



Health Assistance Partnership

## AL CSP: Task Analysis on Part D Counseling

The following is a task analysis on Part D counseling. The analysis offers a breakdown of the various counseling scenarios a SHIP counselor can expect during any given counseling session on Part D. This tool offers a number of benefits to the AL SHIP and SHIP counselor, including:

- Providing a SHIP counselor with step-by-step instructions on how to navigate a counseling session on the topic of Part D
- Offering detailed guidance for a SHIP counselor on what to ask, collect, share, review with a client, as well as how to troubleshoot any given client issue
- Presented during the initial SHIP training, it prepares new counselors for the various counseling scenarios on Part D
- Provides a framework for designing training materials that will enable AL coordinators to train their counselors to carry out the various tasks

## Task Analysis: Part D Counseling

Task	Other Resource Task	Notes
<b>Intake and Needs Assessment</b>		
Welcome client to SHIP.		<ul style="list-style-type: none"> <li>• Ask client, “What can we help you with today?” Make note of client’s main question (e.g., providing general information, troubleshooting, etc.). Clients often need assistance with more than one issue, and some new issues may come up during the session. Take notes and listen closely, so you can follow up on all questions raised by client.</li> <li>• Note how client learned about SHIP (e.g., media, friends, family).</li> </ul>
Gather client’s demographic information and current health care coverage information.		<ul style="list-style-type: none"> <li>• Collect name, address, DOB, marital status, household size, if disabled, if client has ESRD. Also, complete section 1 and 2 of Client Contact Form.</li> <li>• Ask, what plan are you currently enrolled in? How long have you been enrolled?</li> </ul>
Confirm with client whether counseling session will be in-person or completed over the phone.		<ul style="list-style-type: none"> <li>• Will session be over the phone or in-person or at community site? Would client have family member or friend present to assist?</li> <li>• Review HIPPA privacy rights. Advise client that Medicare counseling may be complex and may need to review other options within Medicare, not just Part D.</li> </ul>
Confirm client’s Medicare information.		<ul style="list-style-type: none"> <li>• Look at client’s Medicare card to confirm effective dates for Part A and/or Part B. (If over the phone, ask client to confirm dates.)</li> </ul>

Confirm client's Medicare information. (cont.)	X	<ul style="list-style-type: none"> <li>• If client only has Part A or Part B, he is eligible for stand-alone PDP. If client has Part A and Part B, has option to either enroll in an MA-PD or a PDP. (May need to review <b>Medicare Advantage Task Analysis</b> to review MA-PDs.)</li> </ul>
Find out if client <u>has</u> or is <u>eligible for</u> any other health care coverage (e.g., EXTRA Help/LIS, employer/retiree coverage, TRICARE, Veterans, COBRA, Medigap, etc.).	X	<ul style="list-style-type: none"> <li>• Helpful to know what health coverage options client has available. Collect info about coverage (e.g., plan name, costs).</li> <li>• If appropriate, review and explain how benefits may work with Medicare. Reference <b>Medicare as a Secondary Payer Tip Sheet</b>. If client requires additional information about his other coverage retiree benefits, contact on his behalf or refer him to appropriate agency (e.g., VA, current/former employer's human resources).</li> </ul>
Find out if client has met with SHIP before.		<ul style="list-style-type: none"> <li>• If so, ask what have you learned so far? Determine if easier to have previous counselor proceed with client.</li> <li>• If not, explain role of SHIP. Tell client that info provided is free and unbiased. Important client understands he is responsible for making decisions based upon info presented to him.</li> </ul>
If not already enrolled, screen client for eligibility in assistance programs (e.g., Medicaid, QMB/SLMB/QI-1, EXTRA Help/LIS).	X	<ul style="list-style-type: none"> <li>• Use <b>Income/Asset Screening Tool</b>. Say, "If you make below X amount, you may be eligible for Extra Help. Are you over or under this amount?"</li> <li>• Explain how these programs can help client with certain costs.</li> </ul>

Identify the specific nature behind client's need for a counseling session.		<ul style="list-style-type: none"> <li>• Part D Eligibility (proceed to <b>Counseling Scenario 1</b>)</li> <li>• Enrollment (proceed to <b>Counseling Scenario 1</b>)</li> <li>• Disenrollment (proceed to <b>Counseling Scenario 3</b>)</li> <li>• Reviewing Part D plans (proceed to <b>Counseling Scenario 2</b>)</li> <li>• Appeals/Grievances (proceed to <b>Counseling Scenario 4</b>)</li> <li>• Troubleshooting (proceed to <b>Counseling Scenario 5</b>)</li> </ul>
<b>Counseling Scenario 1: Eligibility for Part D</b>		
Client DOES appear eligible to enroll in a drug coverage plan.		<ul style="list-style-type: none"> <li>• Proceed to <b>Counseling Scenario 2</b>.</li> </ul>
Client does NOT appear eligible to enroll in a drug plan at this time.	<p>X</p> <p>X</p> <p>X</p>	<ul style="list-style-type: none"> <li>• Review appropriate <b>IEP/AEP/OEP/ SEP chart(s)</b> for next available enrollment opportunity.</li> <li>• Ask client if interested in reviewing other Medicare coverage options. If necessary, proceed to <b>Medicare Advantage Task Analysis</b> and review client's additional options.</li> <li>• Offer client any additional <b>SHIP Take-Away Materials</b>. Advise client on how to contact SHIP in the future.</li> </ul>
<b>Counseling Scenario 2: Reviewing Part D Drug Coverage</b>		
Find out if client has already researched drug plans prior to contacting SHIP.		<ul style="list-style-type: none"> <li>• Find out where client received info (e.g., <i>Medicare &amp; You</i> handbook, marketing materials, advice from family, friends, or current physician or pharmacist).</li> <li>• Confirm client understands options will vary from person to person, so best to review all info before making a decision.</li> </ul>

Depending on effective dates of Part A and/or Part B, review client's options for enrolling in a drug plan.	X	<ul style="list-style-type: none"> <li>• Important to recognize the timeframes for signing up. Client will need to know next enrollment opportunity. Review appropriate <b>IEP/AEP/OEP/ SEP chart(s)</b> to identify client's next opportunity.</li> </ul>
Find out client's need for drug coverage.	X	<ul style="list-style-type: none"> <li>• Use <b>Part D Intake Form</b> to gather client's information (e.g., list of prescriptions, dosages, pharmacy preference, etc.). These needs and preferences are helpful for reviewing drug plan options.</li> </ul>
	X	<ul style="list-style-type: none"> <li>• Review <b>Medicare Advantage Task Analysis</b> if client prefers to receive his benefits from one plan (i.e., MA-PD).</li> </ul>
Identify the drug plans available in client's service area.	X	<ul style="list-style-type: none"> <li>• Use <b>Medicare Prescription Drug Plan Finder</b> online tool to review different drug plan options with client.</li> </ul>
	X	<ul style="list-style-type: none"> <li>• Reference <b>MA County Chart</b> to review MA-PD plans.</li> </ul>
Explain enrollment methods and timeframes for enrolling.		<ul style="list-style-type: none"> <li>• If client has decided on a plan, explain to him the various enrollment methods (i.e., paper application, online, telephone).</li> </ul>
	X	<ul style="list-style-type: none"> <li>• Explain when coverage takes effect. Reference appropriate <b>IEP/AEP/OEP/ SEP chart(s)</b>, if necessary.</li> </ul>
Review post-enrollment with client.		<ul style="list-style-type: none"> <li>• Review client's rights, including chances to disenroll, appeal, etc. Offer <b>SHIP Take-Away Materials</b>, such as when coverage takes effect, what materials client will receive by mail (e.g., ANOC/EOC and plan membership card).</li> </ul>
	X	<ul style="list-style-type: none"> <li>• Let client know how to contact you with any questions.</li> </ul>

Next steps for counselor.		<ul style="list-style-type: none"> <li>• If not already done, complete CCF. Make note if need to follow up with client.</li> <li>• Review information collected and decide whether need to follow up with SHIP Coordinator.</li> </ul>
<b>Counseling Scenario 3: Disenrollment</b>		
Ask client for his current drug plan enrollment information.		<ul style="list-style-type: none"> <li>• Make note of plan name, type, and effective date of coverage.</li> </ul>
Ask client why he is interested in disenrolling from the drug plan.		<ul style="list-style-type: none"> <li>• Note client's reason. Take notes on all facts. This will help later when assessing whether client has an opportunity to disenroll.</li> </ul>
Review with client his opportunities for enrolling/disenrolling.	X	<ul style="list-style-type: none"> <li>• Important to recognize the timeframes for disenrolling. Reference <b>IEP/AEP/OEP/ SEP chart(s)</b> as needed. <ul style="list-style-type: none"> <li>○ If YES disenrollment is available: explain methods for disenrolling (e.g., signed fax, 1-800-MEDICARE, enrolling in another plan). Ask client if you can assist in reviewing other coverage options. Explain that unless the client enrolls in another health plan, he may be responsible for paying out-of-pocket for health coverage costs.</li> </ul> </li> </ul>
	X	<ul style="list-style-type: none"> <li>○ If there is NO disenrollment opportunity available: clarify for client when next opportunity will be. Offer client <b>SHIP Take-Away Materials</b>. If client has other issues or needs further assistance to disenroll, proceed to <b>Counseling Scenario 5</b>.</li> </ul>

Review with client next steps.		<ul style="list-style-type: none"> <li>• Explain what he needs to do next and what SHIP is able to do on his behalf. Clarify how you or Medicare will follow up with him.</li> <li>• Determine if any follow up needed with your SHIP Coordinator. There may be an issue-trend, and it may require your SHIP Coordinator to follow up with CMS Regional Office.</li> <li>• Ask client if you can assist in reviewing other coverage options and if so, proceed to <b>Counseling Scenario 2</b>.</li> </ul>
<b>Counseling Scenario 4: Appeals and Grievances</b>		
Ask client to explain his issue.	X	<ul style="list-style-type: none"> <li>• Make note of all facts (e.g., problem client facing, who client has contacted for assistance, when it happened, etc.). See <b>Appeal and Grievance Flowchart</b> for proper instruction. If client's issue appears unique, and he has already made attempts to appeal or file grievance, consider following up SHIP Coordinator.</li> </ul>
Review next steps with client.		<ul style="list-style-type: none"> <li>• Explain to client what he needs to do next and what SHIP is able to do on his behalf. Clarify how you will follow up with him.</li> <li>• Talk with your SHIP Coordinator about the issue in case there is an issue-trend with this particular plan.</li> </ul>
<b>Counseling Scenario 5: Troubleshooting</b>		
Ask client to explain his issue.	X	<ul style="list-style-type: none"> <li>• Make note of all facts (e.g., problem client facing, who client contacted for assistance, when did happened, etc.). Given this information, offer client the appropriate referral. See <b>Troubleshooting Directory</b> for guidance.</li> <li>• Talk with your SHIP Coordinator about the issue in case there is an issue-trend with this particular plan.</li> </ul>