



WISCONSIN DEPARTMENT
of HEALTH SERVICES

State Health Insurance Assistance Program (SHIP) Certification and Policy Updates

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SHIP

State Health Insurance
Assistance Program

Navigating Medicare

ADRConnect
Meeting

Agenda

UPDATE!

MIPPA grant program coordinator

reminder

Systems access requests

UPDATE!

SHIP volunteer resources

UPDATE!

SHIP certification process

UPDATE!

Unique ID policy

MIPPA Grant Program Coordinator

Meet Pam Watson

New: State MIPPA Grant Program Coordinator

Meet Pam Watson!

(pamela.watson@dhs.wisconsin.gov)

This is a brand new position at the state level focusing on:

- Grant administration.
- Data review.
- Partnerships.



Systems Access

Form F-02000

Reminder: Form F-02000 for Systems Access and Changes



Reminder: Submit [F-02000](#) to get SHIP accounts opened or closed for new and retiring staff and SHIP volunteers.



For SHIP volunteers and elder benefit specialists, you can copy [Michelle Grochocinski](#).

Form F-02000 Example: SHIP Volunteer

Section 1 – Purpose of Request

- ✓ Request new user access [date] [predecessor's name]

Section 2 – User Information

- ✓ [Volunteer information]

Section 3 – User Work Role

- ✓ SHIP Volunteer

Form F-02000 Example: SHIP Volunteer

Section 4 – Other DHS Systems Requiring Additional Form Submission

- ✓ Learning Management System

Section 5 – BADR Systems Requiring F-02000 Submission

- ✓ SHIP Reporting System

Section 6 - Submission

- ✓ [Supervisor signature]

SHIP Volunteer Resources

New course and for volunteers and resources for volunteer coordinators

New: SHIP Counselor Certification Course

- Volunteers and other SHIP counselors can [register](#) as “SHIP Counselors (Non-benefit specialist)” to access the SHIP Counselor Certification Training in the [Learning Management System](#), which includes links to [SHIP Technical Assistance \(TA\) Center](#) courses.
- Benefit specialist Medicare courses will be updated by early 2022.

Updated: Volunteer Resources

- The [Volunteer Risk and Program Management Policy Standards](#) are updated. **Action item:** Review the [summary of changes](#).
 - New templates for volunteer recruitment, management, and retirement are available on GWAAR's [SHIP Volunteer Resources webpage](#).



SHIP Certification

Process and timeline

New: Certification Process

SHIP counselors must be certified to provide one-on-one counseling and outreach.

- **Basic level:** new-to-Medicare appointments, Open Enrollment Period plan comparisons
- **Advanced level (benefit specialists):** complex topics including Medicaid and appeals
- Transition period for existing counselors through June 2022

Action Item for Counselors

Current benefit specialists and other SHIP counselors must take the exam on the SHIP Technical Assistance (TA) Center website by 06/30/2022.

- Open book
- No time limit
- 90% to pass
- Printable certificate
- One-and-done



Unique ID

Benefits and process

Review: What is a Unique ID?

The Unique ID is an identifier of eligible SHIP counselors that provides direct access to a variety of partners for assistance in resolving Medicare issues on a beneficiary's behalf, including:

- Centers for Medicare and Medicaid Services (CMS).
- Participating Medicare plans.
- Benefits Coordination & Recovery Center (BCRC).
- Limited Income Newly Eligible Transition (LINET).

New: Stricter Eligibility for the Unique ID

The Administration for Community Living (ACL) now requires annual completion of the privacy training and confidentiality agreement.

Benefit specialists must:

- Upload the [Confidentiality Agreement](#) to the [learning management system](#) in January.
- Pass the Advanced SHIP Certification Exam in the [SHIP TA Center](#) by June 30, 2022.

Review

Action items and resources

Action items

- Supervisors should submit [F-02000](#) when staff and volunteers join or leave.
- Current benefit specialists and SHIP counselors must complete the [SHIP exam](#) by 06/30/22.
- Agencies interested in recruiting SHIP volunteers should review the new and updated [SHIP volunteer resources](#).

Resources

- [GWAAR Medicare Outreach and Assistance Resources webpage](#)
 - Grantee Reporting Information section
 - [SHIP Volunteer Resources page](#)
- Elder Benefit Specialist (EBS) SharePoint: [SHIP & MIPPA](#) page
- Department of Health Services (DHS)
 - [Medicare Counseling for Wisconsin Residents](#)
 - [Volunteer for SHIP](#)

Questions?



Presenter Contact Information

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