

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Andrew M. Cuomo, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

PROGRAM INSTRUCTION	Number 18-PI-19
	Supersedes
	Expiration Date

DATE: August 23 2018

TO: Area Agency on Aging (AAA) Directors, Health Insurance Information Counseling and Assistance (HIICAP) Coordinators, and NY Connects Coordinators

SUBJECT: SHIP Tracking and Reporting System (STARS)

PURPOSE: To inform AAAs of the new federal SHIP Tracking and Reporting System (STARS) and provide guidance relative to Health Insurance Information Counseling and Assistance (HIICAP), Medicare Improvements for Patients and Provider Act (MIPPA), and the Fully Integrated Duals Advantage (FIDA) data entry requirement.

ACTION REQUIRED: This program Instruction requires the following actions:

1. **By August 27, 2018**, all client contacts and public and media events collected during the months of July and August 2018 must be submitted, entered and/or uploaded into the federal SHIPNPR system.
2. **Effective September 1, 2018**, HIICAP, MIPPA and FIDA (for the four counties participating in the FIDA duals demonstration program) data is required to be directly entered into STARS through the open enrollment period and until otherwise directed.

BACKGROUND: The STARS data system is the new federal, web-based data system for the reporting of State Health Insurance Program (SHIP) activities; replacing SHIPNPR. STARS offers a modernized and improved user experience for HIICAP,

MIPPA and FIDA grantees as they work to provide Medicare beneficiaries with information, counseling and enrollment assistance. It is being implemented by the Administration for Community Living (ACL) and their contracted system developer Booz Allen Hamilton. STARS is supported by the SHIP National Technical Assistance Center (SHIP TA Center).

ACL has scheduled New York State (NYS) to begin utilizing STARS **effective September 1, 2018**. At this time, required reporting data can only be submitted directly into STARS. To prepare for this transition, the NYS Office for the Aging (NYSOFA) began facilitating training opportunities such as conference calls, email communications and webinars offered by the SHIP TA in April of 2018 with the HIICAP network, NY Connects Coordinators and AAA Directors. NYSOFA has shared information and connected network staff to available resources so all STARS users may understand how to accurately report their activities. Additionally, the NYSOFA HIICAP team has been working with AAAs to register qualified staff and volunteers into STARS. NYSOFA will continue to share information relative to STARS in the upcoming months and is available for ongoing technical support. Additional resources can be found at: <https://stars.entellitrak.com>.

In the future, it may be an option to use the Statewide Client Data System to transmit HIICAP, MIPPA and FIDA data to STARS through an Application Programming Interface (API). API is a system-to-system connection used when reporting from a proprietary system. There are numerous steps that must be taken to support reporting capabilities through the API model. During this transition, ACL placed priority on getting users set up to direct enter data into the new federal reporting system. Secondly, the focus has been on steps necessary to establish the API connection between proprietary systems and STARS in those states that have had the option of using another data system that uploaded to SHIPNPR and whether it will be possible to transmit the breadth of reporting elements through an API connection. NYSOFA will continue to work with its Statewide Client Data System vendor and ACL in the coming months to explore options relative to data submission through the API model.

- PROGRAMS AFFECTED:**
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| <input type="checkbox"/> Title III-D | <input type="checkbox"/> Title III-E | <input type="checkbox"/> CSE |
| <input type="checkbox"/> WIN | <input type="checkbox"/> Energy | |
| <input type="checkbox"/> EISEP | <input type="checkbox"/> NSIP | <input type="checkbox"/> Title V |
| <input checked="" type="checkbox"/> HIICAP | <input type="checkbox"/> LTCOP | |
| <input checked="" type="checkbox"/> NY Connects | <input type="checkbox"/> Other: | |

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