

NEW YORK STATE OFFICE FOR THE AGING

2 Empire State Plaza, Albany, NY 12223-1251

Kathy Hochul, Governor

An Equal Opportunity Employer

Greg Olsen, Acting Director

PROGRAM INSTRUCTION	Number 23-PI-09
	Supersedes 22-PI-16

DATE: July 14 2023

TO: Health Insurance Information Counseling and Assistance Program (HIICAP) Coordinators

SUBJECT: Confidentiality Agreement for the Receipt of the State Health Insurance Assistance Program (SHIP) Unique ID

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ACTION REQUESTED:

The New York State Office for the Aging is issuing this annual Program Instruction (PI) requiring all eligible HIICAP counselors, including volunteers, to review and sign Attachment 1, the Confidentiality Agreement for Receipt of the State Health Insurance Assistance Program (SHIP) Unique ID. Submission of an updated confidentiality agreement receipt form is an annual requirement for all HIICAP staff who are issued a SHIP Unique ID. Additionally, all HIICAP staff who are issued a SHIP Unique ID must participate in and complete the annual HIICAP exam and privacy training (Attachment 2).

Signed confidentiality agreement receipt forms must be sent to Helen.Fang@aging.ny.gov or faxed to 518-486-2225 no later than September 5, 2023.

PURPOSE:

The Centers for Medicare and Medicaid Services' (CMS) Unique ID system for SHIPs is designed to remove barriers to researching complex issues for Medicare beneficiaries. This system generates a SHIP Unique ID for HIICAP counselors as a form of verification so that they can discuss and/or obtain information on behalf of Medicare beneficiaries.

This PI will ensure that all HIICAP counselors who have been issued a SHIP Unique ID by CMS:

1. Participate in and complete the annual HIICAP exam and privacy training (Attachment 2); and
2. Review and sign the confidentiality agreement receipt form (Attachment 1) on an annual basis and adhere to its provisions.

To ensure the privacy of all Medicare beneficiaries, HIICAP Coordinators must notify Helen Fang via email at Helen.Fang@aging.ny.gov when there is a change in a HIICAP counselor’s status and, as a result, they should no longer have access to a SHIP Unique ID (e.g., termination).

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"/> SNAP	<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:	

CONTACT PERSON: Heather Leddick
 Helen Fang

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