

MODULE 14: NYSOFA HIICAP REPORTING

The Administration for Community Living (ACL), its contractor, Technical Frontiers, Inc. and the SHIP Steering Committee/Performance Assessment Workgroup developed a system to collect and compile data about the activities of the SHIP (HIICAP) programs known as National Performance Reporting (NPR).

Reporting Mandate

Compliance with the reporting requirement is a term and condition of each Area Agency on Aging or its subcontractor who receives a HIICAP grant award. ACL requires State Health Insurance Programs (SHIPs) to use the National Performance Reporting (NPR) System. HIICAP reporting is web-based and secure. Shiptalk and NYSOFA provide technical assistance to area agencies as needed via training, manuals, online help and phone contact.

***Please share copies of this module with Area Agencies on Aging and/or subcontractors who are directly responsible for completing HIICAP reporting requirements.**

Quality Data

Be sure to report accurate data by checking your entries before submitting them.

- 1) Provides local, state, and national sponsors with statistics to justify continued support
- 2) Documents the valuable services that you have performed, and
- 3) Helps to maintain the highest quality of services. **Continued funding for this program is contingent upon accurate, quality data.**

Web site for Counselors: <https://shipnpr.acl.gov>

Each individual HIICAP Coordinator, Counselor, Volunteer, Subcontractor, or MCCAP Agency who will be entering data must register on the site and select their own unique username and password. The State Office for the Aging will receive an email request to approve your access to the site. Please accurately reflect the Area Agency on Aging or Medicare Consumer Advocacy Project you are representing.

Use this site to sign in and enter client data from the Client Contact Form and the Public and Media Form. Each local HIICAP counselor should use the hard copies of these forms in order to ensure accurate reporting and back-up data. The ‘Client Contact Form’ (CC) and ‘Public and Media Activity Form’ (PAM) should be printed and provided to each counselor so that they can record each client contact and counseling session as well as every public and media event. This information is then entered into the online Reporting System. These forms are available as a PDF file on <https://www.shiptacenter.org/>.

Monitoring Data

NYSOFA can access and monitor your data. Set a specific time aside each day/week to enter data so that you don’t fall behind in recording your information. **Don’t wait until the reports are due. Maintaining accurate records is very important.**

REPORTING

The National Performance Report (NPR) consists of:

1. Client Contact Form (CC)
2. Public and Media Activity Form (PAM), and
3. Resource Report, which captures all of the resources (HIICAP and non-HIICAP funded) that have been used to assist people with Medicare.

HIICAP Reporting Forms

- The **Client Contact Form (CC)** records all client contacts -- contacts can be made over the phone, in person at the office or in a home, via postal mail, e-mail or a fax transmittal. Enter all client data into the web-based system – <https://shipnpr.acl.gov> under the CC tab.
- **Public and Media Activity Form (PAM)** – The PAM captures the type and number of media activities -- radio and television shows, presentations, newsletters, etc., as well as the topics covered and their target audiences. To input data access the national system at: <https://shipnpr.acl.gov> under the PAM tab.
- **Resource Report – Now Annual – Due May 15th annually.** The Resource Report captures all of the resources (HIICAP and non-HIICAP funded) that have been used to assist people with Medicare. Information is reported to the New York State Office for the Aging via Brenda LaMere on an annual basis via postal mail, e-mail or fax at (518) 486-2225. **Do not enter this information on the Shiptalk website.**

Note: The Resource Report was previously due on a semi-annual basis. It is recommended that HIICAP programs and MCAP agencies continue to track resources on a semi-annual basis in order to ensure submission of complete and accurate annual data.

It is important to obtain all data and complete each section of the forms for input into Shiptalk.

THE FOLLOWING PROVIDES AN OVERVIEW OF THE REPORTING PERIODS

- Client Contacts and Public & Media Events **MUST** be entered **monthly!**
- Data from October 1st to September 30th of the following calendar year **MUST** be entered by October 30th of that following year (12 month period). ACL cannot accept any late data for the current contract year after October 30th.

HIICAP REPORTING



Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
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NYSOFA will contact all Agency Area on Aging Director’s for data that has not been reported timely as late data will cause counties to lose credit for work completed.

Resource Report

The *Resource Report* is submitted **annually**. The annual reporting period for the Resource Report Form is April 1, 2016 to March 31, 2017. Forms must be mailed, emailed or faxed to the State Office by May 15, 2017.

For all reports, NYSOFA provides ample notice and reminders when reports are due.

You can find Web and Data Technical Support as noted below: This includes contact information if you have trouble accessing the Web site: <https://shipnpr.acl.gov>

Technical Support

Technical Frontiers, Inc.
 Ship NPR Helpdesk
Shipnprhelp@technicalfrontiers.com
 1-800-253-7154, ext. 1.

Questions about forms and instructions on how to enter data:

Contact: Helen Fang at Helen.Fang@aging.ny.gov or by phone (518) 473-3002.

Thank You for Reporting!!