



WISCONSIN DEPARTMENT
of HEALTH SERVICES



SHIP

State Health Insurance
Assistance Program

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August 2022

P-03153 (08/2022)

Unique ID Training

For Advanced State Health Insurance
Assistance Program (SHIP) Counselors

Agenda

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Unique ID

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Resources

GWAAR webpages

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Eligibility

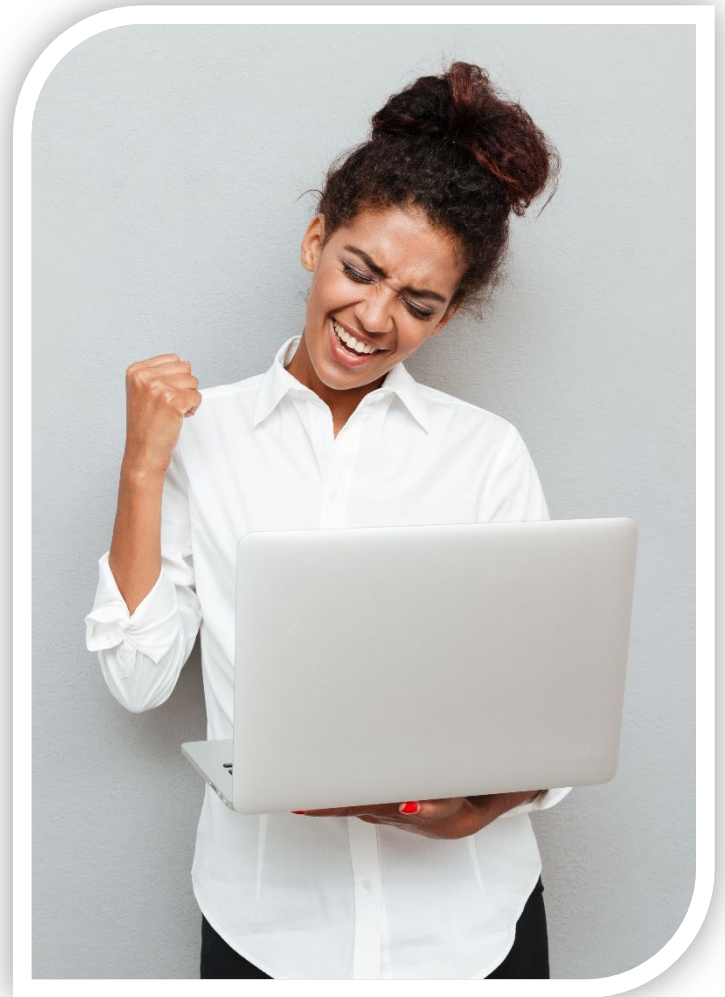
Who qualifies for a Unique ID?

What is a Unique ID?

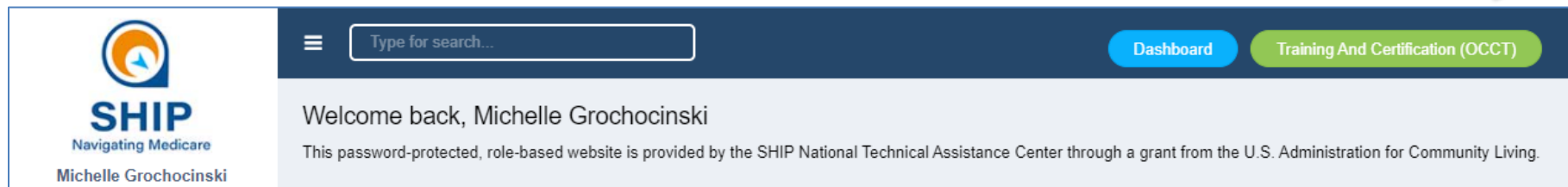
The Unique ID is an identifier issued by the Centers for Medicare and Medicaid Services (CMS) to eligible SHIP counselors that provides direct access to Medicare partners and plans to assist in resolving Medicare issues on the behalf of a beneficiary.

Who qualifies for a Unique ID?

Active, certified, advanced-level SHIP counselors who provide counseling to beneficiaries on complex Medicare topics and who have completed an annual confidentiality agreement and privacy training can receive a SHIP Unique ID.



How to Get a Unique ID

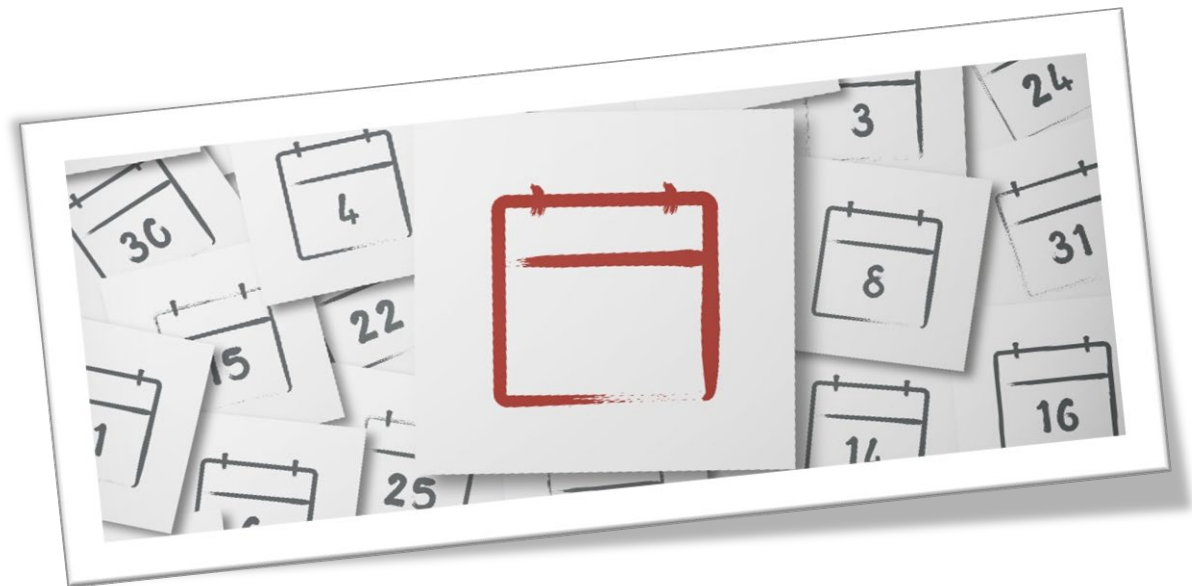


1. Complete privacy and confidentiality training in the [SHIP Technical Assistance \(TA\) Center's](#) Online Counselor Certification and Training (OCCT) tool.
2. Pass the SHIP Certification Exam (Advanced) in the OCCT.
3. Email a signed [Confidentiality Agreement \(F-02829\)](#) to the [SHIP director](#).

How to Maintain a Unique ID

Every January you'll be prompted to:

- ✓ Review privacy and confidentiality training.
- ✓ Sign and upload the [Confidentiality Agreement](#) to the [learning management system](#).



How to Maintain a Unique ID

Report a beneficiary contact in the SHIP Tracking and Reporting System (STARS) at least once every 120 days (directly or by exporting to STARS from WellSky).

- STARS will send a warning email 7 days before deactivating your Unique ID.
- SHIP counselors should email the [Wisconsin SHIP director](#) to have an account reactivated.

Partners

Who accepts the Unique ID?

CMS Unique ID Helpline: 1-888-647-6701

- An automated menu will prompt you to enter your Unique ID number.
- The Medicare customer service representative (CSR) will need at least four of the following:
 - Beneficiary name as it appears on the Medicare card
 - Medicare Part A and/or B effective dates
 - Medicare number
 - Beneficiary date of birth
 - Beneficiary address



Participating Medicare Plans

Annually, CMS provides a [list](#) of Medicare Advantage and Part D prescription drug plans that will speak to counselors with Unique IDs directly about a case. The list includes:

- Plan contract number (ID).
- Plan type.
- Contract name.
- State [service area(s)].
- Plan call center numbers for current and prospective members.

Benefits Coordination and Recovery Center (BCRC)

The Benefits Coordination and Recovery Center (BCRC) helps identify the health benefits available to a Medicare beneficiary and coordinate the payment process to prevent mistaken Medicare payment.



BCRC: 1-855-798-2627

Call the BCRC with the Unique ID to:

- Report changes in employment or other insurance coverage.
- Report a liability, auto/no-fault, or workers' compensation case.
- Ask a general Medicare Secondary Payer (MSP) question or ask about MSP letters and questionnaires.

Limited Income Newly Eligible Transition (LINET): 866-934-2019

- [LINET](#) provides drug coverage to individuals who are eligible for the Low-Income Subsidy (a.k.a. Extra Help) but whose prescription drug coverage plan isn't yet effective.
- There is an exclusive LINET Advocacy Helpline for SHIP counselors with Unique IDs.



Examples of When to Use a Unique ID

- Assisting beneficiaries with researching denied claims or claims errors
- Researching possibly inaccurate information on Medicare Summary Notices (MSNs) or Explanations of Benefits (EOBs)
- Checking on the status of the beneficiary's enrollment
- Assisting with a beneficiary's complex cases

Resources

Unique ID job aids, training, and technical assistance

Reporting Issues: CMS Unique ID Complaint Form

If a Medicare customer service representative:

- Couldn't find your CMS Unique ID in their system,
- Wasn't familiar with the CMS Unique ID process,
- Was unable to help with something we know they should be able to assist with,

follow the instructions on the [CMS Unique ID Troubleshooting Instructions \(P-03153A\)](#).

SHIP TA Center Resources

Resources for CMS Unique ID Users

- Job aid
- Participating plans
- Webinar: Using Your CMS Unique ID
- STARS resources kit

GWAAR Medicare Outreach and Assistance Resources

[GWAAR Medicare Outreach and Assistance Resources webpage](#)

Tools for Professionals section:

- [Confidentiality Agreement](#)
- [CMS Unique ID Troubleshooting Instructions \(P-03153a\)](#)
- [SHIP TA Center job aid](#)
- [LINET training slides](#)
- [2022 Wisconsin Landscape of Plans spreadsheet](#)

Elder Benefit Specialist SharePoint

Elder benefit specialists (EBSs) and their supervisors can access the EBS SharePoint site's [SHIP & MIPPA page](#) for Unique ID resources and information.



Presenter Contact Information

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