

MODULE 14: NYSOFA HIICAP REPORTING

The State Health Insurance Assistance Program (SHIP) Tracking and Reporting System (STARS) is the nationwide, web-based data system that facilitates the reporting of SHIP grantee activities to the federal government. STARS was built and is housed by Booz Allen Hamilton under contract with The Administration for Community Living (ACL). STARS offers a modernized user experience for SHIPs as they work to provide Medicare beneficiaries with information, counseling, and enrollment assistance.

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 SHIP Tracking and Reporting System (STARS). HIICAP reporting is web-based and secured. Booz Allen Hamilton, the SHIP Technical Assistance Center 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

Continued funding for this program is contingent upon accurate quality data. Quality data:

- 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.

Reporting web site: <https://stars.acl.gov>

All HIICAP Coordinators, Counselors, Volunteers, Subcontractors and MCCAP Agencies who will be reporting HIICAP and/or MIPPA activities must be registered in the federal reporting system STARS. User profiles in the STARS system are referred to as “team member” profiles and consist of eighteen required fields to register. Counselors and volunteers will need to provide their HIICAP Coordinator with the required information, which will then be forwarded to NYSOFA for the creation of the team member profile. Once a team member profile has been created by NYSOFA, the team member will receive a username and temporary login information (credentials) from STARS (Booz Allen Hamilton, the federal reporting contractor).

Once registered, use this site <https://stars.acl.gov> to sign-in and enter client data and activities by using the Beneficiary Contact Form (BCF), the Group Outreach and Education Form (GOEF) or the Media Outreach and Education Form (MOEF). Each local HIICAP counselor should use hard copies of these forms to make certain of accurate reporting. The BCF, GOEF and the MOEF should be printed and provided to each counselor so that they can record each counseling session as well as every outreach and education event. The recorded data should then be entered into the online Reporting System. The BCF, GOEF and the MOEF forms are available for download through SHIP TA: <https://www.shiptacenter.org/>.

Monitoring Data

NYSOFA and ACL 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. ACL has advised NYSOFA that they will utilize the STARS data to fulfill real time legislative and administrative requests. Don't wait until the reports are due. Maintaining accurate records is very important.

Reporting Forms:

The SHIP Tracking and Reporting System (STARS) consists of:

1. The Beneficiary Contact Form (BCF),
 2. The Group Outreach and Education Form (GOEF),
 3. The Media Outreach and Education Form (MOEF), and
 4. Activity Form
- **Beneficiary Contact Form (BCF)** – The BCF records all beneficiary contacts. Contacts can be made over the phone, in person at the office or in a home or facility, via postal mail, e-mail, web-based such as Skype or a fax transmittal. Enter all beneficiary contact data into the web-based system at <https://stars.acl.gov> – under the Tracking Inbox, New Beneficiary Contact tab.
 - **The Group Outreach and Education Form (GOEF)** – The GOEF captures the type and number of group outreach activities such as Booths/Exhibits (Health Fairs, Senior Fairs or Community Events), Enrollment Events, and Interactive Presentations to the Public (In-Person, Video Conference, Web-based Events, Teleconference), as well as the topics covered and their target audiences. To input data, access the national reporting system at <https://stars.acl.gov> – under the Tracking Inbox, under New Group Outreach and Education tab.
 - **The Media Outreach and Education Form (MOEF)** – The MOEF captures the type and number of media outreach activities such as Billboard, Email, Magazine, Newsletter, Newspaper, Radio, Social Media, Television, Website, and Other media source, as well as the topics covered and their target audiences. To input data, access the national reporting system at <https://stars.acl.gov> – under the Tracking Inbox, under New Media Outreach and Education tab.
 - **The Activity Form-** The *Activity* tab associated with each saved team member profile in STARS is how you access the Activity Form in STARS. It allows team members to enter their own time spent on activities not captured on the other STARS forms, and it allows users with access to others' team member forms to enter that time on their behalf, if desired. Options include Administrative Support, Program Management, and Other SHIP Activities. Hours entered on this Activity Form are counted in the Resource Report.

Please note: It is important to obtain all data and complete each section of the forms for input into the STARS reporting system.

Data Submission for Direct Entry Users:

- SHIPs must submit data to STARS on a monthly basis. The schedule below displays the timeline when data must be entered directly into STARS.

Month Effort Occurred	Data Entry Due Dates for Efforts
April	May 31
May	June 30
June	July 31
July	August 31
August	September 30
September	October 31
October	November 30
November	December 31
December	January 31
January	February 28
February	March 31
March	April 30

- Beneficiary Contacts, Group Outreach and Education Events, Media Outreach and Educations Events **MUST** be entered by the end of the following **month**.
- Data from April 1st to March 31st of the following calendar year **MUST** be entered by April 30th of that following year (12-month period). ACL cannot accept any late data for the current contract year after April 30th.

NYSOFA will contact all Agency Area on Aging Directors for data that has not been reported timely, as late data will cause counties to lose credit for work submitted after ACL reporting deadlines.

Resource Report

The Resource Report is used to gather metrics on the various demographics of users in the STARS system. The report provides a summary of active users and the number of hours spent on activities during a particular date range. The Resource Report is now a system generated report which pulls data from team member profiles and all forms entered.

The annual reporting period for the Resource Report is from April 1st to March 31st. All Beneficiary Contacts, Group Outreach and Education events and Media Outreach and Education Events must be entered in STARS by April 30th.

Data Submission for local programs who utilize the HIICAP Workflow Path of the Statewide Client Data System:

In order for records to meet pre-validation and be sent to the Federal SHIP Tracking and Reporting System (STARS) through an Application Programming Interface (API) model, the STARS queue should be processed frequently by each local program to address error messages and validate records for STARS submission. Below is guidance on how to correct error messages in the STARS queue.

(Please note API submission is scheduled by NYS HIICAP. Reporting deadlines are sent out via e-mail to HIICAP coordinators on a monthly basis).

Correcting Errors

1. To see the records with errors, select **Error** from the status dropdown.
2. Enter or select the date range you want to work with.
3. Click **Go**.
4. Click on the **Name** to navigate to the record to correct. The identified error will display on the record.
5. Once you have corrected the error, continue to **Save** or **Save & Exit** until you return to the queue.
6. Once error(s) are fixed, click **Process Queue**. Once the red complete message appears, click **Go** to refresh changes. Note: Corrected records will now display on the pending queue.

Additional considerations for those reporting through the Statewide Client Data System which utilizes an API model to schedule and automatically upload data from the proprietary system to STARS. Currently the API endpoint will not accept the following data elements:

- SHIP Team Member Profiles (to be created by NYS HIICAP staff only)
- File Attachments
- Content updates

Therefore, while all client contact and outreach data entered in the Statewide Client Data System will be uploaded into STARS through the API process, all data associated with SHIP Team Member Profiles, File Attachments, and Content Updates need to be directly entered in STARS.

- Beneficiary (Client Contact) Additional Session
- Group Additional Team Members (Presenters)
- Media Additional Team Members (Presenters)
- SHIP Team Member Activity

Therefore, these elements must also be directly entered in STARS. Work is underway between the Statewide Client Data System vendor and the STARS vendor to allow for these data elements to upload through the API process. It is anticipated this will be available soon. Over the next several months NYSOFA will continue to work with its Statewide Client Data System vendor to provide updated information and guidance on reporting through API submission.

For further information please refer to 19-PI-21 Reporting Instructions for the Health Insurance Information, Counseling and Assistance Program (HIICAP), and Medicare Improvements for Patients and Provider Act (MIPPA)

https://aging.ny.gov/system/files/documents/2019/11/19_pi_21_hiicap_mippa_fida_reporting_instructions.pdf

NYSOFA provides ample notice and reminders when reports are due.

You can find Web and Data Technical Support as noted below:

STARS Technical Support

Booze Allen Hamilton

[Booz Allen STARS Help Desk](#)

boozallenstarshelpdesk@bah.com

You can also find additional tools and training resources related to STARS through

SHIP National Technical Assistance Center (SHIP TA Center) <https://www.shiptacenter.org/>

The SHIP TA Center provides webinar training, technical assistance, and written instructions for using STARS. Contact the SHIP TA Center STARS team:

- stars@shiptacenter.org
- 877-839-2675.

Questions about forms and instructions on how to enter data:

Contact: Helen Fang at Helen.Fang@aging.ny.gov or

Heather Leddick at Heather.leddick@aging.ny.gov