



# STARS Reports

**Presented by:** the Administration for Community Living (ACL)  
and the SHIP National Technical Assistance Center (SHIP TA Center)

*June 26, 2019*





## Agenda

- Overview of STARS Reports
- Performance Measure Report
- Resource Report
- 1-800-Medicare Unique ID Report
- STARS Resources
- Questions?



# OVERVIEW OF STARS REPORTS



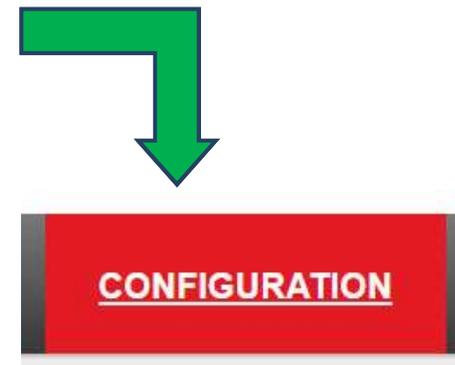
## Configured STARS Reports

1. SHIP Performance Measures Report
  - Available since early June 2019
2. Resource Report
  - Available since early May 2019
3. 1-800-Medicare Unique IDs Report
  - Available since autumn 2018

## STARS Searching and Reports Tools: What are the Differences?

1. Tracking Inbox: Search data entered by you and about you using column headings to sort in ascending or descending order.
2. Search Menu: Search and/or export data entered by anyone, as long as it is visible to your role; useful for finding and reviewing records and conducting data quality assurance.
3. **Reports: Configured reports that aggregate data.**

- Configuration menu (Pages > Shared Pages)
- *The Reporting menu is not applicable*



## Role-Based Configured STARS Report Access

STARS Role	Performance Measures Report	Resource Report	Unique ID Report
SHIP Director	State level, sub-state level, or site level report	State level, sub-state level, or site level report	State level, sub-state level, or site level report
SHIP Assistant Director	State level, sub-state level, or site level report	State level, sub-state level, or site level report	State, sub-state or site level report
State Staff	State level, sub-state level, or site level report	State level, sub-state level, or site level report	<b>No access</b>
Sub-State Manager	Sub-state or site level report	Sub-state or site level report	<b>No access</b>
Site Manager	Site-level report	Site-level report	<b>No access</b>



## NPR-Transferred Data in STARS

- **All data from NPR** was transferred into STARS in June 2019
- Migrated to the state-level partner organization
  - Only state-level users can access migrated NPR data
- All state-level Performance Measure Reports will include NPR data, when applicable
  - They are based on zip code, not location of the form in the hierarchy
- Users below the state level will not be able to access the data, including the reports, unless the individual forms are reassigned



## “DoNotDelete NPRData” Team Member

- BAH created a team member specifically for the transferred NPR data: **Do NOT delete this team member**
  - First name = DoNotDelete
  - Last name = “NPRData” plus your two-digit state abbreviation
    - i.e. NPRDataAL (for Alabama, and so on)
- This NPR team member appears in “Session Conducted by” fields
- If desired, you can manually reassign NPR-transferred records to any other team member at any level of the hierarchy



## Other Elements of “DoNotDelete NPRData”

- Date of Birth = 01/01/1950
- Gender = Not Collected
- Paid Status = Volunteer
- Primary Language = Other
- Race = Not Collected
- Start Date = 01/01/2005
- Status = Active
- User role = STARS Submitter

Note: Data associated with this team member will appear on the Resource Report

## Counselor and Agency Information on NPR-transferred data

- Saved to the Special Use Fields
  - Counselor name was saved to Field 4
  - Agency name was saved to the Field 5
- Example from the Beneficiary Contact Form:

Special Use Fields	
Original PDP/MA-PD Cost	<input type="text"/>
New PDP/MA-PD Cost	<input type="text"/>
Field 3	<input type="text"/>
Field 4	Counselor: Jane Doe
Field 5	Agency: Virginia SHIP



# PERFORMANCE MEASURES REPORT



## Performance Measures Report: What Has and Hasn't Changed

- What has changed:

- Can be generated directly by STARS users with roles that can run reports
- Can be run for any time period
  - The system will limit time frame to one year or less
- Reports will not be distributed quarterly
  - Instead, users generate reports as needed, including ACL

- What hasn't changed:

- The performance measures themselves
- The look and feel of the report



## Likert Ratings for Each PM

Score Location	Rating
Top 10% (5 States)	Excellent
Next 20% (11 States)	Good
Middle 40% (22 States)	Average
Next 20% (11 States)	Fair
Bottom 10% (5 States)	Low



## Performance Measure Report – PM1



### PM1: Client Contacts

**Percentage of total client contacts per Medicare beneficiaries in the state.**

### **STARS data used – PM 1 Client Contacts:**

- All Beneficiary Contact Forms and SHIP Beneficiary Additional Sessions forms that have at least one topics discussed selected



## Performance Measure Report – PM2

### PM2: Outreach Contacts

Percentage of persons reached through presentations, booths/exhibits, and enrollment events per Medicare beneficiaries in the State.

### STARS data used – PM 2 Outreach Contacts:

- Number of Attendees reported on the group Outreach and Education form
  - *Note: Estimated number of people reached in Media Outreach and Education forms does not count*



## Performance Measure Report – PM3

### **PM3: Medicare Beneficiaries Under 65**

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

### **STARS data used – PM 3 Medicare Beneficiaries Under 65:**

- All Beneficiary Contact Forms and SHIP Additional Beneficiary Session forms with both "Receiving or applying for Social Security Disability or Medicare disability" and "64 or younger" selected.

## Performance Measure Report – PM4

### PM4: Hard-to-Reach Contacts

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

### STARS data used – PM4: Hard-to-Reach Contacts:

- All Beneficiary Contact Forms and Beneficiary Additional Sessions forms with at least one hard-to-reach demographic
- The designated "hard to reach" selections are:
  - Low income: “Beneficiary Monthly Income” = Below 150% FPL
  - Non-native English speaker: “English as a Primary Language” = No
  - Rural: County needs to meet ACL’s classification



## Performance Measure Report – PM5

### **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.**

### **STARS data used – PM5 Enrollment Contacts:**

- Beneficiary Contact Forms and SHIP Beneficiary Additional Sessions forms with at least one enrollment topic selected under the Topics Discussed

## Breakdown of Data Sources in STARS

Denominator Data	
<b>PM 1</b>	<ul style="list-style-type: none"><li>• CMS October Medicare enrollment file (2017)</li></ul>
<b>PM 2</b>	<ul style="list-style-type: none"><li>• CMS October Medicare enrollment file (2017)</li></ul>
<b>PM 3</b>	<ul style="list-style-type: none"><li>• CMS Chronic Condition Data Warehouse (2017)</li></ul>
<b>PM 4</b>	<ul style="list-style-type: none"><li>• Low-income: LIS beneficiary population (CMS data)</li><li>• Rural: CMS October Medicare enrollment file filtered by Medicare beneficiaries in counties identified as rural by CDC National Center for Health Statistics (NCHS)</li><li>• ESL: Estimated from Census Bureau American Community Survey</li></ul>
<b>PM 5</b>	<ul style="list-style-type: none"><li>• CMS October Medicare enrollment file (2017)</li></ul>

# Accessing the Performance Measures Report

**Step 1**

HOME TRACKING INBOX SEARCH REPORTING **CONFIGURATION**

Configuration » Pages » Shared Pages »

PAGES SHARED PAGES DASHBOARD OPTIONS

Shared Pages Dashboard Options

**Step 2**

Name	Description	Business Key
▶ 1-800 Medicare Unique ID's Report - State	This launch page launches the 1-800 Medicare Unique ID's Report for State user in STARS.	report.1800MedicareUniqueIDsStateReport
▶ Performance Measure Report - State and User	This launch page launches the State and User PM Reports.	report.PerformanceMeasureReportStateUser
▶ Resource Report - User	This launch page launches the User Resource Report for State, Sub-state, and Site users in STARS.	report.UserResourceReport

**Step 3**



# To Run a Performance Measure Report

1. Choose state, sub-state or site, then date range
2. Choose format (excel is the default)
3. Click Launch

**1)\* Please select your State, Sub-State, or Site:**

State / Sub-state / Org:

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

**2)\* Please select a format. It is recommended you use the default setting (Microsoft Excel).**

Microsoft Excel - (Recommended)

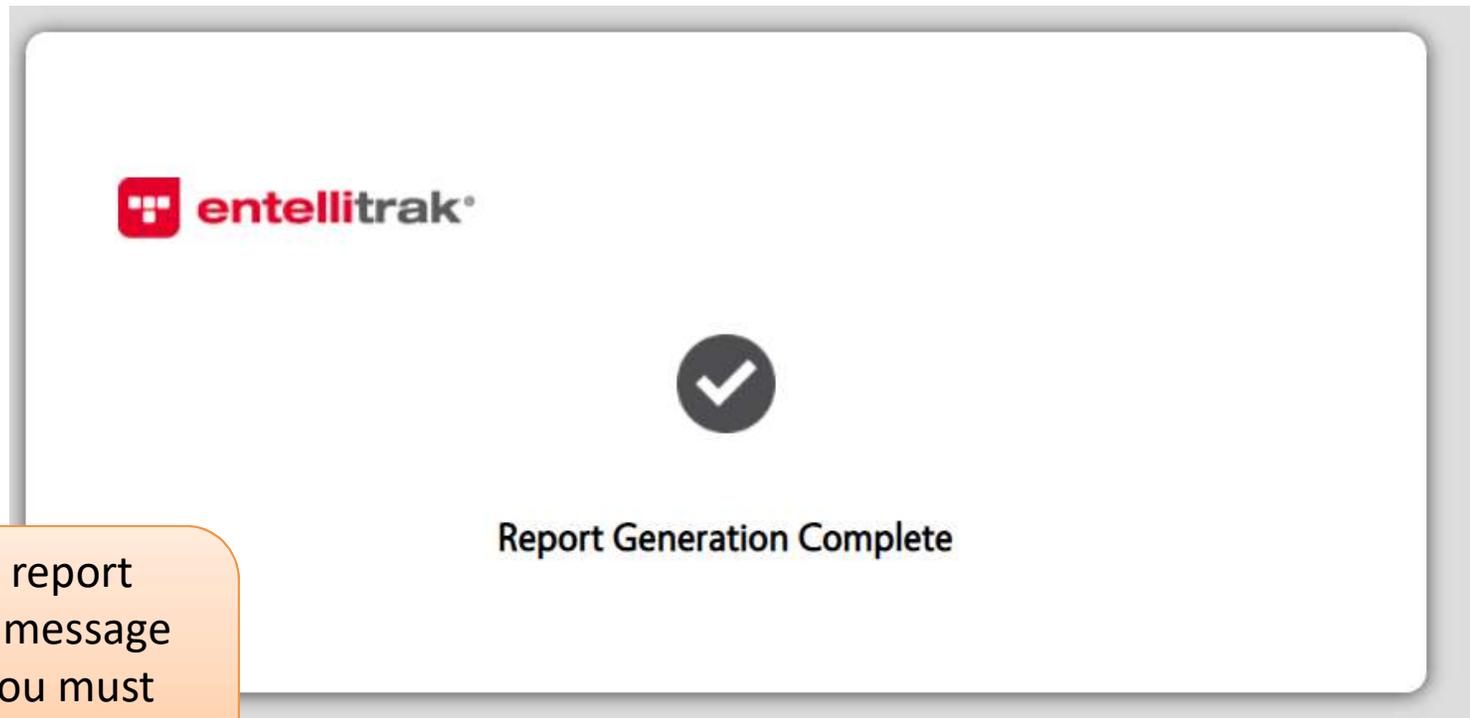
PDF

Rich Text File (rtf)

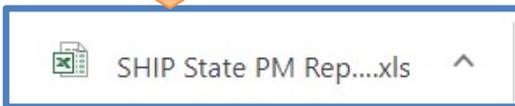
HTML

Launch Report

## Tip: Report Generation Confirmation



After this report generation message appears, you must usually wait for the excel file to load



# Sample Performance Measure Report in Excel

State Name		PM	Total # Reached	Medicare Population	Total # Reached	Penetration Rate %	% Change in Total # Reached	Likert Performance Rating	Annual 2017 - 2018 Target Performance	Annual 2017 - 2018 Target Penetration Rate
Virginia	PM 1: Beneficiary Contacts	12	1,402,456	53	0.0%	341.67%	Low	Average	16.28	
Virginia	PM 2: Group Outreach Contacts	89	1,402,456	639	0.05%	617.98%	Low	Average	14.41	
Virginia	PM 3: Medicare Beneficiaries Under 65	4	207,108	6	0.0%	50.0%	Low	Good	11.47	
Virginia	PM 4: Total Hard-to-Reach Contacts	15	793,683	39	0.0%	160.0%	Low	Good	12.77	
Virginia	PM 5: Enrollment Contacts	2	1,402,456	20	0.0%	900.0%	Low	Good	7.06	

Previous Date	Current Date Range	Current Date	Annual Performance Rating
04/01/2017	12/31/2017		

\* Previous Date: 04/01/2017 - 12/31/2017



Widen the F and J columns if needed (to see dates instead of #####)

A note at the bottom of the report explains the "Previous Date" range

Navigate through the Page tabs for additional data



Creating a Performance Measure Report

# DEMONSTRATION



# RESOURCE REPORT



## About the Resource Report

- The Resource Report is used to gather metrics on the various demographics of users in the system. The report provides a summary of active users and the number of hours spent on activities during a date range.
- A team member is deemed active if they have time entered on the Activity form or if they \*conducted a session during the report date range.
  - \**Session Conducted By* field on any form in STARS
- Training time currently pulls from “Other” on Activity Form, but a new Training Form is under development



## Resource Report: What Has and Hasn't Changed

- What has changed:

- ACL will run each state's report in STARS—no SHIP submission required
- Are generated directly by STARS users with roles that can run reports
- Can be run for any time period
  - The system will limit time frame to one year or less

- What hasn't changed:

- The content of the report
- The look and feel of the report



## Sources of Data for the Resource Report

- Forms
  - Beneficiary Contact Form: *Date, Time Spent and Session Conducted By*
  - Group Outreach and Education Form: *Date, Time Spent and Session Conducted By*
  - Media Outreach and Education Form: *Date, Time Spent and Session Conducted By*
  - Activity Form (attached to Team Member Form): *Month, Year, Total Minutes*
- Data Displayed but not used as a filter: Paid Status, Role, Demographics

# Accessing the Resource Report

The screenshot shows a navigation menu with the following items: HOME, TRACKING INBOX, SEARCH, REPORTING, CONFIGURATION, PAGES, SHARED PAGES, and DASHBOARD OPTIONS. The CONFIGURATION menu is highlighted in red. The SHARED PAGES sub-menu is also highlighted in red. The table below lists the shared pages, with the 'Resource Report - User' entry highlighted in red.

Name	Description	Business Key
▶ 1-800 Medicare Unique ID's Report - State	This launch page launches the 1-800 Medicare Unique ID's Report for State user in STARS.	report.1800MedicareUniqueIDsStateReport
▶ Performance Measure Report - State and User	This launch page launches the State and User PM Reports.	report.PerformanceMeasureReportStateUser
▶ Resource Report - User	This launch page launches the User Resource Report for State, Sub-state, and Site users in STARS.	report.UserResourceReport

# To Run a Resource Report

1)\* Please select your State, Sub-State, or Site:

State Hierarchy:

Start Date (mm/dd/yyyy):

End Date (mm/dd/yyyy):

Click the arrow to see your hierarchy and make a selection

Enter your date range

2)\* Please select a format. It is recommended you use the default setting (Adobe PDF).

PDF - (Recommended)

Microsoft Excel

Rich Text File (rtf)

HTML

Launch Report

PDF recommended but not required

# SHIP State Resource Report:

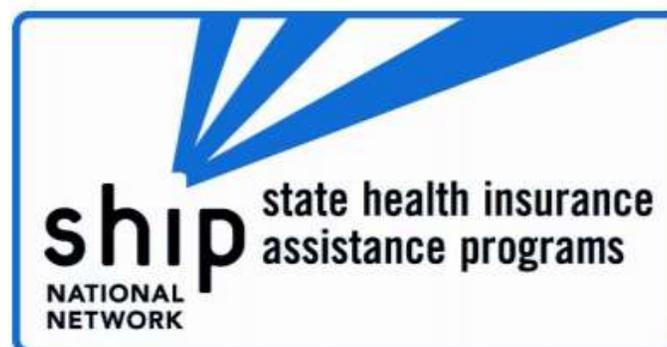
Virginia SHIP

Run date: 8/14/18 12:00 AM

Resource  
Report:  
Top Half of  
the Report

	SHIP Personnel by Paid Status			Hours Spent				
	SHIP-Paid	In-Kind	Volunteer	Beneficiary	Group	Media	Other Activities	Total
SHIP Director	2	2	0	0	0	0	0	0
Assistant Director	1	0	0	120	120	0	90	330
State Staff	2	0	0	0	0	0	180	180
Sub-state Manager	1	1	0	45	4	0	0	49
Sub-state Staff	0	0	0	0	0	0	0	0
Site Manager	3	0	0	110	124	0	120	354
Site Staff	0	1	0	60	0	0	0	60
Team Member	3	1	1	350	30	195	0	575
STARS User	1	0	2	300	1,386	600	100	2,386
Total	13	5	3	985	1,664	795	490	3,934

Hours Spent	SHIP-Paid	In-Kind	Volunteer
Beneficiary Contact	250	105	630
Group Outreach	1,014	34	616
Media Outreach	20	115	660
Other Activities	390	0	0
Total	1,674	254	1,906



## Resource Report: Bottom Half of the Report

Number of Total Active Counselors with the Following Characteristics

Years of SHIP Service	
Less Than 1 Year	12
1 Year Up to 3	7
3 Years Up to 5	2
More Than 5 Years	2

Counselor Age	
Less Than 65	13
65 Years or Older	8

Counselor Gender	
Female	10
Male	5
Other	5
Not Collected	1

Counselor Race	
American Indian / Alaskan Native	2
Asian	3
Black or African American	4
Native Hawaiian or Pacific Islander	0
Hispanic/Latino	1
White	7
Other	5
Not Collected	2

Counselor Languages		
	Primary	Secondary
English	16	0
Chinese	2	2
Korean	0	0
Russian	0	1
Spanish	0	1
Vietnamese	0	0
Other	3	4



## **1-800-MEDICARE UNIQUE ID REPORT**



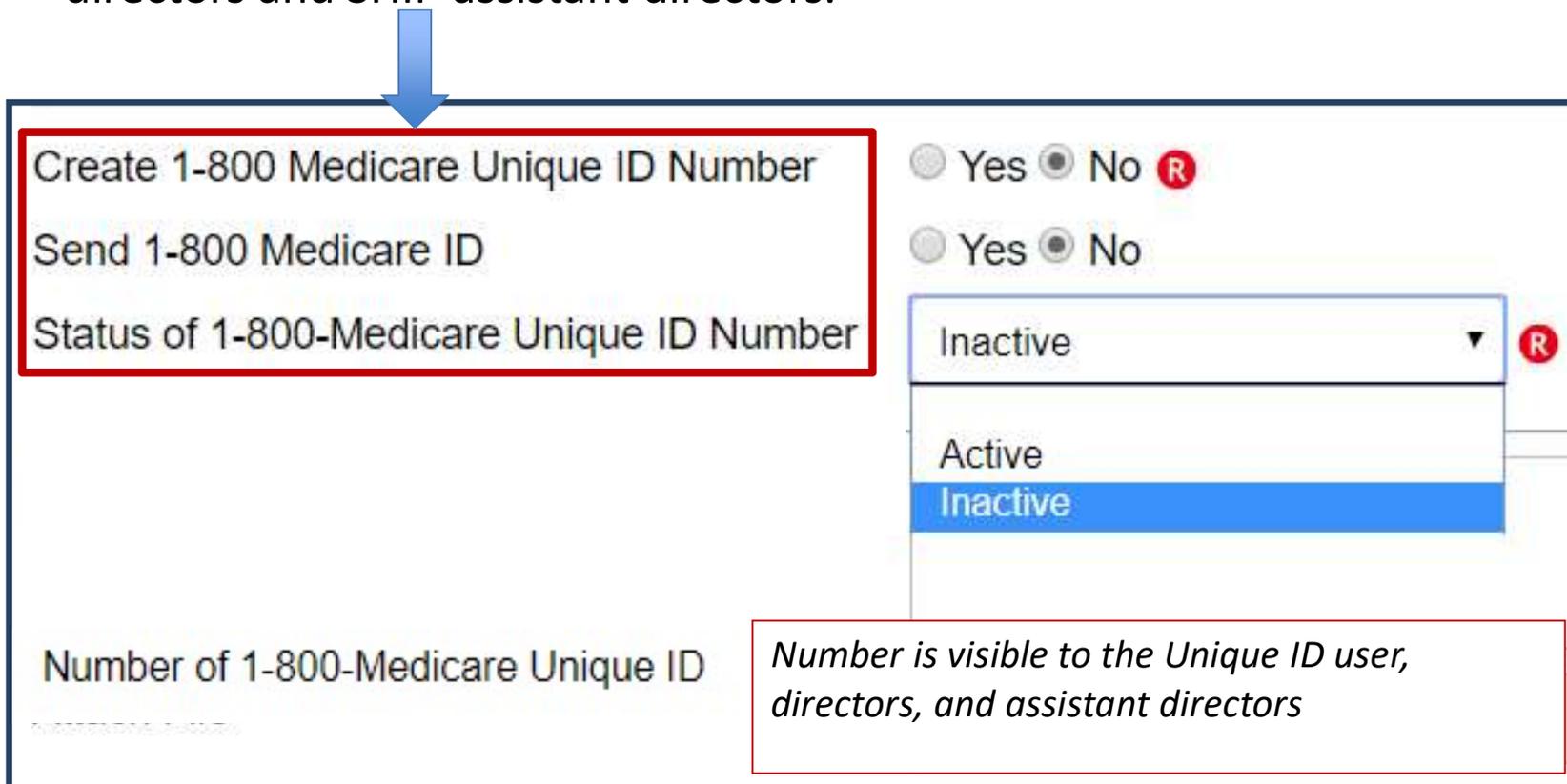
## About the 1-800-Medicare Unique ID Report

- This report allows ACL to provide the Centers for Medicare and Medicaid Services (CMS) a list of users who have active CMS Unique IDs in the system.
- **The state-level Unique ID report is for SHIP Director and SHIP Assistant Director users only *and* for their state/territory only**
- *See the CMS Unique ID job aids for more information about the CMS Unique ID system*
  - *There is one job aid for directors regarding managing Unique IDs*
  - *There is another job aid for unique ID users*

## Location of Data in STARS – Team Member Form

These are the fields on the Team Member Form related to the Unique IDs.

- Note that the Unique ID management fields are only visible to the SHIP directors and SHIP assistant directors.



A screenshot of the STARS Team Member Form. A blue arrow points from the text above to a red-bordered box containing three fields: "Create 1-800 Medicare Unique ID Number", "Send 1-800 Medicare ID", and "Status of 1-800-Medicare Unique ID Number". To the right of these fields are two radio button groups for "Yes" and "No", and a dropdown menu for "Status" with "Inactive" selected. A red "R" icon is next to the "No" radio button and the dropdown. Below the form is a text field labeled "Number of 1-800-Medicare Unique ID" and a red-bordered box containing the text: "Number is visible to the Unique ID user, directors, and assistant directors".

Create 1-800 Medicare Unique ID Number

Send 1-800 Medicare ID

Status of 1-800-Medicare Unique ID Number

Yes  No R

Yes  No

Inactive R

Active

Inactive

Number of 1-800-Medicare Unique ID

*Number is visible to the Unique ID user, directors, and assistant directors*

# Accessing the Unique ID Report

**Step 1**

HOME TRACKING INBOX SEARCH REPORTING **CONFIGURATION**

Configuration » Pages » Shared Pages »

PAGES SHARED PAGES DASHBOARD OPTIONS

Shared Pages Dashboard Options

**Step 2**

Name	Description	Business Key
▶ 1-800 Medicare Unique ID's Report - State	This launch page launches the 1-800 Medicare Unique ID's Report for State user in STARS.	report.1800MedicareUniqueIDsStateReport
▶ Performance Measure Report - State and User	This launch page launches the State and User PM Reports.	report.PerformanceMeasureReportStateUser
▶ Resource Report - User	This launch page launches the User Resource Report for State, Sub-state, and Site users in STARS.	report.UserResourceReport

**Step 3**

# How to Run a 1-800-Medicare Unique ID Report

1)\* Please select a State, Sub-State, or Site:

State Hierarchy:

Click the arrow to see your hierarchy

2)\* Please select a format. It is recommended you use the default setting (Microsoft Excel).

Microsoft Excel - (Recommended)

PDF

Rich Text File (rtf)

HTML

Excel recommended but not required

Launch Report

## Unique ID Report Layout

- The sample below is from a test site with test data.

SHIP 1-800 Medicare IDs Report - State				Virginia SHIP		
Report run on:		06/13/2019 at 13:03:51 EDT				
First Name:	Last Name:	Organization:	State:	County:	Status:	1-800 Medicare ID:
Kiko	Brown	Virginia Site 1020	Virginia	Prince William	Active	51948857
Alice	Johnson	Virginia Sub-State 510	Virginia	Prince William	Inactive	51202916
Gladys	Jones	Virginia Site 1020	Virginia	Bedford City	Active	51316946
Gladys	Knight	Virginia SHIP	Virginia	Prince William	Active	51357160
Andrew	Martin	Virginia SHIP	Virginia	Prince William	Active	51505150
Li	Min	Virginia Site 1020	Virginia	Prince William	Active	51174913
Ida	Nygaard	Virginia Site 1020	Virginia	Prince William	Active	51854104
Tim	Phillips	Virginia Sub-State 510	Virginia	Bedford City	Active	51569701
Edward	Sims	Virginia Site 1020	Virginia	Prince William	Active	51752197
Test	SS	Virginia SHIP	Virginia	Fairfax	Inactive	51617724
ID	Test	Virginia SHIP	Virginia	Spotsylvania	Inactive	51319765
Melvin	Tolson	Virginia Sub-State 510	Virginia	Chesterfield	Active	51363617
Mei	Tran	Virginia Site 1010	Virginia	Prince William	Active	51151580



# STARS Landing Page

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□ <https://stars.acl.gov>

SHIP Tracking and Reporting System (STARS)

Welcome to the STARS (SHIP Tracking and Reporting System) Landing Page!

Log into STARS

Need Help with STARS?

- STARS manual, job aids, and support resources: SHIP TA Center
- STARS technical issues or questions: Contact the Booz Allen STARS Help Desk

- Contains link to SHIP TA Center's STARS Resources page
- Contains link to Booz Allen STARS Help Desk

# STARS Resources Page

The screenshot shows the top navigation bar of the SHIP website. On the left is the SHIP logo with the text "state health insurance assistance programs" and "National Network". In the center, the "SHIP Login" link is circled in red. To its right are "Text Size: + -" controls, a "Keyword search" input field with a magnifying glass icon, and an orange button labeled "Find Local Medicare Help". Below the navigation bar is a blue banner with the word "STARS" in large white letters. Underneath the banner is a breadcrumb trail: "Home / About Us / About the SHIP TA website / STARS".

## STARS Resources

This page is managed by the SHIP National Technical Assistance Center (SHIP TA Center), and it is only accessible from the STARS Landing Page. Beginning March 5, 2019, STARS Resources are no longer hyperlinked below. Instead, they are password-protected in the SHIP Resource Library at [shiptacenter.org](http://shiptacenter.org) at the request of the Administration for Community Living (ACL). Click the orange SHIP Login padlock above to log in or request an account.

### STARS News

Click the orange SHIP Login padlock to view these new or updated STARS Resources:

# Welcome to the SHIP Resource Library!

Search here for resources created by SHIPs or for SHIPs.

## Keyword Search

Exact Match 

 Search

Upload Resource

## Subject

None selected ▾

## Activity

None selected ▾

## Type

None selected ▾

## Audience

None selected ▾

## Source

None selected ▾

## Featured Resources:

### STARS Resources Kit

This kit compiles all STARS resources, including the manual, job aids, webinars, tip sheets, and printable forms. On March 5, 2019, all STARS resources were moved to this password-protected Resource Library, at the request of the Administration for C ...

### STARS Resources: STARS Manual

Updated 3/18/19! All of the chapters on how to enter data are now complete. The STARS Manual is being published gradually in spring 2019. It is a collaborative effort between ACL and the SHIP TA Center, and it contains these five chapters: 1) Introdu ...

## Recently Added:

### OCCT Tutorials

In these short, recorded Online Counselor Certification and Training (OCCT) tutorials, learn how to create an exam, schedule an exam, and see exam results for your counselors. They are each between 6 minutes and 18 minutes long. For detailed written ...

### OHIC (SMP, SHIP, and MIPPA) Program Reporting Guidelines

This March 2019 document summarizes the deadlines for submitting your SMP/SHIP/ MIPPA program data, financial reports, progress reports, and final reports. If you have any questions or concerns, please reach out to your ACL Project Officer.

## STARS Resources Kit

**Source:** CENTER

**Contributed by:** Ginny Paulson

**Date Added:** 3/5/2019

**Description:** This kit compiles all STARS resources, including the manual, job aids, webinars, tip sheets, and printable forms. On March 5, 2019, all STARS resources were moved to this password-protected Resource Library, at the request of the Administration for Community Living (ACL). ACL oversees STARS and the programs that use STARS, nationally. (Please note: STARS resources are available to anyone with a SHIP Counselor user role on this website and higher, unless otherwise indicated. The last four resources are available only to the SHIP administrator and SHIP director users of this website.)

**Links:**

STARS  
Resources  
relevant  
to today's  
webinar



- [STARS Landing Page](#)
- [STARS Manual](#)
- [STARS Searches Job Aid](#)
- [STARS User Roles Overview](#)
- [STARS to SIRS webinar and tip sheet](#)
- [STARS Security Slick Sheet](#)
- [Printable STARS Forms](#)
- [Beneficiary Contact Form webinar](#)
- [Group Outreach Form and Media Outreach Form webinar](#)
- [Team Member Form and Activity Form webinar](#)
- [STARS Searches webinar](#)
- [CMS SHIP Unique ID job aid for counselors](#)
- [CMS SHIP Unique ID job aid for directors and administrators](#)
- [MIPPA Performance Measures](#)
- [STARS Reports PowerPoint](#)
- [STARS and API \(directors and administrators only\)](#)
- [STARS Launch Archives \(directors and administrators only\)](#)

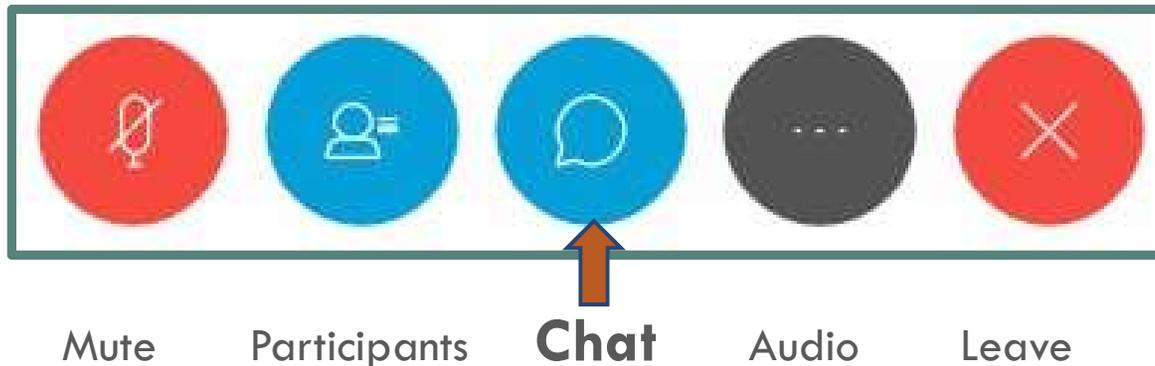
# Individualized Technical Assistance



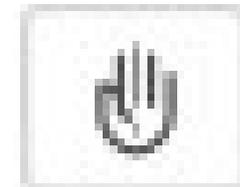
- For STARS technical assistance, contact the STARS help desk at Booz Allen Hamilton:
  - [boozallenstarshelpdesk@bah.com](mailto:boozallenstarshelpdesk@bah.com) or 703-377-4424
- For questions about STARS training and resources, contact the SHIP TA Center:
  - [stars@shiptacenter.org](mailto:stars@shiptacenter.org) or 877-839-2675
- Today's Speakers:
  - Rebecca Kinney: [rebecca.kinney@acl.hhs.gov](mailto:rebecca.kinney@acl.hhs.gov)
  - Ginny Paulson: [gpaulson@shiptacenter.org](mailto:gpaulson@shiptacenter.org)

# Questions?

The **menu** at the bottom middle of your screen allows you to access Webex tools, including **chat** and audio options.



- Tip: if you don't see the menu, hover your mouse around the bottom of the screen to activate menu.
- Tip: **To ask a question aloud, raise your hand.** To raise your hand, open the participant panel and click the hand icon in the lower right corner.



# Thank you for participating!

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*Today's webinar materials are available for download within WebEx.*



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