



# SHIP Performance Measure Inputs

## 11.20.18



**PM1: Client Contacts**

Percentage of total beneficiary contacts per Medicare beneficiaries in the State.

**Definition:** Encompasses all beneficiary contact forms and additional beneficiary sessions forms reported on one-on-one interactions where Medicare or SHIP program information are shared with or on behalf of beneficiaries.

Includes	Does Not Include
In-person (counseling location and home)	Unsuccessful attempts to reach a beneficiary (i.e. leaving a message)
Telephone	Individuals reached through public events (unless you have substantial individual contact with someone after the event)
E-mail	Contacts when the only purpose is to schedule an appointment
Postal mail	Mass e-mails
Fax	
Web based	

## PM2: Outreach Contacts

Percentage of persons reached reported on Group Outreach and Education Forms per Medicare beneficiaries in the State.

**Definition: Number of people reached (attendees) through events reported on group outreach and education forms in STARS**

- The event must include the provision of Medicare or SHIP information to the public.
- Persons reached requires the ability to monitor attendance and offers an opportunity for participants to ask questions or ask for clarification of the information at the time of the presentation.

Includes
Presentations (in-person, webinars, teleconferences)
Booths and exhibits
Enrollment Events

Does Not Include	
Billboards	Radio
Email	Social Media
Magazine/Newspaper	Television
Newsletter	Website


**PM3: Medicare  
Beneficiaries Under 65**

Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the State.

Definition: Encompasses all beneficiary contact forms and additional beneficiary sessions forms which indicate the beneficiary is both under age **and** receiving or applying for Medicare and Social Security benefits due to disability.

64 or Younger	▼
64 or Younger	
65-74	
75-84	
85 or Older	
Not Collected	
Hispanic or Latino	

and

Receiving or Applying for Social Security Disability or Medicare Disability  Yes  No 

**PM4: Hard-to-Reach  
Contacts (NEW)**

Percentage of low-income, rural, and non-native English contacts per total “hard-to-reach” Medicare beneficiaries in the State.

Definition: Encompasses all beneficiary contact forms and additional beneficiary sessions forms which indicate the beneficiary meets one or more of the following designated hard-to-reach populations:

- **Low-Income.** Any contacts with beneficiaries below 150% Federal Poverty Level are considered a low-income contact.
- **Rural contact.** A contact will count as rural if he or she lives in an Micropolitan or Outside county designated by the Centers for Disease Control National Center for Health Statistics Urban Rural Classification.
- **Non-Native English speakers.** A client should be considered a non-native English speaker if (a) they answer “no” to the question “is English your first language?” or (b) if the counselor can reasonably conclude that the client is not fluent in understanding, speaking, reading, and/or writing the English language.

## 6 PM 4 Hard-to-Reach Contacts

- Each section of this PM will be calculated by taking the total beneficiary contact forms and additional beneficiary sessions forms in the hard-to-reach category and dividing by the total beneficiary population in that category.

- | Population                  | Total Beneficiaries in State | Total Contacted by SHIP | Score       |
|-----------------------------|------------------------------|-------------------------|-------------|
| Low-income                  | 150,000                      | 12,000                  | 8%          |
| Rural                       | 70,000                       | 9,000                   | 13%         |
| Non-native English speakers | 30,000                       | 3,000                   | 10%         |
| <b>Total*</b>               | <b>250,000</b>               | <b>24,000</b>           | <b>9.6%</b> |

\*Some beneficiaries could fall into multiple categories and thus be counted multiple times in the numerator and denominator.

## PM5: Enrollment Contacts

Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.

- Definition: Total unduplicated enrollment contacts as reported on the NPR beneficiary contact forms and additional beneficiary sessions forms.
  - Includes 18 possible enrollment topics (illustrated on the next slide)
  - If a form has more than one enrollment topic selected the contact will count only once in PM 5.

# PM 5 – Enrollment Contacts

Original Medicare (Parts A & B)

- Appeals/Grievances
- Benefit Explanation
- Claims/Billing
- Coordination of Benefits
- Eligibility
- Enrollment/Disenrollment
- Fraud and Abuse
- QIO/Quality of Care

Medigap and Medicare Select

- Claims/Billing
- Eligibility/Screening
- Fraud and Abuse
- Marketing/Sales Complaints & Issues
- Plan Non-Renewal
- Plans Comparison

Medicare Advantage (MA and MA-PD)

- Claims/Billing
- Disenrollment
- Eligibility/Screening
- Enrollment
- Fraud and Abuse
- Marketing/Sales Complaints & Issues
- Plan Non-Renewal
- Plans Comparison
- QIO/Quality of Care



# 9 PM 5 Enrollment Contacts Continued

Part D Low Income Subsidy (LIS/Extra Help)

- Appeals/Exemptions
- Application Assistance
- Application Submission
- Benefit Explanation
- Claims/Billing
- Eligibility/Screening
- Other

Medicaid

- Application Submission
- Benefit Explanation
- Claims/Billing
- Eligibility/Screening
- Fraud and Abuse
- Medicaid Application Assistance
- Medicare Buy-in Coordination
- Medicaid Managed Care
- MSP Application Assistance
- Recertification
- Other