STARS Submitter User Basics

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Introduction

The SHIP Tracking and Reporting System (STARS) is the nationwide, web-based data system that facilitates reporting of SHIP activities. STARS allows all SHIP team members to enter data into STARS. Between March 22, 2018 and 10/1/2018, SHIPs are transitioning gradually by group from the SHIP NPR data reporting system to STARS.
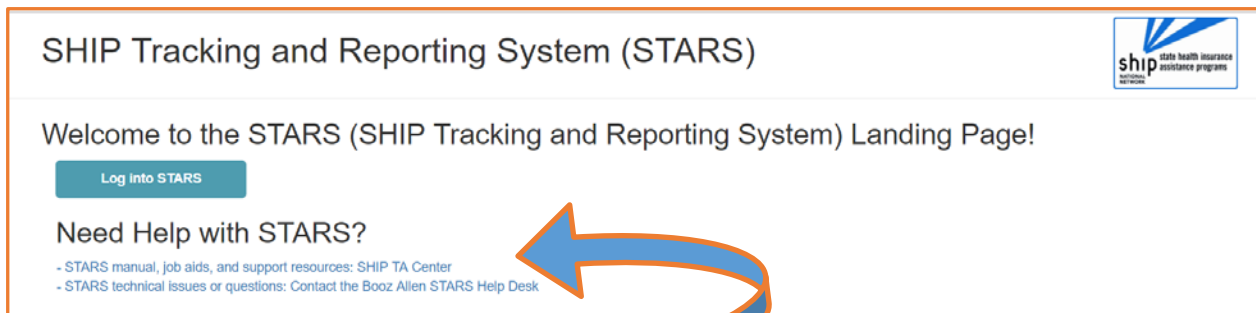
STARS was developed and is owned by the U.S. Administration for Community Living (ACL). The Office of Healthcare Information and Counseling (OHIC) oversees and manages the SHIP program nationally.

This job aid, created by the SHIP National Technical Assistance Center (SHIP TA Center), is intended for STARS users with the STARS Submitter user role. It is a reference guide to understanding:

1. The transition from SHIP NPR to STARS
2. How to login to STARS
3. How to navigate STARS
4. Where to go for help

STARS Landing Page: https://stars.entellitrak.com

We recommend you bookmark the STARS landing page for your convenience. You must have user credentials to successfully log into STARS.

Find Training Materials

The STARS home page contains links to STARS job aids, and, when it's available, the STARS manual.

SHIP NPR Manual vs. STARS Manual

The SHIP NPR manual contains the program guidance for interpreting and entering SHIP activities into the national SHIP data reporting system. Most definitions of terms, the SHIP performance measures, and requirements about what types of activities are reportable are not changing. ACL is updating the STARS manual based upon the former SHIP NPR manual. It will not be fully updated until later in 2018. Meanwhile, users should rely on STARS job aids and STARS training webinars for data entry instructions. The Definitions appendices to the job

aids include guidance about definitions of terms. SHIP leaders at the state, regional, and local levels may also be providing STARS training. Check with your supervisor for details about state, regional, and local STARS training and/or requirements.

Transition to STARS

STARS is replacing SHIP NPR as the SHIP data reporting system gradually from March through November 2018.

STARS 2018 'START' Dates

On and after your STARS 'start' date, your SHIP data must be entered exclusively into STARS. On and after your STARS 'start' date, SHIP NPR will not accept any new data (with the exception of Group 6). Existing SHIP NPR data will be in a "read only" status until 11/30/2018. SHIP NPR will be shut down entirely on November 30, 2018. Please note that SHIP directors may have negotiated a different start date since this job aid was written. If you notice an inconsistency, verify your start date with your SHIP director.

STARS Exclusive (i.e.'Start') Dates by SHIP Group

Group 1: 5/1/2018

- CT, DC, GU, NC, RI, UT

Group 2: 6/1/2018

- CO, IN, MA, MS, NE, NV, OK

Group 3: 7/1/2018

- IL, KS, MD, OR, PR, VA, VI, WA, WY

Group 4: 8/1/2018

- **DE, FL, KY** (Direct Entry)**, MO, ND** (Direct Entry)**, NJ** (Direct Entry)

Group 5: 9/1/2018

- **AZ, LA, ND** (API)**, NY, OH, PA, SD, TN**

Group 6: 10/1/2018

- **AK, AL, AR, CA, IA, ID, GA, HI, KY** (API)**, ME, MI, MN, MT, NH, NJ** (API)**, NM, SC, VT, TX, WI, WV**

My STARS Account

To access STARS, a user must have an account, referred to as your "credentials." Credentials are generated when a user's "team member" account is created by their SHIP. Credentials consist of the following, both of which are <u>case sensitive</u>:

1. Username
2. Password

★ In 2018, your SHIP must also have reached your STARS start date, which is determined by your assigned group from ACL. (See previous page.)

Receiving a Username and Password

After a new SHIP Team Member is created in STARS, that team member will be emailed their "credentials" (username and password). This information will arrive from STARS in separate auto-generated emails to the email address that was entered on the team member form.

- The sending address will be ***DoNotReplyACLSystems@bah.com***.

- If you do not receive these emails, contact the Booz Allen [STARS help desk](#). They provide all STARS username and password support.

SIRS Users

SIRS is the data system used by Senior Medicare Patrol (SMP) programs. If you are a SIRS user, you will now enter most data directly into STARS, and then send it to SIRS. A few exceptions include complex interactions and updates to previously entered data. STARS users and SIRS users have separate user accounts, requiring two sets of log-in credentials. STARS users with a SIRS eFile ID need to click a "Send to SMP" button and ensure the accuracy of the SIRS eFile ID. The Beneficiary Contact Form also requires the selection of an SMP qualifying topic.

(!) Send to SMP NOTES:

★ Upon login, STARS will recognize whether the STARS team members is also a SIRS user. This depends on accurate team member data entry, however. See the example auto-filled SIRS eFile ID below. When sending data to SIRS, select "Yes" to the *Send to SMP* field:

Send to SMP	● Yes ○ No
SIRS eFile ID	1671

- SIRS data does not and cannot transfer to STARS; the directional flow is from STARS to SIRS only:


- Time spent cannot be divided between the SHIP and SMP content. ACL accepts that the entire time spent on an interaction will be counted in both STARS and SIRS.

- If saved data must be corrected or updated later, it must be edited in both systems. Edits do not transfer from STARS to SIRS.

- SIRS is supported by the SMP National Resource Center (www.smpresource.org). For help using SIRS, contact Sara Lauer, SMP Resource Center; slauer@smpresource.org; 319-874-6859; SIRS@smpresource.org.

Logging On
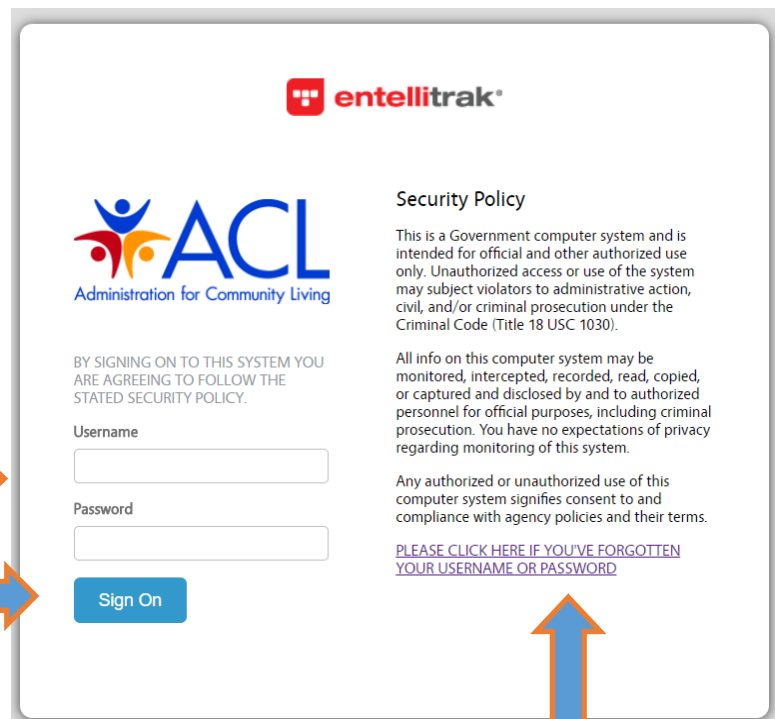
We recommend that you bookmark the STARS website: https://stars.entellitrak.com. It is also linked on the SHIP TA Center's website, www.shiptacenter.org.

The login page looks like this:

1. Enter your Username and Password (both are case sensitive)
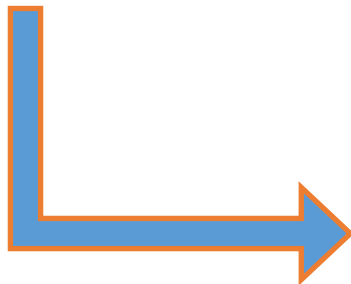
2. Click Sign On

Forgotten Username or Password

If you forget your STARS username or password, click the link on the STARS login screen that says, "Please click here if you've forgotten your username or password." Follow the prompts to reset your password or to receive an email containing your username. If you do not receive an email, call the Booz Allen STARS helpdesk (see STARS Support). Starting October 1, 2018, passwords will expire after 90 days.

- **(!) Attention users of both SIRS and STARS:** You will not be able to use the link on the login page to retrieve your username (assuming you use the same email address in both systems). If you forget your username, you must call the Booz Allen STARS helpdesk (see STARS Support).

Confidentiality

⊗   **To ensure data integrity, usernames and passwords should not be shared with anyone.**

Locked Accounts

After the STARS roll-out process is complete (October 2018), user accounts will automatically be locked after 120 days of inactivity. Starting immediately, however, user accounts become locked after three unsuccessful login attempts. The Booz Allen Help Desk will be responsible for unlocking user accounts upon request.

Navigate STARS

The STARS Home page contains the main menu. For the purposes of this job aid, we will focus on the features outlined here in orange, which all STARS Submitters have.

The terms in blue link to basic system user tools.

- **My Account:** Use this feature to change your review your profile, change your password, and edit your preferences.

- **Sign Out:** To preserve system bandwidth, please remember to sign out of STARS. If you don't sign out, the system will automatically log you out after 30 minutes.

- **Help:** General system help is available here, but it may not be specific to the STARS version of entellitrak software. Refer to the STARS job aids and manual for SHIP and STARS specific guidance.
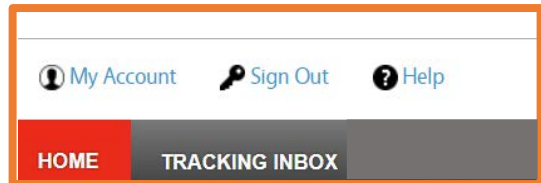
Tracking Inbox for Data Entry

All data entry and data review actions are contained within the Tracking Inbox. Your tracking inboxes include data you entered and also data entered by others that list you as in the *Session Conducted By* field. The terms should be self-explanatory. Refer to other job aids for detailed data entry instructions for each type of SHIP activity. To open a data entry form:

1. Click on the desired activity
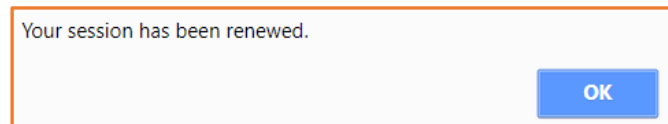2. The term "NEW" will appear
3. Click on "NEW"
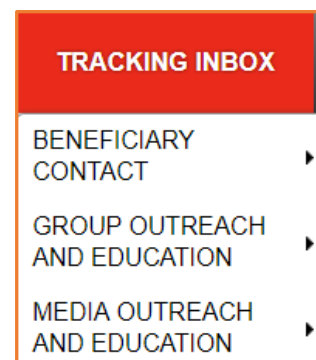
Notifications and Timing Out

After 25 minutes of inactivity on your screen, STARS will display the following message:

Your session will expire in 5 minutes. Press 'OK' to renew your session.

OK   Cancel
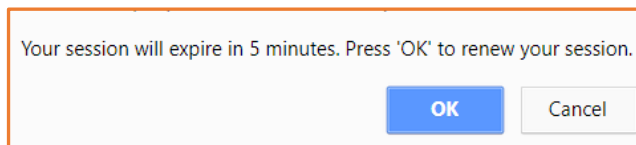
Click OK. The following message will appear:

Your session has been renewed.

OK

Click OK to resume data entry. If you miss these opportunities, you will be logged out.

Validation Messages Reduce Errors

To ensure that data entered into the STARS is accurate, information entered must meet specific validation criteria for each field. A user will receive a variety of validation messages for insufficient data, depending on the field type. There are too many such messages to display here, but here are some examples:

- When counting people or number of media events, the user cannot enter less than whole numbers.

- If a user enters illogical information or if required fields are left blank, the form will not meet STARS validation criteria, and the user will be prompted. After the validation criteria has been met, the form will be allowed to save.

STARS Support

STARS is supported nationally by a team of people at ACL, the SHIP National Technical Assistance Center, and STARS developers at Booz Allen Hamilton.

Training Schedule

A robust training schedule has been developed for the 2018 STARS roll-out. Appendix A displays the webinar training topics relevant to the STARS Submitter user role and the cycle of repetitions for the March through October timeframe.

The SHIP National Technical Assistance Center

ship state health insurance assistance programs
NATIONAL NETWORK

Training invitations are provided to SHIP directors and administrators, who will then distribute them as needed to other applicable SHIP personnel. This is because of the graduated STARS implementation process over a 6-month time period and to avoid interfering with state-specific roll-out processes and timelines.

Job Aids

Here is the list of available job aids relevant to the STARS Submitter role. Job aids provide data entry instructions, and are being updated regularly during the 2018 STARS launch phase. We recommend you check for updates via the STARS landing page (under Need Help): https://stars.entellitrak.com.
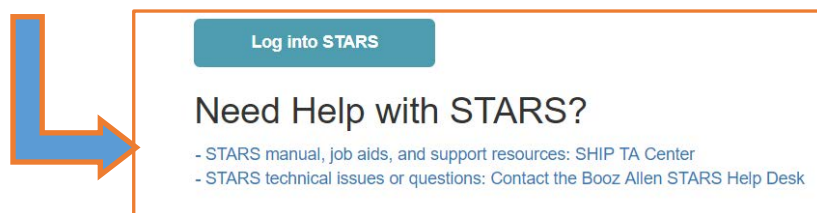
- STARS Submitter User Basics: Customized for users with the STARS Submitter role
- Beneficiary Contact Form: For all users
- Group Outreach and Education: for all users
- Media Outreach and Education: for all users
- STARS FAQs

Technical Assistance

Where you should go for individual technical assistance will vary, depending upon your issue or need. Here is a decision-making guide.

- **Your SHIP program leaders:** Data reporting processes vary by SHIP. For questions about how STARS is being managed by the SHIP in your area, contact your supervisor or leadership for your SHIP program.

- **Booz Allen Hamilton (a.k.a. "Booz Allen"):** For technical assistance, such as for difficulties with usernames and passwords, contact the Booz Allen STARS help desk at boozallenstarshelpdesk@bah.com or 703-377-4424.

- **SHIP National Technical Assistance Center (SHIP TA Center):** The SHIP TA Center provides webinar training, technical assistance, and written job aids on STARS.

  o Links to SHIP TA Center and ACL STARS resources are available to all STARS users on the STARS landing page

  o Reminder: All live webinars are announced only to SHIP leaders, who must forward registration information to their other team members. Webinars are recorded and the recordings are available to anyone with the STARS landing page link.

  o For questions about these steps or other STARS support resources, contact the SHIP TA Center, stars@shiptacenter.org, 877-839-2675, www.shiptacenter.org.

- **Reminder: For online information about STARS**: Follow the links under "Need Help with STARS?" on the STARS landing page: https://stars.entellitrak.com.

Log into STARS

Need Help with STARS?

- STARS manual, job aids, and support resources: SHIP TA Center
- STARS technical issues or questions: Contact the Booz Allen STARS Help Desk

Appendix A: National Webinar Training

Two types of webinar training will be offered by the SHIP National Technical Assistance relevant to the STARS Submitter role during the 2018 STARS roll-out.

Webinar Topics	Training Group	Webinar descriptions	Repeats
Beneficiary Contact Form	All roles	In this webinar, attendees will receive detailed instructions for completing the Beneficiary Contact Form in STARS. This webinar topic will be repeated monthly through October.	Offered twice monthly. Representatives from past groups and the group preparing for their STARS start date can attend.
Group Outreach and Media Outreach Forms	All roles	In this webinar, attendees will receive detailed instructions for completing the Group Outreach and Media Outreach forms in STARS. This webinar topic will be repeated monthly through October.	Offered monthly. Representatives from past groups and the group preparing for their STARS start date can attend.

Appendix B: STARS Submitter User Role Overview

There are nine types of STARS user roles. Below is an overview of the STARS Submitter role.

Role name	Created by (Roles)	Role Capabilities
STARS Submitter	SHIP Director SHIP Assistant Director State Staff Sub-State Manager Site Manager	• Create forms for their efforts or efforts conducted by others at or below their level in the hierarchy • View and update own forms and forms *about* their own efforts (even if entered by others) via the tracking inboxes • *Unable* to view/update data entered by others about others • *Unable* to view other team member profiles • *Unable* to delete any type of data • *Unable* to access to the search tool or reports • **NOTE**: An advantage of this role is that STARS Submitters do not count toward the system limit for the number of users nationally who can be in STARS concurrently. This improves the speed and efficiency of the STARS experience overall