

## **Medicare Information, Assistance and Awareness (MIAA)**

### **Grant Opportunity**

- **Period of Performance:** January 1, 2023 – December 31, 2023
- **Application Deadline:** Friday, December 2, 2022, at 12:00 PM EST
- **Application Submission E-mail:** [christine.anderson@oha.ri.gov](mailto:christine.anderson@oha.ri.gov)
- **Program Manager:** Christine Anderson
- **Pre-Bidder Conference:** Monday, November 14<sup>th</sup>, 2022, at 1:00 PM EST
  - The Pre-Bidder Conference is not required. No questions will be answered; however, an overview of the Grant Opportunity will be provided.

#### **Microsoft Teams Meeting**

- **Join on your computer, mobile app or room device:**

[Click here to join the meeting](#)

Meeting ID: 250 351 856 70

Passcode: FLatt5

[Download Teams](#) | [Join on the web](#)

- **Or call in (audio only):**

[+1 401-437-4452,,243012464#](tel:+14014374452243012464) United States, Providence

Phone Conference ID: 243 012 464#

- **Deadline for Questions:** Friday, November 18<sup>th</sup>, 2022, at 12:00 PM EST
  - All questions regarding the Grant Opportunity must be submitted to Christine Anderson at [christine.anderson@oha.ri.gov](mailto:christine.anderson@oha.ri.gov).
  - Answers to all questions will be compiled and distributed to the community no later than November 22, 2022.

#### **Notification to Applicants:**

Potential applicants are advised to review all sections of this request carefully and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.

## SECTION A. BACKGROUND

OHA is the designated State Unit on Aging for the State of Rhode Island, responsible for the development and implementation of a comprehensive, coordinated system of community-based care for Rhode Islanders sixty years of age and older. A director, appointed by the Governor, manages OHA. Office responsibilities of OHA include developing and implementing a State Plan on Aging under the Older Americans Act (OAA), serving as the state's Single Planning and Service Agency on Aging under the U.S Administration for Community Living ("ACL"), advocating for the rights of older individuals and adults with disabilities, operating services designed to assist older individuals and adults with disabilities to remain healthy, safe, and independent in the community and funding an array of services for these populations. OHA coordinates these efforts and activities of the State Aging Network through the allocation and monitoring of federal and state funds.

The purpose of this Grant Opportunity is to operate the Medicare Information, Assistance and Awareness (MIAA) Program by developing a coordinated delivery system of the State Health Insurance Assistance Program (SHIP); The Senior Medicare Patrol (SMP) Program and the Medicare Improvements for Patients and Providers Act for Beneficiary Outreach and Assistance (MIPPA) Program. Integration of these Programs will ensure Medicare eligible individuals, their families and caregivers receive:

- Un-biased one-on-one counseling, education, and assistance that empowers them to make informed health insurance decisions.
- Awareness of health care fraud, errors, and abuse.
- One-on-one assistance to help them apply for benefit programs that help lower the cost of the Medicare premiums and deductibles.

Through this initiative, OHA seeks to fund one (1) grantee, covering statewide coordinated delivery system that will establish a multi-cultural, community-based network of counselors and volunteers, who provide one-on-one assistance, make group presentations, and use a variety of media sources including but not limited to print, social media, tv or radio, to educate people about Medicare.

**The State Health Insurance Assistance Program (SHIP)** is a national program that offers unbiased one-on-one assistance, counseling, and education to Medicare beneficiaries, their families, and caregivers to help them make informed decisions about their care and benefits. SHIP services support people with limited incomes, Medicare beneficiaries under the age of 65 with disabilities, and individuals who are dually eligible for Medicare and Medicaid. The **SHIP mission** is to empower, educate, and assist Medicare-eligible individuals through objective outreach, counseling, and training.



Daniel J. McKee  
Governor

Maria E. Cimini  
Director

**The Senior Medicare Patrol (SMP)** empowers and assists Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education. SMPs are grant-funded projects of the federal U.S. Department of Health and Human Services (HHS), U.S. Administration for Community Living (ACL). SMP work is in three (3) main areas:

- SMPs work to resolve beneficiary complaints of potential healthcare fraud in collaboration with state and federal partners, including the U. S. Department of Health & Human Services Office of the Inspector General (OIG), Centers for Medicare & Medicaid Services (CMS), state Medicaid fraud control units, and state attorneys general.
- SMPs recruit and train retired professionals and other volunteers to recognize and report instances or patterns of healthcare fraud. These activities support ACL’s goals of promoting increased choice and greater independence among older adults and individuals with disabilities.
- SMP activities also serve to enhance the financial, emotional, physical, and mental well-being of older adults, thereby increasing their capacity to maintain security in retirement and make better financial and healthcare choices.

**The Medicare Improvements for Patients and Providers Act for Beneficiary Outreach and Assistance (MIPPA) program** provides outreach and assistance to eligible Medicare beneficiaries to apply for benefit programs that help to lower the costs of their Medicare premiums and deductibles. Grantees help educate beneficiaries about the Low-Income Subsidy (LIS) program for Medicare Part D, Medicare Savings Programs (MSPs), and Medicare Preventive Services.

OHA currently anticipates funding for one (1) grant in the amount of **\$333,172** for the initial **twelve-month (12)** contract period from January 1, 2023 – December 31, 2023. This contract may be renewed for up to two (2) additional twelve (12) month period, at the sole discretion of the State, and based on vendor performance and the availability of funds. The funding for this grant consists of three (3) sources, SHIP, SMP and MIPPA. Applicants will need to complete a budget which includes a detailed breakdown of the total funding sources for the twelve (12) month period; in other words, a single budget in the total amount of \$333,172 needs to be submitted. A budget designed for this purpose will be included with this notice. Below is the funding breakdown by program:

Year 1 – 1/1/2023 – 12/31/2023				
Year	SHIP	SMP	MIPPA	Total
1	\$144,000	\$120,000	\$69,172	\$333,172

The portion of such funding allocable to SHIP/SMP/MIPPA is subject to the availability of funds allocated by ACL (or any successor federal SHIP/SMP/MIPPA funding agency, as applicable) to such purposes and/or changes in allocation of funds. In addition, all funding under this GRANT OPPORTUNITY is subject to

changes in allocation of funding by OHA because of budgetary and/or program planning actions taken by OHA. OHA also reserves the right to reduce the number of grants made available for each period and/or to reduce the amount of any grant awards. OHA also reserves the right to terminate this GRANT OPPORTUNITY at any time for any reason whatsoever and also reserves the right to not renew contract(s) for any renewal period(s).

Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or Scope of Work defined by this GRANT OPPORTUNITY will be rejected as being non-responsive.

All costs associated with developing or submitting a proposal in response to this Grant Opportunity, or to provide oral or written clarification of its content shall be borne by the applicant. OHA or the State assumes no responsibility for these costs.

Proposals are irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the Director of OHA.

Proposals misdirected to other State locations, or which are otherwise not received by OHA by the submission deadline set forth herein for any cause will be determined to be late and will be rejected.

## **SECTION B: SCOPE OF WORK AND REQUIREMENTS**

Eligible applicants are permitted to submit proposals for the following services to be provided within State of Rhode Island, targeting low-income older individuals who reside in Rhode Island, including low-income minority individuals, and older individuals with limited English proficiency.

Grantee agencies that are awarded MIAA funding must present a comprehensive, detailed initiative that describes a plan that will empower them to remain independent and self-sufficient. The plan should describe, in-depth, how allotted funding will be utilized efficiently and effectively to assist and educate older individuals, adults with disabilities, their families, and caregivers about the about health information, wellness, and fraud prevention. Applicants must present a comprehensive, detailed initiative that describes a plan to ensure MIAA services are consumer-centered, culturally appropriate, and locally and easily accessible. Proposals should demonstrate a coordinated, organized, and efficient system of services throughout the state that can be understood easily by the public.

Applicants will demonstrate how they will work with multi-cultural, community-based organizations, to host information events, one-on-one counseling sessions, and to disseminate written publications about the programs.

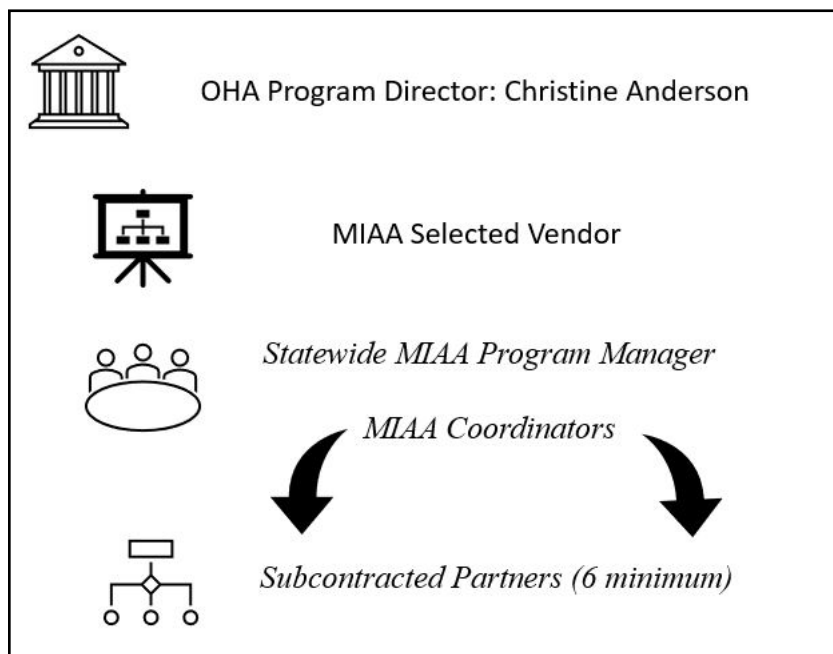
The overall Scope of Work for the MIAA Program encompasses elements that are common to the current delivery of each program. Service elements common to the three (3) programs are:

- The grantee is responsible to manage all three (3) programs in conjunction with one another.

- The grantee is required to have the following positions for the MIAA Grant:
  - One (1) Statewide MIAA Program Manager – this position will be required to oversee the grant, day to day operations (such as ensuring performance measures are being met, grant reports), paid staff, sub-grantees, and volunteers.
  - Two (2) MIAA Coordinators – both these positions will require working in the community conducting statewide one-on-one counseling appointments, coordinating outreach events, and assisting in training subcontracted staff/volunteers.
    - MIAA Coordinators will be expected to be in the community weekly conducting appointments with clients and providing educational outreach on the SHIP/SMP/MIPPA programs.
    - MIAA Coordinators will be expected to coordinate and/or ensure subcontractors and volunteers set appointments accommodating the client at the following, but not limited to, locations: field offices, subcontractor’s agencies, senior centers, community agencies, in-home appointments, remotely, or at a public location where clients can be confidentially counseled.
    - The grantee must have the ability to manage and maintain a statewide scheduling system for organizing client appointments, outreach events, and MIAA Coordinators schedule on where they will be located.
  - Volunteers - The grantee must maintain a Volunteer Workforce in accordance with the policies and principals of the programs.
- Grantees will be required to enter into formal agreements with a minimum of six (6) subcontractors, with the requirement of statewide coverage to integrate and disseminate information and services in a coordinated, organized, and efficient manner. In addition:
  - Each grantee’s subcontractors will play an integral role in the delivery of direct services to clients. Applicants must demonstrate with specificity how, and by whom, such services will be delivered.
  - Subcontractors should have expertise in customer service, information and referral and counseling with the appropriate target populations as well as detailed knowledge about the program guidelines and requirements included in this GRANT OPPORTUNITY. Applicants must demonstrate that proposed subcontractors possess the expertise and appropriately skilled staff to provide the services outlined in the Scope of Work.
  - Applicants will be required to submit Letters of Commitment from each of the proposed subcontractors.
  - The grantee shall be solely responsible for ensuring its subcontractors’ compliance with the terms and conditions of the grant.
- To further ensure that services provided by each sub awardee are consumer-centered, culturally appropriate, and locally and easily accessible, proposals should demonstrate a coordinated, organized, and efficient system of services statewide.
- The grantee will be required to have access to language services for interpretation and translation when assisting clients that are limited English proficiency.
- The grantee will execute autonomy and is responsible for the education and training of all program staff and volunteers with OHA oversight.
- Background checks are required for all volunteers. Agencies are required to follow the Volunteer Risk and Program Management Policies (VRPM).

- All program staff and volunteers will be trained in all three (3) programs and develop expertise in subject areas related to the benefits and services available through the programs.
- The grantee will monitor all agency and volunteer staff assigned to the programs for performance and compliance.
- The grantee will be responsible to meet and/or exceed the performance measures outlined for each program.
- The grantee will offer one-on-one counseling and assistance with benefit or service application and enrollment.
- The grantee will develop partnerships with multi-cultural and other local agencies that serve older Rhode Islanders, adults with disabilities, and their caregivers.
- The grantee will deliver MIAA services through outreach, public education, and promotional events about the benefits and services available through the programs.
- The grantee will attend all OHA and/or federal training opportunities as a condition of program participation.
- The grantee will comply with all OHA and federal programmatic and financial program deliverables, data collection, submission, and reporting requirements.

**Figure 1.1: MIAA Program Structure**



Although the SHIP, SMP, MIPPA, programs share common service and management elements as noted above, each program has a unique Scope of Work associated with it. The Scopes of Work for each of the three (3) programs are described in detail below.

**SCOPE OF WORK**  
**State Health Insurance Assistance Program (SHIP)**

**Service:**

The Administration for Community Living (ACL) defines SHIPs as follows: “SHIPs were created under the Omnibus Budget Reconciliation Act of 1990. This section of the law authorized the Centers for Medicare & Medicaid Services (CMS) to make grants to states to establish and maintain health insurance advisory service programs for Medicare beneficiaries. Grant funds were made available to support information, counseling, and assistance activities related to Medicare, Medicaid, and other health insurance options such as: Medicare Supplement insurance, long-term care insurance, and managed care options. Authorized in the Consolidated Appropriations Act of 2014, SHIP was transferred from CMS to the Administration for Community Living (ACL) in 2014. This transfer reflects the existing formal and informal collaborations between the SHIP programs and the networks that ACL serves. There are 54 SHIP grantees (one in all 50 states, Puerto Rico, Guam, the District of Columbia, and the U.S. Virgin Islands). SHIP services are delivered by State Units on Aging or State Departments of Insurance in partnerships with their local Area Agencies on Aging and other community-based partners. Nationally, SHIP oversees a network of more than 2,200 local sites and over 12,500 team members, including staff, in-kind professionals, and volunteers.” SHIP Team Members are trained on:

- Medicare options
- Medicare enrollment process
- Conducting Medicare plan comparisons
- Medicare coverage options and costs
- Medicare assistance programs
- Troubleshooting Medicare billing issues
- Submitting Medicare appeals

**Section I: Introduction:**

The RI Office of Healthy Aging (OHA) is the grantee for ACL’s SHIP Program. This program will be included in the Medicare Information, Assistance and Awareness (MIAA) Grant along with SMP and MIPPA. The selected vendor(s) of the MIAA Grant will be required to deliver the services of SHIP so that the required SHIP Performance Measures (PM) are achieved, as set forth by ACL. All information contained in this Scope of Work (SOW) is premised on the requirement that the Grantee must ensure that SHIP staff deliver the services of SHIP, SMP and MIPPA collectively.

**Section II: Definitions:**

- *Statewide MIAA Program Manager:* That person, assigned by the vendor, who will take the lead in all matters pertaining to SHIP including, but not limited to, supervision, training and education of staff and volunteers; recruitment and maintenance of volunteers, data and reporting compliance, and PM compliance.
- *MIAA Coordinator:* That person, or persons, paid by grant funding to the Grantee who delivers the services of SHIP, working in the community conducting statewide one-on-one counseling

appointments, coordinating outreach events, and assisting in training subcontracted staff/volunteers. The MIAA Coordinator title is interchangeable with SHIP Team Member/Counselor.

- *SHIP In-Kind Team Member*: That person, or persons, assigned by the Grantee to deliver the services of SHIP without direct funding from the grant.
- *SHIP Volunteer*: That person, or persons, who has been recruited and trained by the Grantee to deliver the services of SHIP and who volunteers their time to deliver services.
- *SHIP Staff*: The collective group of the MIAA Program Manager, MIAA Coordinators, SHIP In-Kind Team Members, and SHIP Volunteers.
- *Group Outreach and Education*: Community outreach events, education activities, and presentations that educate beneficiaries, family members, caregivers, and others about SHIP services.
- *Media Outreach and Education*: Media activities (e.g., print, radio, television, or electronic) that educate individuals about SHIP program services.
- *Senior Medicare Patrols (SMPs)*: A national program that empowers and assists Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse.
- *Medicare Improvements for Patients and Providers Act Program (MIPPA)*: This program supports states and tribes through grants to provide outreach and assistance to eligible Medicare beneficiaries to apply for benefit programs that help to lower the costs of their Medicare premiums and deductibles.
- *Volunteer Risk and Program Management (VRPM)*: Volunteer policies designed to establish and organize the structure and operation of volunteer programs within the SHIP/SMP. The policies describe the governing principles and values that shape and guide volunteer involvement, set expectations regarding the management of volunteer programs, delineate core expectations of SHIP/SMP volunteers, and broadly describe what volunteers may expect from the SHIP/SMP.
- *eFile ID*: A specific ID assigned to each SHIP staff person which is necessary to record data in SIRS and STARS.
- *OHA MIAA Program Manager*: That person, assigned by OHA, known as the RI SHIP Director.
- *OHA MIAA Volunteer Coordinator*: The OHA staff person who is the identified Coordinator of all SHIP and SMP Volunteer workforce policies and procedures.

### **Section III: Deliverables:**

1. **Operations:** The Grantee will ensure the following Operations for SHIP:
  - The Grantee will be responsible for assigning a full-time staff person who will hold the title of *Statewide MIAA Program Manager* and who will manage the three (3) MIAA programs: SHIP, SMP, and MIPPA.
  - The Grantee will be responsible for assigning other agency staff as MIAA Coordinators.
  - Assure that SHIP staff members (including volunteers) have no conflict of interest in providing health insurance information, and counseling, and assistance. Ensure SHIP staff are following HIPPA regulations, privacy laws, and when necessary, completing confidentiality agreements with the beneficiary or their representative.
  - The Statewide MIAA Program Manager will be responsible for seeking, obtaining, receiving, and disseminating all current and pertinent SHIP information to the SHIP staff. This information can



come from such sources as the Social Security Administration (SSA), ACL, State Health Insurance Assistance Program National Technical Assistance Center (SHIP TA), the Centers for Medicare and Medicaid Services (CMS), and OHA.

- The Statewide MIAA Program Manager will review all SHIP PMs to ensure compliance. The current list of SHIP PM's can be found here: [At-A-Glance Reference: SHIP Performance Measures](#).
- In addition to the SHIP PM's, the Grantee will be required to collect data related to the cost changes as a result of enrollment in Medicare Part D and Medicare Advantage plans (PDP/MA-PD) available through the Medicare Plan Finder (MPF).
- The Statewide MIAA Program Manager will be responsible for recruiting and maintaining volunteers who will deliver the services of SHIP and be cross trained in SMP and MIPPA.
- The Statewide MIAA Program Manager will coordinate all Volunteer recruitment, onboarding, maintenance and other Volunteer related policies and procedures in collaboration with the OHA MIAA Volunteer Coordinator.
- The Statewide MIAA Program Manager will communicate to OHA all active, outgoing, and onboarding SHIP staff within forty-eight (48) hours of any changes.

**2. Service Delivery:** The Grantee will provide SHIP services to beneficiaries, families, and caregivers as described below:

- Provide effective state-wide personalized person-centered counseling and enrollment assistance to beneficiaries.
- Develop strategies for providing one-on-one application and enrollment assistance in person, over the phone, on the internet, or through email.
- All SHIP staff will be cross trained in SHIP, SMP and MIPPA and will deliver the services of all three (3) programs during individual interactions, and outreach events (e.g., media and group).
- Every individual interaction with a beneficiary will include Medicare un-biased counseling and enrollment assistance, the SMP message, and screening for low-income Medicare programs.
- SHIP staff will conduct Client Contacts, Media Outreach and Education Events, and Group Outreach and Education Events.
- All SHIP staff will be required to collect data related to the cost changes as result of enrollment in Part D prescription drug plans (PDPs) and Medicare Advantage plans with prescription drug coverage (MA-PDs) available through the Medicare Plan Finder (MPF).
- All SHIP staff will be registered users of the SHIP Tracking and Reporting System (STARS) and the SHIP TA or the most up-to-date reporting system and resource center, as determined by ACL and OHA.
- SHIP staff will be registered users of the SMP Information and Reporting System (SIRS) and the SMP Resource Center, or the most up-to-date reporting system and resource center, as determined by ACL and OHA.
- All SHIP staff will obtain and maintain an active eFile ID.
- SHIP staff will use the STARS to SIRS Qualifying Topics Sheet as guidance when entering data into both SIRS and STARS.
- The Statewide MIAA Program Manager will account for their time spent on SMP program service delivery within the appropriate database(s).
- All SHIP staff must obtain and maintain a CMS Unique ID. Volunteers may possess a Unique ID if

the Statewide MIAA Program Manager decides that it is preferable. For all SHIP staff who are provided with a CMS Unique ID must abide by the following requirements:

- Review the [CMS SHIP Unique ID Job Aid for Counselors](#).
- Completing a signed confidentiality agreement twice (2) per year: May 1 and October 1
- Complete required Annual Privacy Training. SHIP TA's self-paced Special Topics course: Privacy and Confidentiality, meets the CMS Unique ID privacy training requirement and it also fulfills the Volunteer Risk and Program Management (VRPM) policy requirement that volunteers are trained to maintain client confidentiality.
- Assist OHA in ACL's Medicare Group Education Satisfaction Survey process as required by ACL. Ensure that all SHIP staff are informed and trained on this process and provide all requested information on this topic as required by ACL.
- The Grantee will assume new SHIP requirements and/or initiatives as advised by ACL. The OHA MIAA Program Manager will train and/or educate and/or inform the Grantee as to any new requirements and/or initiatives.

**3. Marketing & Outreach:** The Grantee will ensure the following regarding SHIP Marketing and Outreach:

- Promote awareness, knowledge, and visibility of the SHIP program.
- Expanded reach to increased number of Medicare Beneficiaries through one-on-one counseling and outreach efforts as demonstrated through the performance objectives.
- The Grantee will include the following groups when scheduling and delivering group outreach events: Low-Income; Non-English speaking; Individuals with Disabilities, Racial/Ethnic Minorities, and Dual Beneficiaries.
- Identify new SHIP partnerships especially with multi-cultural groups or agencies located statewide to increase RI SHIP's referral system and be able to reach hard-to-reach Medicare beneficiaries.
- The Grantee will ensure that the estimated number of people reached through outreach events (i.e., group and media) is recorded.
- The Grantee will use and distribute the current RI SHIP Brochure as approved by ACL and OHA.
- The Grantee will use and distribute other developed and approved SHIP marketing and outreach materials.
- The Grantee will ensure that staff or volunteers are available to meet the cultural and language needs. Ensure culturally appropriate materials are being utilized. Translate outreach materials in the statewide predominate language(s) to ensure that Medicare beneficiaries have access to the information provided.
- The Grantee will distribute outreach materials to locations where activities occur that prevent disease and promote wellness (e.g., health centers and senior centers).
- The Grantee will promote, educate, and screen Medicare beneficiaries for MIPPA programs: Extra Help (LIS) and Medicare Premium Payment Program (MPP).
- All vendor-developed marketing and outreach materials must be ACL and OHA approved prior to distribution and must include the ACL approved SHIP logo.
- All vendor-developed and approved materials must include the ACL SHIP Disclaimer.
- All mailings (including emails) to beneficiaries will include at least the SHIP brochure and will be recorded in STARS.

- 4. Training and Education:** The Grantee will ensure the following training and education will be implemented for all SHIP staff:
- Ensure that all SHIP staff completes all OHA training requirements. These training requirements include but not limited to: SHIP TA trainings, SHIP TA Assessments (Initial, Annual, and Coordinator), OHA required trainings, ACL trainings, and CMS trainings.
  - The Statewide MIAA Program Manager must provide ongoing training to SHIP staff to ensure data reporting and documenting accuracy. The Statewide MIAA Program Manager must follow the [STARS Manual: Chapter 7 - Part D Enrollment Outcomes: Data Entry, Quality Assurance, and Reports](#).
  - All SHIP Volunteers must complete training for the Volunteer Risk and Program Management (VRPM) policies.
  - All SHIP staff must complete the Unique ID training within the SMP Resource Center OR they may complete the training in the SHIP TA Resource Center.
  - The Statewide MIAA Program Manager will hold (at least) quarterly meetings with SHIP staff to review PM's, discuss best practices, and provide information and training to staff so that SHIP staff have the most up to date SHIP information, resources, and tools.
  - SHIP staff will attend all required trainings, meetings, webinars, and conferences as required by OHA or ACL.
  - SHIP staff (those required by OHA) will attend the OHA MIAA Meetings, frequency, and type, as set forth by OHA to discuss best practices, lessons learned, and challenges encountered, while sharing progress and insights from outreach/education/enrollment events conducted to date.
- 5. Data Collection, Reporting & Evaluation:** The Grantee will ensure the following regarding data collection, reporting and evaluation:
- All SHIP data must be recorded by the last day of a month for the previous month.
  - The Statewide MIAA Program Manager will run SHIP Performance Measure Reports and Time Spent Reports monthly, for the previous month, to ensure that data is being recorded and SHIP PMs are being met.
  - The Statewide MIAA Program Manager will run Part D Enrollment Outcome (PDEO) Reports to ensure required data related to the cost changes resulting from enrollment in PDP/MA-PD plans are being met.
  - The Statewide MIAA Program Manager will share these reports with SHIP staff as a tool for best practices and needed adjustments.
  - The OHA MIAA Program Manager will review monthly program reports to ensure performance measures are being met.
  - The Statewide MIAA Program Manager will provide semi-annual narrative reports to OHA reflecting on activities, accomplishments, outcomes, goals, challenges, and lessons learned. *See the below SHIP Grant Reporting Requirements.*

**SHIP Grant Reporting Requirements**

The chart below denotes the SHIP reporting requirements. The following chart are the four (4) questions that the grantee must report, answer, and submit to OHA MIAA Program Manager/SHIP Director by the reporting due dates. The grantee will be provided reporting due dates when awarded the contract.

Report Type	Reporting Period	Reporting Due Date to OHA
SHIP Semi-Annual Report(s)	TBD	TBD

1. **What did you accomplish during this reporting period?**
  
2. **What, if any, challenges did you face during this reporting period and what actions did you take to address these challenges?**
  
3. **How have the activities conducted during this project period help you to achieve measurable outcomes?**
  
4. **What was produced during the reporting period and how have these products been disseminated? (e.g., articles, issue briefs, fact sheets, newsletters, survey instruments, sponsored conference and workshops, websites, audiovisuals, and other informational resources)**

**\*Please submit any materials that you produced along with your report to OHA MIAA Program Manager.**

**\*Please add any additional information that would support RI SHIP activities and accomplishments during the reporting period.**

**REMINDER:**

*\*All SHIP data must be recorded in STARS/SIRS by the last day of the month for the previous month.*

*\*PLEASE NOTE: OHA MIAA Program Manager will be running monthly SHIP Performance Measure Reports to ensure grantee is meeting the required performance measures.*



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Governor

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Director

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**SCOPE OF WORK**  
**Senior Medicare Patrol (SMP)**

**Service:**

The Administration for Community Living (ACL) defines SMPs as follows: “SMPs were authorized in 1997 under Titles II and IV of the Older Americans Act, the Omnibus Consolidated Appropriation Act of 1997 and the Health Insurance Portability and Accountability Act of 1996. SMPs began as demonstration projects in 12 states. Currently, SMP grants are provided to all 50 states, District of Columbia, Guam, Puerto Rico, and the U.S. Virgin Islands. Nationally, the SMP network includes nearly 6,875 Team Members (staff and volunteers) at more than 500 local sites.” SMP Team Members are trained to:

- Promote community awareness of health care fraud, errors, and abuse.
- Disseminate consumer education materials about Medicare fraud through presentations, health fairs, and other community events.
- Provide counseling, and when needed, serve as consumer advocates to resolve billing disputes/issues.
- Make appropriate referrals to state and federal partners for suspected cases of Medicare fraud, errors, and abuse for further investigation.

**Section I: Introduction:**

The RI Office of Healthy Aging (OHA) is the grantee for ACL’s SMP Program. This program will be included in the Medicare Information, Assistance and Awareness (MIAA) Grant along with SHIP and MIPPA. The selected vendor(s) of the MIAA Grant will be required to deliver the services of SMP so that the required SMP Performance Measures (PM) are achieved, as set forth by ACL. All information contained in this Scope of Work (SOW) is premised on the requirement that the Grantee must ensure that SMP staff and volunteers deliver the services of SMP, SHIP and MIPPA collectively.

**Section II: Definitions:**

- *Statewide MIAA Program Manager:* That person, assigned by the vendor, who will take the lead in all matters pertaining to SMP including, but not limited to, supervision, training and education of staff and volunteers; recruitment and maintenance of volunteers, data and reporting compliance, and PM compliance.
- *MIAA Coordinator:* That person, or persons, paid by grant funding to the Grantee who delivers the services of SMP, working in the community conducting statewide one-on-one counseling appointments, coordinating outreach events, and assisting in training subcontracted staff/volunteers. The MIAA Coordinator title is interchangeable with SMP Team Member/Counselor.
- *SMP In-Kind Team Member:* That person, or persons, assigned by the Grantee to deliver the services of SMP without direct funding from the grant.
- *SMP Volunteer:* That person, or persons, who has been recruited and trained by the Grantee to deliver

the services of SMP and who volunteers their time to deliver said services.

- *SMP Staff*: The collective group of the SMP Coordinator, SMP Team Members, SMP In-Kind Team Members, and SMP Volunteers.
- *Individual Interaction*: Educating and informing Medicare beneficiaries, their families, and caregivers about preventing, detecting, and reporting health care fraud, errors, and abuse.
- *Complex Interactions*: SMP complex interactions include both cases of suspected errors and cases of suspected fraud or abuse. Cases are handled differently depending on whether they involve an error or suspected fraud or abuse. SMPs collect information and perform extensive research to determine how to proceed with each case they receive.
- *Group Outreach and Education*: Community outreach events, education activities, and presentations that educate beneficiaries, family members, caregivers, and others about SMP services and detecting health care fraud, errors, and abuse.
- *Media Outreach and Education*: Media activities (e.g., print, radio, television, or electronic) that educate individuals about Medicare fraud, errors, and abuse and SMP program services.
- *State Health Insurance Assistance Program (SHIP)*: A national program that offers un-biased one-on-one assistance, counseling, and education to Medicare beneficiaries, their families, and caregivers to help them make informed decisions about their care and benefits.
- *Medicare Improvements for Patients and Providers Act Program (MIPPA)*: This program supports states and tribes through grants to provide outreach and assistance to eligible Medicare beneficiaries to apply for benefit programs that help to lower the costs of their Medicare premiums and deductibles.
- *Volunteer Risk and Program Management (VRPM)*: Volunteer policies designed to establish and organize the structure and operation of volunteer programs within the SMP/SHIP. The policies describe the governing principles and values that shape and guide volunteer involvement, set expectations regarding the management of volunteer programs, delineate core expectations of SMP/SHIP volunteers, and broadly describe what volunteers may expect from the SMP/SHIP.
- *SIRS*: The SMP Information and Reporting System or the most up-to-date reporting system as determined by ACL and OHA.
- *STARS*: The SHIP Tracking and Reporting System or the most up-to-date reporting system as determined by ACL and OHA.
- *eFile ID*: A specific ID assigned to each SMP staff person which is necessary to record data in SIRS and STARS.
- *OHA MIAA Program Manager*: That person, assigned by OHA, known as the RI SMP Director.
- *OHA MIAA Volunteer Coordinator*: The OHA staff person who is the identified Coordinator of all SMP and SHIP Volunteer workforce policies and procedures.

### Section III: Deliverables:

#### 1. **Operations:** The Grantee will ensure the following Operations for SMP:

- The Grantee will be responsible for assigning a full-time staff person who will hold the title of Statewide MIAA Program Manager and who will manage the three (3) MIAA programs: SMP, SHIP and MIPPA.
- The Grantee will be responsible for assigning other agency staff as MIAA Coordinators.

- The Statewide MIAA Program Manager will be responsible for seeking, obtaining, receiving, and disseminating all current and pertinent SMP information to the SMP staff. This information can come from such sources as the Social Security Administration (SSA), ACL, the SMP Resource Center, the Centers for Medicare and Medicaid Services (CMS), and OHA.
- The Statewide MIAA Program Manager will review all SMP PMs to ensure compliance. The current list of SMP PM's can be found here: [SMP Performance Measures](#).
- The Statewide MIAA Program Manager will be responsible for recruiting and maintaining volunteers who will deliver the services of SMP and be cross trained in SHIP and MIPPA.
- The Statewide MIAA Program Manager will coordinate all Volunteer recruitment, onboarding, maintenance and other Volunteer related policies and procedures in collaboration with the OHA SMP/SHIP Volunteer Coordinator.
- The Grantee will assume new SMP requirements and/or initiatives as advised by ACL. The OHA MIAA Program Manager will train and/or educate and/or inform the Grantee as to any new requirements and/or initiatives.
- The Statewide MIAA Program Manager will communicate to OHA all active, outgoing, and onboarding SMP staff within forty-eight (48) hours of any changes by using the most current OHA developed contact form.

**2. Service Delivery:** The Grantee will provide SMP services to beneficiaries, families, and caregivers as described below:

- All SMP staff will be cross trained in SMP, SHIP and MIPPA and will deliver the services of all three (3) programs during individual interactions, and outreach events (e.g., media and group).
- Every individual interaction with a beneficiary will include the SMP message, Medicare un-biased counseling and enrollment assistance, and screening for low-income Medicare programs.
- SMP staff will conduct Individual Interactions, Media Outreach and Education Events, and Group Outreach and Education Events.
- SMP staff will be registered users of the SMP Information and Reporting System (SIRS), and the SMP Resource Center, or the most up-to-date reporting system and resource center, as determined by ACL and OHA.
- All SMP staff will be registered users of the SHIP Tracking and Reporting System (STARS) and the State Health Insurance Assistance Program National Technical Assistance Center (SHIP TA) or the most up-to-date reporting system and resource center, as determined by ACL and OHA.
- The Statewide MIAA Program Manager (or their designee) will be responsible for all statewide Complex Interactions.
- All SMP staff will obtain and maintain an active eFile ID.
- All SMP staff are required to enter their time spent (to include individual interactions, outreach events and/or SMP administrative time) directly into SIRS ***OR*** by selecting the 'Send to SMP' button in STARS.
- SMP staff will use the STARS to SIRS Qualifying Topics Sheet as guidance when entering data into



both SIRS and STARS.

- The Statewide MIAA Program Manager will account for their time spent on SMP program service delivery within the appropriate database(s).
- All SMP staff must obtain and maintain a CMS Unique ID. Volunteers may possess a Unique ID if the Statewide MIAA Program Manager decides that it is preferable. The identified Complex Interaction Specialist must always maintain a Unique ID. For all SMP staff who are provided with a CMS Unique ID, they must abide by the following requirements:
  - Review the [CMS SHIP Unique ID Job Aid for Counselors](#).
  - Completing a signed confidentiality agreement twice (2) per year: May 1 and October 1.
  - Complete required Annual Privacy Training. SHIP TA's self-paced Special Topics course: Privacy and Confidentiality, meets the CMS Unique ID privacy training requirement and it also fulfills the Volunteer Risk and Program Management (VRPM) policy requirement that volunteers are trained to maintain client confidentiality.
- Assist OHA in ACL's Medicare Group Education Satisfaction Survey process as required by ACL. Ensure that all SMP staff are informed and trained on this process and provide all requested information on this topic as required by ACL.

**3. Marketing & Outreach:** The Grantee will ensure the following regarding SMP Marketing and Outreach:

- Promote awareness, knowledge, and visibility of the SMP program.
- The Grantee will include the following groups when scheduling and delivering group outreach events: Low-Income; Non-English speaking; Individuals with Disabilities, Racial/Ethnic Minorities, and Dual Beneficiaries.
- The Grantee will ensure that the estimated number of people reached through outreach events (i.e., group and media) is recorded.
- The Grantee will use and distribute the current RI SMP Brochure as approved by ACL and OHA.
- The Grantee will use and distribute other developed and approved SMP marketing and outreach materials (e.g., SSA information on Scams and Fraud).
- The Grantee will ensure that staff and/or volunteers are available to meet the cultural and language needs. Ensure culturally appropriate materials are being utilized. Translate outreach materials in the statewide predominate language(s) to ensure that Medicare beneficiaries have access to the information provided.
- The Grantee will distribute outreach materials to locations where activities occur that prevent disease and promote wellness (e.g., health centers and senior centers).
- All vendor-developed marketing and outreach materials must be ACL and OHA approved prior to distribution and must include the most current ACL approved SMP logo.
- All vendor-developed and approved materials must include the ACL SMP Disclaimer.
- All mailings (including emails) to beneficiaries will include at least the SMP brochure and will be recorded as an individual interaction.

**4. Training and Education:** The Grantee will ensure the following training and education will be implemented for all SMP staff:

- All new SMP staff/volunteers must complete the required SMP training within the SMP Resource Center as identified by OHA.
- All SMP Volunteers must complete training for the Volunteer Risk and Program Management (VRPM) policies.
- All SMP staff must complete the Unique ID training within the SMP Resource Center OR they may complete the training in the SHIP TA Resource Center.
- The Statewide MIAA Program Manager will hold (at least) quarterly meetings with the SMP staff to review PM's, discuss best practices, and provide information and training to staff so that SMP staff and volunteers have the most up to date SMP information, resources, and tools.
- SMP staff and volunteers will attend all required trainings, meetings, webinars, and conferences as required by OHA or ACL.
- SMP staff (those required by OHA) will attend the OHA MIAA Meetings, frequency, and type, as set forth by OHA to discuss best practices, lessons learned, and challenges encountered, while sharing progress and insights from outreach/education/enrollment events conducted to date.

**5. Data Collection, Reporting & Evaluation:** The Grantee will ensure the following regarding data collection, reporting and evaluation:

- All SMP data must be recorded by the last day of a month for the previous month.
- The Statewide MIAA Program Manager will run Time Spent Reports monthly, for the previous month, to ensure that data is being recorded and SMP PMs are being met.
- The Statewide MIAA Program Manager will share these reports with the SMP staff as a tool for best practices and needed adjustments.
- The OHA MIAA Program Manager will review monthly program reports to ensure performance measures are being met.
- The Statewide MIAA Program Manager will provide semi-annual narrative reports to OHA reflecting on activities, accomplishments, outcomes, goals, challenges, and lessons learned. ***See the below SMP Grant Reporting Requirements.***

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**SMP Grant Reporting Requirements**

The chart below denotes the SMP reporting requirements. The following chart are the four (4) questions that the grantee must report, answer, and submit to OHA MIAA Program Manager/SMP Director by the reporting due dates. The grantee will be provided reporting due dates when awarded the contract.

Report Type	Reporting Period	Reporting Due Date to OHA
SMP Semi-Annual Report(s)	TBD	TBD

1. **What did you accomplish during this reporting period?**
  
2. **What, if any, challenges did you face during this reporting period and what actions did you take to address these challenges?**
  
3. **How have the activities conducted during this project period help you to achieve measurable outcomes?**
  
4. **What was produced during the reporting period and how have these products been disseminated? (e.g., articles, issue briefs, fact sheets, newsletters, survey instruments, sponsored conference and workshops, websites, audiovisuals, and other informational resources)**

**\*Please submit any materials that you produced along with your report to OHA MIAA Program Manager.**

**\*Please add any additional information that would support RI SMP activities and accomplishments during the reporting period.**

**REMINDER:**

*\*All SMP data must be recorded in STARS/SIRS by the last day of the month for the previous month.*

*\*PLEASE NOTE: OHA MIAA Program Manager will be running monthly SMP Performance Measure Reports to ensure grantee is meeting the required performance measures.*



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## **SCOPE OF WORK**

### **The Medicare Improvements for Patients and Providers Act (MIPPA)**

#### **Service:**

The Administration for Community Living (ACL) defines MIPPA as follows: “The Medicare Improvements for Patients and Providers Act of 2008, as amended by the Patient Protection and Affordable Care Act of 2010 and reauthorized by the American Taxpayer Relief Act of 2012 (ATRA), Protecting Access to Medicare Act of 2014, Medicare Access and CHIP Reauthorization Act of 2015, Bipartisan Budget Act of 2018, Coronavirus Aid, Relief, and Economic Security Act of 2020, and Consolidated Appropriations Act of 2021. The Medicare Improvement for Patients and Providers Act (MIPPA) program supports states and tribes through grants to provide outreach and assistance to eligible Medicare beneficiaries to apply for benefit programs that help to lower the costs of their Medicare premiums and deductibles. MIPPA grants provide targeted funding to State Health Insurance Assistance Programs (SHIP), Area Agencies on Aging (AAA), and Aging and Disability Resource Centers (ADRC). Grantees help educate beneficiaries about the Low-Income Subsidy (LIS) program for Medicare Part D, Medicare Savings Programs (MSPs), and Medicare Preventive Services. Since its passage in 2008, MIPPA has helped more than one million low-income Medicare beneficiaries to access programs that make their health care and prescriptions costs more affordable. MIPPA grantees are in all 50 states, Puerto Rico, Guam, and the District of Columbia. ACL coordinates outreach between grantees, CMS, and the Aging Network to ensure that local service providers and partners have access to materials and resources that will help them to assist Medicare Beneficiaries, their families, and caregivers.” MIPPA Team Members are trained on:

- Educating beneficiaries about the Low-Income Subsidy (LIS) program for Medicare Part D, Medicare Savings Programs (MSPs), and Medicare Preventive Services.
- Providing one-on-one assistance to eligible Medicare beneficiaries to help them apply for benefit programs that help lower the costs of their Medicare premiums and deductibles.

#### **Section I: Introduction:**

The RI Office of Healthy Aging (OHA) is the grantee for ACL’s MIPPA Program. This program will be included in the Medicare Information, Assistance and Awareness (MIAA) Grant along with SHIP and SMP. The selected vendor(s) of the MIAA Grant will be required to deliver the services of MIPPA so that the required MIPPA Performance Measures (PM) are achieved, as set forth by ACL. All information contained in this Scope of Work (SOW) is premised on the requirement that the Grantee must ensure that MIPPA staff deliver the services of MIPPA, SHIP and SMP collectively.

#### **Section II: Definitions:**

- *Statewide MIAA Program Manager:* That person, assigned by the vendor, who will take the lead in all matters pertaining to MIPPA including, but not limited to, supervision, training and education of staff and volunteers; recruitment and maintenance of volunteers, data and reporting compliance, and PM compliance.

- *MIAA Coordinator*: That person, or persons, paid by grant funding to the Grantee who delivers the services of MIPPA, working in the community conducting statewide one-on-one counseling appointments, coordinating outreach events, and assisting in training subcontracted staff/volunteers. The MIAA Coordinator title is interchangeable with MIPPA Team Member/Counselor.
- *MIPPA In-Kind Team Member*: That person, or persons, assigned by the Grantee to deliver the services of MIPPA without direct funding from the grant.
- *MIPPA Volunteer*: That person, or persons, who has been recruited and trained by the Grantee to deliver the services of MIPPA and who volunteers their time to deliver services.
- *MIPPA Staff*: The collective group of the MIPPA Coordinator, MIPPA Team Members, MIPPA In-Kind Team Members and MIPPA Volunteers.
- *Group Outreach and Education*: Community outreach events, education activities, and presentations that educate beneficiaries, family members, caregivers, and others about MIPPA services.
- *Media Outreach and Education*: Media activities (e.g., print, radio, television, or electronic) that educate individuals about MIPPA program services.
- *State Health Insurance Assistance Program (SHIP)*: A national program that offers unbiased one-on-one assistance, counseling, and education to Medicare beneficiaries, their families, and caregivers to help them make informed decisions about their care and benefits.
- *Senior Medicare Patrols (SMPs)*: A national program that empowers and assists Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse.
- *Volunteer Risk and Program Management (VRPM)*: Volunteer policies designed to establish and organize the structure and operation of volunteer programs within the SHIP/SMP. The policies describe the governing principles and values that shape and guide volunteer involvement, set expectations regarding the management of volunteer programs, delineate core expectations of SHIP/SMP volunteers, and broadly describe what volunteers may expect from the SHIP/SMP.
- *eFile ID*: A specific ID assigned to each MIPPA staff person which is necessary to record data in SIRS and STARS.
- *OHA MIAA Program Manager*: That person, assigned by OHA, known as the RI MIPPA Director.
- *OHA MIAA Volunteer Coordinator*: The OHA staff person who is the identified Coordinator of all SHIP and SMP Volunteer workforce policies and procedures.

### Section III: Deliverables:

1. **Operations:** The Grantee will ensure the following Operations for MIPPA:
  - The Grantee will be responsible for assigning a staff person who will hold the title of Statewide MIAA Program Manager and who will manage the three (3) MIAA programs: MIPPA, SHIP, and SMP.
  - The Grantee will be responsible for assigning other agency staff as MIAA Coordinators.
  - Assure that MIPPA staff members (including volunteers) have no conflict of interest in providing health insurance information, and counseling and assistance. Ensure MIPPA staff are following HIPPA regulations, privacy laws, and when necessary, completing confidentiality agreements with the beneficiary or their representative.
  - The Statewide MIAA Program Manager will be responsible for seeking, obtaining, receiving, and

disseminating all current and pertinent MIPPA information to the MIPPA staff. This information can come from such sources as the Social Security Administration (SSA), ACL, National Council on Aging (NCOA), the State Health Insurance Assistance Program National Technical Assistance Center (SHIP TA), the Centers for Medicare and Medicaid Services (CMS), and OHA.

- The Statewide MIAA Program Manager will review all MIPPA PMs to ensure compliance. The current list of MIPPA PM's can be found here: [At-A-Glance Reference: MIPPA Performance Measures](#).
  - The Statewide MIAA Program Manager will be responsible for recruiting and maintaining volunteers who will deliver the services of MIPPA and be cross trained in SHIP and SMP.
  - The Statewide MIAA Program Manager will coordinate all Volunteer recruitment, onboarding, maintenance and other Volunteer related policies and procedures in collaboration with the OHA SHIP/SMP Volunteer Coordinator.
  - The Statewide MIAA Program Manager will communicate to OHA all active, outgoing, and onboarding MIPPA staff within forty-eight (48) hours of any changes by using the most current OHA developed contact form.
- 2. Service Delivery:** The Grantee will provide MIPPA services to beneficiaries, families, and caregivers as described below:
- Provide effective statewide personalized person-centered counseling and enrollment assistance to beneficiaries.
  - Develop strategies for providing one-on-one application and enrollment assistance in person, over the phone, on the internet, or through email.
  - Assist beneficiaries in completing the MSP and/or LIS applications and ensure proper submission to the appropriate agency.
  - Educate Medicare beneficiaries about Medicare Preventive Benefits. These benefits provide access to exams and screenings such as the "Welcome to Medicare" preventive visit, yearly "Wellness" visits, flu shots, cardiovascular screenings, and more.
  - All MIPPA staff will be cross trained in MIPPA, SHIP and SMP and will deliver the services of all three (3) programs during individual interactions, and outreach events (e.g., media and group).
  - Every individual interaction with a beneficiary will include screening for low-income Medicare programs, Medicare un-biased counseling and enrollment assistance, and the SMP message.
  - MIPPA staff will conduct Client Contacts, Media Outreach and Education Events, and Group Outreach and Education Events.
  - All MIPPA staff will be registered users of the SHIP Tracking and Reporting System (STARS) and SHIP TA or the most up-to-date reporting system and resource center, as determined by ACL and OHA.
  - MIPPA staff will be registered users of the SMP Information and Reporting System (SIRS) and the SMP Resource Center, or the most up-to-date reporting system and resource center, as determined by ACL and OHA.
  - All MIPPA staff will obtain and maintain an active eFile ID.

- MIPPA staff will use the STARS to SIRS Qualifying Topics Sheet as guidance when entering data into both SIRS and STARS.
- The Statewide MIAA Program Manager will account for their time spent on MIPPA program service delivery within the appropriate database(s).
- All MIPPA staff must obtain and maintain a CMS Unique ID. Volunteers may possess a Unique ID if the Statewide MIAA Program Manager decides that it is preferable. For all MIPPA staff who are provided with a CMS Unique ID, they must abide by the following requirements:
  - Review the [CMS SHIP Unique ID Job Aid for Counselors](#).
  - Completing a signed confidentiality agreement twice (2) per year: May 1 and October 1
  - Complete required Annual Privacy Training. SHIP TA's self-paced Special Topics course: Privacy and Confidentiality, meets the CMS Unique ID privacy training requirement and it also fulfills the Volunteer Risk and Program Management (VRPM) policy requirement that volunteers are trained to maintain client confidentiality.
- The Grantee will assume new MIPPA requirements and/or initiatives as advised by ACL. The OHA MIAA Program Manager will train and/or educate and/or inform the Grantee as to any new requirements and/or initiatives.

**3. Marketing & Outreach:** The Grantee will ensure the following regarding MIPPA Marketing and Outreach:

- Promote awareness, knowledge, and visibility of the MIPPA program.
- Expanded reach to increased number of low-income Medicare Beneficiaries through one-on-one counseling and outreach efforts as demonstrated through the performance objectives.
- The Grantee will include the following groups when scheduling and delivering group outreach events: Low-Income; Non-English speaking; Individuals with Disabilities, Racial/Ethnic Minorities, and Dual Beneficiaries.
- Enhance collaborations with state and community agencies that manage benefits programs to educate grantees and beneficiaries on the programs and, where possible, look for opportunities to streamline processes for older adults and persons with disabilities.
- Collaborate with the U.S. Housing and Urban Development (HUD) assisted housing sites with a high proportion of Medicare beneficiaries to conduct outreach and education to residents on low-income benefits.
- The Grantee will ensure that the estimated number of people reached through outreach events (i.e., group and media) is recorded.
- The Grantee will use and distribute developed and OHA approved MIPPA marketing and outreach materials related to MSPs, LIS, Medicare preventive benefits, and integrated care options and distribute materials to current and potential beneficiaries, families, caregivers, and agencies/organizations, and at outreach events.
- The Grantee will ensure that staff or volunteers are available to meet the cultural and language needs. Ensure culturally appropriate materials are being utilized. Translate outreach materials in the statewide predominate language(s) to ensure that Medicare beneficiaries have access to the information provided.



- The Grantee will distribute outreach materials to locations where activities occur that prevent disease and promote wellness (e.g., health centers and senior centers).
- Distribute MIPPA outreach materials to clients of existing programs that have similar eligibility criteria, such as the low-income heating assistance program (LIHEAP), Meals-on-Wheels, and the Supplemental Nutrition Assistance Program (SNAP).
- The Grantee will promote, educate, and screen Medicare beneficiaries for MIPPA programs: Extra Help (LIS) and Medicare Premium Payment Program (MPP).
- All vendor-developed marketing and outreach materials must be ACL and OHA approved prior to distribution.
- All vendor-developed and approved materials must include the ACL MIPPA Disclaimer.
- All mailings (including emails) to beneficiaries will include MIPPA outreach and will be recorded in STARS.

**4. Training and Education:** The Grantee will ensure the following training and education will be implemented for all MIPPA staff:

- Ensure that all MIPPA staff completes all OHA training requirements. These training requirements include but not limited to: SHIP TA trainings, SHIP TA Assessments (Initial, Annual, and Coordinator), OHA required trainings, ACL trainings, and CMS trainings.
- All MIPPA Volunteers must complete training for the Volunteer Risk and Program Management (VRPM) policies.
- All MIPPA staff must complete the Unique ID training within the SHIP TA Center OR they may complete the training in the SMP Resource Center.
- The Statewide MIAA Program Manager will hold (at least) quarterly meetings with the MIPPA staff to review PM's, discuss best practices, and provide information and training to staff so that MIPPA staff have the most up to date MIPPA information, resources, and tools.
- MIPPA staff will attend all required trainings, meetings, webinars, and conferences as required by OHA or ACL.
- MIPPA staff (those required by OHA) will attend the OHA MIAA Meetings, frequency, and type, as set forth by OHA to discuss best practices, lessons learned, and challenges encountered, while sharing progress and insights from outreach/education/enrollment events conducted to date.

**5. Data Collection, Reporting & Evaluation:** The Grantee will ensure the following regarding data collection reporting and evaluation:

- All MIPPA data must be recorded by the last day of a month for the previous month.
- The Statewide MIAA Program Manager will run Time Spent Reports monthly, for the previous month, to ensure that data is being recorded and MIPPA PMs are being met.
- The Statewide MIAA Program Manager will share these reports with MIPPA staff as a tool for best practices and needed adjustments.
- The OHA MIAA Program Manager will review monthly program reports to ensure performance measures are being met.
- The Statewide MIAA Program Manager will provide semi-annual narrative reports to OHA reflecting



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on activities, accomplishments, outcomes, goals, challenges, and lessons learned. ***See the below MIPPA Grant Reporting Requirements.***

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**MIPPA Grant Reporting Requirements**

The chart below denotes the MIPPA reporting requirements. The following chart are the four (4) questions that the grantee must report, answer, and submit to OHA MIAA Program Manager/MIPPA Director by the reporting due dates. The grantee will be provided reporting due dates when awarded the contract.

Report Type	Reporting Period	Reporting Due Date to OHA
MIPPA Semi-Annual Report(s)	TBD	TBD

1. **What did you accomplish during this reporting period?**
  
2. **What, if any, challenges did you face during this reporting period and what actions did you take to address these challenges?**
  
3. **How have the activities conducted during this project period help you to achieve measurable outcomes?**
  
4. **What was produced during the reporting period and how have these products been disseminated? (e.g., articles, issue briefs, fact sheets, newsletters, survey instruments, sponsored conference and workshops, websites, audiovisuals, and other informational resources)**

**\*Please submit any materials that you produced along with your report to OHA MIAA Program Manager.**

**\*Please add any additional information that would support RI MIPPA activities and accomplishments during the reporting period.**

**REMINDER:**

*\*All MIPPA data must be recorded in STARS/SIRS by the last day of the month for the previous month.*

*\*PLEASE NOTE: OHA MIAA Program Manager will be running monthly MIPPA Performance Measure Reports to ensure grantee is meeting the required performance measures.*

### Program Administration Requirements

**All activities and services funded by any grant entered into pursuant to this GRANT OPPORTUNITY shall be provided free of charge.** Applications should maximize the use of grant funds for the direct provision of services to low-income older individuals within the State of Rhode Island, including low-income minority individuals, and older individuals with limited English proficiency.

Grantee agencies shall comply with all OHA and federal program requirements, data collection, requirements, and reporting requirements related to the project within the required time frames, including without limitation the following:

- Attend all required meetings, webinars, teleconferences, and conferences as required by the OHA project manager.
- Maintain effective communication regarding grant activities with the OHA project manager and with other grant partners, when appropriate.
- Clearly identify all personnel from the grantee agency who will work on this project.
- Submit program reports as outlined in the specific scopes of work and all other required project-related reports and other work products as indicated by OHA project manager in order to prepare all required reports.
- Submit monthly invoices with appropriate proof of expenditure, examples include time sheets for payroll and goods, services and equipment purchased.

### CONDITIONS

The applicant is awarded funding pursuant to this GRANT OPPORTUNITY must enter a written grant with OHA in a form to be prescribed by OHA. The following conditions shall be incorporated into any grant that results from this GRANT OPPORTUNITY (this listing is not inclusive of all requirements that will be set forth in the grant):

- A. Changes. Any proposed change in the Project shall be submitted in writing to the Director of OHA for approval, which may be withheld in sole discretion of the OHA Director. Any amendment to provisions of the grant shall be valid only when it has been signed by both parties and attached to the grant.
- B. Acknowledgement of Funding Sources. All publicity and printed material relating to the performance of the grant shall indicate the assistance of OHA and the federal Administration for Community Living (ACL), and the content of all publicity and printed material relating to the performance of this contract shall be approved in advance by OHA.

- C. Availability of Funds. It is expressly understood that all funds obligated in any grant awarded pursuant to this GRANT OPPORTUNITY are contingent upon receipt of funds by OHA. OHA reserves the right to reduce its financial obligation, postpone funding, or terminate this GRANT OPPORTUNITY and/or any grant awarded pursuant to this GRANT OPPORTUNITY.
- D. Compliance with Auditing Requirements. The grantee will comply with all OHA auditing policies and procedures.
- E. Prohibited Interest. No member, officer, trustee, or employee of OHA shall have any interest -direct or indirect- in any grant awarded pursuant to this GRANT OPPORTUNITY or the proceeds thereof.
- F. Equal Employment Opportunity/Non-Discrimination. The grant shall require that the grantee shall not discriminate against any employee or applicant for employment or receipt of service because of race, religion, color, sex, age, national origin, or disability. The grantee shall ensure that employees are treated equally during their employment without regard to their race, religion, color, sex, age, national origin, or disability. The grantee will, in all solicitations or advertisements for employees placed by or on behalf of the grantee, state that all qualified applicants will receive consideration of employment without regard to race, religion, color, sex, age, national origin or disability.
- In the event of the grantee's non-compliance with the Equal Employment Opportunity/Non-Discrimination clauses of the grant or with any of said rules, regulations or orders, the grant may be cancelled, terminated, or suspended in whole or in part and the grantee may be declared ineligible for future OHA grants.
- G. Grant Termination. OHA may terminate the grant or any portion of it by serving written notice of termination on the grantee. The notice shall state whether the termination is for convenience of OHA or for default of the grantee. If the termination is for default, the notice shall state the way the grantee has failed to perform the requirements of the grant. The grantee shall account for any property in its possession paid for from funds received from OHA or property supplied to the grantee by OHA.
- H. Submission of Reports. The grantee must submit all reports required by OHA within the specified time frames.
- I. Indemnification. The grantee shall indemnify and hold harmless OHA and the State of Rhode Island from and against all loss, costs, liability, damage, and expense whether direct, consequential, or incidental for personal injury and for property damage and expense arising out of or resulting in whole or in part, directly or indirectly, from work or operations under the grant but not limited to the acts, errors, omissions and negligence of the grantee's employees, agents, contractors, and subcontractors.
- J. Compliance with All Laws, Codes, Rules, and Regulations. The grantee shall be responsible for complying with all local, state, and federal laws, codes, rules, and regulations that apply to the Project.

## SECTION C: PROPOSAL

**Narrative and Format:** The proposal should include specifically each of the following required elements:

### A. **Technical Narrative**

Describe the qualifications and background of the applicant and experience with and for similar projects, and all information described earlier in this GRANT OPPORTUNITY (**the narrative is limited to ten (10) pages**, excludes any appendices and, as appropriate, resumes of key staff that will provide services covered by this request). The Narrative should describe the applicant's understanding of the State's requirement and a work plan for accomplishing the results proposed, including the following:

#### 1. **Organizational Capacity, Structure and Management Plan**

Describe the organizational history, services, and programs provided by the agency. Include here the agency's ability to work with the target populations identified in this GRANT OPPORTUNITY. Describe the qualifications, functions, and responsibilities of staff members who will be involved with the program. Including, but not limited to, the following:

- a. Articles of Organization of the Applicant; List of Board of Directors, By-Laws (or other appropriate ownership agreement, such as a partnership agreement, if applicable); and
- b. Demonstration of Board (or partnership) endorsement, if applicable, supporting the organization's commitment to undertake the proposed project.

#### 2. **Proposed Approach**

Each part of the MIAA program has a specific Scope of Work. Within each Section III: Deliverables includes the following five (5) items:

1. Operations
  2. Service Delivery
  3. Marketing and Outreach
  4. Training and Education
  5. Data Collection, Reporting and Evaluation
- OHA expects the agency to present a clear outline of the plan of work across the entire MIAA program. Proposals should include a focus on diversity and minority population as described in Section B.

- The applicant must include an Organizational Plan for the MIAA program outlining the Overall Goals; the Specific Objectives; Activities, and Services for four (4) items: (1) Operations, (2) Service Delivery, (3) Marketing and Outreach, and (4) Training and Education.
- The applicant must include an Evaluation Plan on how they intend to complete and measure compliance with item (5) - Data Collection, Reporting and Evaluation.

## **B. Budget and Financial Capacity**

1. The completion of an OHA Excel budget form (**Appendix A**) for the period **January 1, 2023 – December 31, 2023**.
2. A budget narrative (**not to exceed three (3) pages**) which explains, in reasonable detail, the budget for the proposed project. The budget narrative should also disclose all other sources of funding in the budget narrative. Including, but not limited to, the following:
  - a. Current year operating budget including revenue sources and expenses.
  - b. If applicable, copy of 501(c)(3) tax exempt IRS Letter, or that of the fiscal sponsor; and
  - c. If applicable, documentation of the applicant's federally approved indirect cost rate.
    - **Matching Share:** No cost-share or match is required.
    - **Direct/Indirect Costs:** In developing proposals, applicants should maximize the use of grant funds for the direct provisions of services. In addition, if the applicant has no current federally approved indirect cost rate, then an indirect costs rate of up to 10% will be permitted (the indirect cost rate is calculated by dividing the indirect costs of the project by its direct costs).

## **C. Supporting Documentation:**

1. Letters of Commitment (for each agency that will be a MIAA subcontractor).
2. A signed and completed Tax I.D. W-9 Form (to be provided by applicant).
3. Copies of all documents filed with the Rhode Island Secretary of State to establish the applicant's existence; in lieu of this, it will be sufficient that the applicant currently is included in the Rhode Island Secretary of State's corporate database of **Active** business entities.
4. A copy of the most recently filed IRS Form 990 to the extent that the applicant is required to file such forms; if the applicant is not required to file an IRS Form 990, the applicant must certify in writing as



Daniel J. McKee  
Governor

Maria E. Cimini  
Director

to same.

5. An annual financial statement for the most recently completed year.
6. The names and titles of all the organization’s current directors, officers, trustees, and key employees.
7. Written certification from the applicant that it currently is legally authorized to conduct business in Rhode Island.

**SECTION D: EVALUATION AND SELECTION**

Proposals will be reviewed by a Technical Review Committee comprised of staff from state agencies. The proposal must receive a minimum of 70 (70%) out of 100 technical points to be considered responsive. Any proposals scoring less than 70 points will be dropped from further consideration. Proposals will be reviewed and scored based on the following criteria:

Criteria	Possible Points
<b>Technical Narrative</b>	
<b>Organizational Capacity, Structure and Management Plan</b>	30
<b>Proposed Approach</b>	40
<b>Budget and Financial Capacity</b>	30
<b>Total Possible Points</b>	100

**Points will be assigned based on the applicant’s clear demonstration of its abilities to complete the work, apply appropriate methods to complete the work, create innovative solutions, and quality of past performance on similar projects.**

Applicants may be required to submit additional written information or be asked to make an oral presentation before the technical review committee to clarify statements made in their proposal.

Interested offerors may submit proposals to provide the services covered by the Request on or before the date and time listed on the cover page of this solicitation.

Minority Business Enterprise:

Rhode Island General Laws Chapter 37-14.1 provides that minority business enterprises are to have an opportunity to participate in the performance of certain contracts funded in whole or in part by State funds. Please include in your proposal, if applicable (a) information setting forth the applicant’s status as a Minority Business Enterprise, as certified by the Rhode Island Department of Administration (an “MBE”) and/or (b) a subcontracting plan which addresses the State’s goal of ten percent (10%) participation by MBEs in State procurements. Questions concerning this should be addressed to the MBE Compliance Office at 401-574-8253, and a list of certified MBEs may be found at [www.mbe.ri.gov](http://www.mbe.ri.gov).



**SECTION E: APPLICATION CHECKLIST – REVIEW CAREFULLY**

Please ensure that the following documents are submitted to OHA via email by **12:00 PM EST on Friday, December 2, 2022, to Christine Anderson, [christine.anderson@oha.ri.gov](mailto:christine.anderson@oha.ri.gov).**

**Application:**

- Cover Sheet
- Technical Narrative
  - Organizational Capacity, Structure and Management Plan
  - Proposed Approach
- Budget and Financial Capacity

**Supporting Documentation:**

- 1) Letters of Commitment (for each agency that will be a MIAA subcontractor)
- 2) A signed and completed Tax I.D. W-9 Form (to be provided by applicant).
- 3) Copies of all documents filed with the Rhode Island Secretary of State to establish the applicant's existence; in lieu of this, it will be sufficient that the applicant currently is included in the Rhode Island Secretary of State's corporate database of **Active** business entities.
- 4) A copy of the most recently filed IRS Form 990 to the extent that the applicant is required to file such forms; if the applicant is not required to file an IRS Form 990, the applicant must certify in writing as to same.
- 5) An annual financial statement for the most recently completed year.
- 6) The names and titles of all the organization's current directors, officers, trustees, and key employees.
- 7) Written certification from the applicant that it currently is legally authorized to conduct business in Rhode Island.
- 8) MBE information and/or plan, if applicable

**Attachments:**

**Appendix A** – Complete and submit project budget in OHA Excel Budget Form (Exhibit B)