintaining physical distancing. For example, see [MobilePixels website](#). Kickstand can be found [here](#).

PLANNING FOR OPEN ENROLLMENT

Consider how your agency is currently operating



- Are you carrying out socially distant face to face appointments?
- Do your agency grounds allow for a private socially distant outdoor meeting area?
- Are you providing support telephonically? How have you been obtaining needed documents for verification currently?
- Are appointments taking longer than pre-COVID?
- Do you have the ability to increase your staffing/volunteer plan for Open Enrollment?

How can you get the word out about your plan?

- Are you sending out a newsletter?
- Are you utilizing social media?
- Can you send out a checklist of documents that will be necessary ahead of scheduled appointments?
- How can you use technology?



LINKS TO CHECK OUT

Successful Practices: [Telework & Outreach During the COVID-19 Pandemic](#)

NCOA Launches Modernized Tool to Simplify the Complicated Process of Choosing a Medicare Plan—Just in Time for Open Enrollment. Read about it [here](#), or to access the tool directly, click [here](#).

Visit the SHIP TA Center and Login to download September Counseling Tips: [Preparing for Future Healthcare Needs](#)

Additionally, the SHIP TA Center [Resource Library](#) has a wealth of resources including news, virtual events, and helpful articles on their Medicare Messenger [page](#).