

3400		State Health Insurance Assistance Program (SHIP) And Senior Medicare Patrol Project (SMP)	
3401		Overview	
3401	3401.1	This section provides an outline for the operational policies and procedures for the SHIP and SMP Project. This policy section is subject to change as additional information and/or regulations are received from the U.S. Department of Health and Human Services, the Centers for Medicare and Medicaid Services and/or the AoA.	
	3401.2	SHIP provides education, outreach, counseling and information to Medicare beneficiaries, caregivers, family members and professionals. The Division of Aging and Adult Services applies for other grants to provide additional services that are complementary to the SHIP services.	
	3401.3	SHIP was originally established to address the confusion caused by the increase in choices of Medicare supplemental insurance, or Medigap. Since the program's inception, however, the role of the SHIP in serving people with Medicare has greatly expanded. Today, trained counselors offer information, counseling and assistance to Medicare beneficiaries on a wide range of Medicare and Medicaid and Medigap matters, including, enrollment in Medicare prescription drug plans, Medicare Advantage options, LTC insurance, claims and billing problem resolution, information and referral on public benefit programs for those with limited income and assets and other health insurance benefit information.	
	3401.4	SMP was designed to recruit and train retired professionals, such as, doctors, nurses, teachers, lawyers, accountants and others to identify and report error, fraud and abuse in the Medicare and Medicaid system.	

3400		State Health Insurance Assistance Program (SHIP) And Senior Medicare Patrol Project (SMP)	
3402		Authority and Statutory Requirement	
3402	3402.1	The SHIP/SMP is authorized and governed by the following statutes and regulations:	
		A	Section 4360 of the Omnibus Budget Reconciliation Act (OBRA) of 1990 (Public Law 101-508)
		B	Omnibus Consolidated Appropriation Act of 1997 (Public Law 104-208)
	3402.2	The AAA must ensure that service providers comply with the following:	
A	A fingerprint based criminal background check shall be completed at time of hire, or as a result of reassignment after hire, on employees and volunteers who have direct contact with vulnerable individuals including those who are mentally disabled, frail, or have a chronic disease that puts them at risk for abuse (see A.R.S. § 46-141). See also the Arizona Department of Economic Security Special Terms and Conditions - Professional Services / Optional Auto / Children-Vulnerable Adult / Bonding AAA, section 5		

3400	State Health Insurance Assistance Program (SHIP) And Senior Medicare Patrol Project (SMP)	
3403	Operational Procedures and Responsibilities for Regional SHIP and SMP Project Coordinator Roles	
3403	3403.1	In administering the SHIP/SMP Project, the Regional SHIP/SMP Coordinator(s) are responsible for the following activities:
		A Provide adequate volunteer counselors throughout the service area to serve an individual's needs
		B Provide counseling sites throughout the service area to make services easily accessible
		C Develop and/or maintain two Senior Patrols to provide information about Medicare fraud and abuse
		D Participate in Centers for Medicare and Medicaid Services (CMS) and AAA education and training opportunities
		E Comply with the Centers for Medicare and Medicaid Services and the Administration on Aging grant terms and conditions as received by the Division of Aging and Adult Services.
		F Participate in State monthly conference calls for SHIP and SMP
		G Attend one outside training annually
		H Meet or exceed the performance measures as mandated by the Centers for Medicare and Medicaid Services and/or the AAA the locally based counseling services to individuals
		I Meet or exceed the performance measures as mandated by the Centers for Medicare and Medicaid Services and/or the AAA the number of outreach events targeting diverse and hard to reach individuals Provide outreach that will include activities that encompass cultural and intergenerational diversity:
		1 Hold educational presentations on Medicare, Medicaid and other health insurances and fraud, errors and abuses of the system
		2 Identify needs and provide information in response to written, telephone or walk-in requests
		3 Expand Internet access to additional local counseling sites
		4 Expand telephone system capabilities to receive and respond to inquiries
		5 Expand programs to accommodate for walk-in clients and to meet the needs of individuals with disabilities
		J Collect accurate data for needs assessment, program evaluation and reporting:
		1 Collect and input data on each individual into SHIPTalk.org (see Exhibit 3400M)
		2 Collect and input data on each public and media activity into SHIPTalk.org (see Exhibit 3400B)
		3 Collect and submit data on each individual pertaining to fraud, waste and abuse to the State SMP office (see Exhibit 3400D, E)
		4 Collect and submit data on each public and media activity pertaining to fraud, waste and abuse to the State SMP office (see Exhibit 3400B)
		5 Provide information and documentation on in-kind and non-federal match (see Exhibit 3400C)
		6 Provide other information as requested by the SHIP and SMP Office
		K Expand volunteer base:
		1 The number of counselor full time equivalent
		2 Provide monthly, a list of volunteers and volunteer hours to the State SHIP
		3 Assess the need to increase counseling sites based on community needs
		4 Maintain two SMPs to provide information about Medicare fraud and abuse
5 Provide annual recognition of volunteers		

3400		State Health Insurance Assistance Program (SHIP) And Senior Medicare Patrol Project (SMP)	
3403		Operational Procedures and Responsibilities for Regional SHIP and SMP Project Coordinator Roles (continued)	
3403 (CONTINUED)	3403.2	To provide more immediate resolution to issues and expand resources, the Regional SHIP and SMP Coordinator and/or the Coordinator's staff shall:	
		Form local partnerships with entities whose services coincide, as follows:	
		1	Social Security Administration
		2	Arizona Health Care Cost Containment System (AHCCCS)
		3	Adult Protective Services (APS)
		4	Local Medicare Advantage Plans
		5	Health Services Advisory Group
	6	Others as determined	
	B	Collaborate with partnerships and networks to hold annual health fairs.	
	3403.3	In order to recruit and retain volunteers, the Regional SHIP and SMP Coordinator and/or the Coordinator's staff shall:	
		A	Provide minimum 30 hours of initial training utilizing the SHIP training manual
		B	Provide a minimum of 10 hours of in-service training per year on related topics
		C	Provide technical assistance to salaried and volunteer staff regarding data input, website searches and other technical resources available as needed
		D	Provide adequate volunteer counselors to serve an individual's needs
E		Provide counseling sites throughout the service area to make services easily accessible	
F		Develop and/or maintain two SMP counselors to provide counseling and educational information about Medicare fraud and abuse	
G	Provide annual recognition of volunteers		

3400		State Health Insurance Assistance Program (SHIP) And Senior Medicare Patrol Project (SMP)	
3404		Operational Procedures for SHIP and SMP Reporting Requirements	
3404	3403.2	The AAA shall collect data and maintain records relating to the SHIP and SMP as defined in the Aging and Adult Administration Policy Section 1600.	

EXHIBITS

3400A	Counselor Job Description https://www.azdes.gov/uploadedFiles/DAAS/Exhibit_3000E_DAAS.pdf
3400B	SHIP/SMP Public and Media Activity https://www.azdes.gov/uploadedFiles/Aging_and_Adult_Services/ship_smp_public_and_media_form.xls
3400C	SHIP/SMP Monthly Report https://www.azdes.gov/uploadedFiles/Aging_and_Adult_Services/ship_smp_aaa_%20monthly_report_form.xls
3400D	SMP Complex Issue Contact Form https://www.azdes.gov/uploadedFiles/Aging_and_Adult_Services/smp_complex_issue_form.doc
3400E	SMP Simple Inquiry Form https://www.azdes.gov/uploadedFiles/Aging_and_Adult_Services/ship_smp_simple_inquiry_form.doc
3400F	AAA-1051A Volunteer Counselor Responsibilities and Obligations https://www.azdes.gov/uploadedFiles/DAAS/Exhibit_3000F_DAAS.pdf
3400G	AAA-1174A SHIP/SMP Volunteer Application https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1174AFORFF.doc
3400H	AAA-1194A SHIP Evaluation https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1194AFORPD.pdf
3400I	AAA-1195A Volunteer Tracking and Management: Volunteer Hours

EXHIBITS

3400J	https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1195AFORFF.doc AAA-1196A Volunteer Tracking and Management: Add A Volunteer https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1196AFORFF.doc
3400K	AAA-1198A SMP Group Session Post Survey https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1198AFORPD.pdf
3400L	AAA-1198A-S SMP Group Session Post Survey (Spanish) https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/pdf/AAA-1198AFORPDS.pdf
3400M	AAA-1199A SHIP/SMP Client Contact https://www.azdes.gov/InternetFiles/InternetProgrammaticForms/doc/AAA-1199AFORFF.doc