

**NEW YORK STATE OFFICE FOR THE AGING**

2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor

An Equal Opportunity Employer

Corinda Crossdale, Director

**PROGRAM INSTRUCTION**

**Number 15-PI-05**

**Supersedes**

**Expiration Date**

**DATE:** April 7, 2015

**TO:** HIICAP Coordinators

**SUBJECT:** SHIP Unique ID Confidentiality Form

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**ACTION REQUESTED:**

As of April 1, 2015, please use the attached State Health Insurance Program's (SHIP) Unique ID Confidentiality form for all SHIP Unique ID requests.

Any older versions of the SHIP Unique ID request form received after April 1, 2015 will not be accepted.

**PURPOSE:**

The Unique ID is a system developed by the Centers for Medicare and Medicaid (CMS) for SHIP Counselors to obtain information from 1-800 Customer Service Representatives (CSR), Medicare contractors and private insurance plans. This unique ID system allows State and local HIICAP staff (including volunteers) to discuss a beneficiary's Medicare claims and concerns without the beneficiary being present. The Unique ID also requires mandatory reporting on activities within the SHIPTalk reporting system.

The purpose of this policy form change is to:

- Reaffirm that the SHIP Unique ID is used for free and unbiased counseling,

- Reaffirm the confidential nature of the SHIP Unique ID,
- Reaffirm that the local HIICAP Program Coordinator acknowledges a HIICAP counselor's authority and use,
- Reaffirm the local HIICAP Program Coordinator's responsibility to notify the NYS HIICAP Director of counselor terminations,
- Reaffirm that mandatory reporting is required and any inactivity within 60 days of SHIPtalk will result in the loss of access to the SHIP Unique ID, and
- Misuse of the SHIP Unique ID will result in termination of ID access and possible investigation.

HIICAP Coordinators should carefully determine who should be granted a SHIP Unique ID and submit the completed and signed request forms to the State HIICAP Director at NYSOFA. The HIICAP Director is the State Administrator who has the final authority on approvals, denials, revocation or reinstatement of Unique IDs for those at the local level.

**PROGRAMS AFFECTED:**

- |                                      |  |  |
|--------------------------------------|--|--|
| <input type="checkbox"/> Title III-B | <input type="checkbox"/> Title III-C-1     | <input type="checkbox"/> Title III-C-2 |
| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E       | <input type="checkbox"/> CSE           |
| <input type="checkbox"/> EISEP       | <input type="checkbox"/> NSIP              | <input type="checkbox"/> Title V       |
| <input type="checkbox"/> WIN         | <input checked="" type="checkbox"/> HIICAP | <input type="checkbox"/> Energy        |
| <input type="checkbox"/> LTCOP       |  |  |
- Other:

**CONTACT PERSON:** Brenda LaMere  
NYS HIICAP Director

**TELEPHONE:** 518-474-6085

## SHIP Unique Identification

04/2015

Carrier Customer Service Representative (CSR) is a system that is set up between the Centers for Medicare and Medicaid Services (CMS), 1-800-Medicare contractors and Medicare private insurance plans through a Unique ID system to allow State and local SHIP staff to discuss a beneficiary's Medicare claim without the beneficiary being present.

In order to obtain a SHIP Unique ID, you must be registered with Shiptalk. Once registered with Shiptalk:

- Click on the "Edit my Profile" tab.
- Scroll to the bottom of the "Edit my Profile" page and look for the "Request Unique ID" link.
- Click on that link to request an ID.
- Email this completed form to the NYS HIICAP Program or fax to 518-486-2225.

Your electronic Shiptalk request will automatically be sent to the State SHIP Director for approval. Once all documentation is received and approved, you will receive an email with your new SHIP Unique ID.

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### CONFIDENTIALITY AGREEMENT FOR RECEIPT OF SHIP UNIQUE ID

- I hereby agree and understand that I am accountable for the protection of the privacy and confidentiality of the information that is disclosed to me pursuant to my use of the SHIP Unique ID which has been assigned to me by CMS. This ID, along with other identifying information will allow a CSR to disclose certain beneficiary eligibility and claims payment-specific information to me for the purpose of assisting the beneficiary.
- I understand this ID is to be confidential and I am not to disclose this ID to anyone other than the CSR, Medicare contractor or Medicare private insurance plan representative.
- I understand that if I use this ID for any purposes other than to provide free, unbiased HIICAP counseling, my permissions will be terminated and I will be subject to further investigation.
- I understand that I will maintain an active Shiptalk account by maintaining monthly updated client contact and public and media events.
- I understand that Shiptalk will automatically place me into an inactive Shiptalk status, affecting my ID, if I fail to actively report at least once every 60 days.

\_\_\_\_\_  
Agency

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PRINT Counselor Name

\_\_\_\_\_  
Signature/Approval of County HIICAP Coordinator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Counselor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
SHIP Director Signature

\_\_\_\_\_  
Date Generated