

Support Protocol for Local SHIPs

	State SHIP Director	1-800-MEDICARE	CMS Regional Office	www.cms.hhs.gov	Medicare Rx Plan Finder	MyMedicare.gov
Medicare coverage policy questions (e.g., coordination of benefits, what services are covered)	✓					
Casework - Report a new PDP/MAPD case		✓				
Casework - Followup on an existing case			✓			
CMS Online Tools — Questions about Medicare Prescription Drug Plan Finder, Medicare Options Compare, and MyMedicare.gov	✓					
CMS publications and training materials				✓		
Check on LIS status of a beneficiary		✓			✓	✓
Check on Part A/B claims status for a beneficiary		✓				✓
National Performance Report (NPR) data report questions	✓					
SHIP Grant questions	✓					
SHIP program development (i.e., volunteer program development, best practices, training)	✓					
Unique IDs	✓					

If there are questions or comments regarding this protocol for local SHIPs, please address them to SHIP@cms.hhs.gov.