

**Medicare Improvements for Patients and Providers Act (MIPPA):  
State Plans for Medicare Savings Program, Low Income Subsidy & Prescription Drug Enrollment  
Outreach and Assistance**

**Integrated Partners (SHIP) & Aging and Disability Resource Center (ADRC)**

**Scope of Work**

**9/1/2020 through 8/31/2021**

The purpose of the MIPPA funding is to enhance state efforts to provide assistance to Medicare beneficiaries through statewide and local coalition building focused on intensified outreach activities to beneficiaries likely to be eligible for the Low-Income Subsidy program (LIS) or the Medicare Savings Program (MSP) and to assist those beneficiaries in applying for benefits.

Funds are used to support locally accessible counseling services to beneficiaries and their caregivers in coordination with ACL, CMS, OHA and community partners. Services provided by each organization to which the State awards a MIPPA funding are allocated to be utilized for community outreach materials and education in efforts to increase awareness and enrollment amongst eligible low-income Medicare beneficiaries for the LIS and/or MSP program. Under the terms and conditions of the SHIP program, the grantee will be responsible for the following duties, activities, and deliverables:

1. Increase the following four (4) MIPPA Performance Measures by five percent (5%) from the previous year statewide:

- a. **PM1: Overall MIPPA Contacts - Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the state –**

<b>Overall MIPPA Contacts 9/30/2018 to 9/29/2019</b>	<b>Proposed Overall MIPPA Contacts 9/30/2020 to 9/29/2021</b>
6,591	6,921

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- b. **PM2: Overall Persons Reached through Outreach - Total number of people reached as reported on group outreach and education forms.**

<b>Overall Persons Reached through Outreach 9/30/2018 to 9/29/2019</b>	<b>Proposed Overall Persons Reached through Outreach 9/30/2020 to 9/29/2021</b>
4,854	5,097

- c. **PM3: MIPPA Target Populations - Total number of beneficiary contact forms by target beneficiary groups (Under 65, Rural, Native American, English as a Secondary Language).**

<b>MIPPA Target Populations 9/30/2018 to 9/29/2019</b>	<b>Proposed MIPPA Target Populations 9/30/2020 to 9/29/2021</b>
2,684	2,818

- d. **PM4: Contacts with Applications Submitted - Percentage of forms with applications submitted compared to overall MIPPA contacts reported in PM1.**

<b>Contacts with Applications Submitted 9/30/2018 to 9/29/2019</b>	<b>Proposed Contacts with Applications Submitted 9/30/2020 to 9/29/2021</b>
566	594

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2. Ensure that SHIP Counselors, Volunteers, and Regional POINT staff are properly trained in the guidelines and enrollment procedures of the LIS and MSP programs.
3. Screen beneficiaries for low-income programs at the outset of options counseling and assistance by utilizing available resources, program guidelines and screening tools.
4. Screening **MUST** be conducted for all Medicare beneficiaries whether it is indirect or direct; therefore; **ALL CLIENT CONTACTS ENTERED IN STARS MUST SELECT “YES” AS A MIPPA CONTACT** (See Below).

HOME	TRACKING INBOX	SEARCH	REPORTING	CONFIGURATION
Tracking Inbox > New Beneficiary Contact				
MIPPA		<input checked="" type="radio"/> Yes <input type="radio"/> No *		
Send to SMP		<input type="radio"/> Yes <input checked="" type="radio"/> No		

The following are some examples of how to obtain a client's income for MIPPA purposes:

- Example #1 – Simply inquiring about client's gross monthly household income to see if they qualify for LIS and MPP. \*Remember if a client is contacting you in need of assistance, they will most likely not hesitate on providing their income to see if they qualify, so do not be afraid to inquire about their income.
- Example # 2 – If a client does not want to provide their income you can provide them with the eligibility guidelines of both LIS and MPP and they can determine if they qualify or not.
- Example # 3 – You can sometimes determine if a client would be ineligible for LIS and/or MPP just based on conversation. For instance, if they state that they have assets such as IRA, 401K, etc.

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5. Ensure enrollment of eligible beneficiaries into LIS and MSP and assist beneficiaries with Part D enhancement as necessary:
  - *Assist beneficiaries in completing the MSP application and ensure proper submission to the RI Medicaid Office.*
  - *Assist beneficiaries with the Social Security online application for LIS if they are not automatically enrolled (i.e. full LIS)*
6. Develop and/or update OHA-approved marketing materials (e.g., fact sheets, flyers, brochures) and distribute materials to current and potential beneficiaries, families, caregivers and agencies/organizations, and at outreach events.
7. Translate outreach material in the regional predominate language(s) to ensure that beneficiaries have access to the information provided.
8. Ensure utilization of an interpreter, if needed, to provide proper translation of information and assistance to non-English speaking, low-income Medicare beneficiaries.
9. Provide six (6) MIPPA outreach/education/enrollment events to hard-to-reach, low income, and/or minority populations using targeted venues for the entire grant period. Determining the state of the COVID-19 pandemic, traditional outreach events may not be an option so it will be required to think of innovative ways to effectively outreach in order to meet the requirements of the MIPPA Grant. Some ideas may include, but not limited to, the following:
  - Collaborating with food delivery services such as: Meals on Wheels and the Food Bank to distribute developed marketing outreach materials, flyers, stickers, and/or labels into home-delivered and curbside meals.

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- Distributing developed marketing outreach materials to senior housing complexes, food pantries, home health agencies, visiting/county nurses, and other partners who work with beneficiaries on a regular basis
  - Distributing developed marketing outreach materials at grocery stores and pharmacies during senior/high-risk shopping hours.
  - Advertising in local newspapers and newsletters.
  - Advertising on social media such as: Facebook, Agency websites, Twitter, YouTube, Google, Pinterest, LinkedIn, internet radio (Pandora), and local radio stations
  - Partnering with community agencies to deliver messaging about the available Medicare assistance programs and preventive wellness services offered
10. Distribute developed MIPPA informational materials to hard-to reach Medicare beneficiaries within each specific region by targeting sites/locations where potential beneficiaries can be located.
11. Distribute developed MIPPA informational materials to clients of existing programs that have similar eligibility criteria, such as, but not limited to: The Low-Income Heating Assistance Program (LIHEAP), Meals-on-Wheels, and the Supplemental Nutrition Assistance Program (SNAP).
12. Distribute developed MIPPA information materials to locations where activities occur that prevent disease and promote wellness (e.g., health centers and senior centers).
13. Perform data collection and data entry into STARS for all Part D, LIS and MPP related activities. Ensure timely and accurate recording of all Part D, LIS and MPP data (collection and entry) in to STARS in accordance with current requirements (i.e., all data will be

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recorded by the last day of a month for the previous month) to ensure that ACL and OHA has access to up-to-date information.

14. Attend Integrated Partners meetings with OHA and other partners to discuss any challenges or barriers encountered, while sharing progress and insights from successful outreach/education/enrollment events conducted to date.