



STARS to SIRS Tip Sheet



This tip sheet is for SHIPs and SMPs who are co-training their team members and partnering on data entry to help understand when to enter data in STARS (the SHIP Tracking and Reporting System) vs. SIRS (the SMP Information and Reporting System).

SIRS and STARS are developed, implemented, and operated by Booz Allen Hamilton and administered by ACL (the Administration for Community Living). This makes it possible to use functionality that was designed with partnering SHIP/SMPs in mind.

Send to SMP functionality

For SHIPs and SMPs who co-train their team members and partner on data entry, SMP-related data that is entered in STARS can be sent from STARS to SIRS using the “Send to SMP” feature. This allows SHIPs to send data that applies to both SHIP and SMP work from STARS into SIRS. For data to be sent from STARS to SIRS, the “Send to SMP” box must be checked and the SIRS eFile ID must be entered for each team member for whom data is entered. For beneficiary contact forms, an SMP-related topic must also be selected. See the STARS job aids for details.

- **Note:** Data entered into SIRS cannot be transferred to STARS. It’s a one-way transaction.

Proprietary data systems and the API feed

About 30 SHIPs have some type of proprietary system within their state and will transfer data from their system directly into STARS using what’s called an API connection or API feed. API stands for Application Programming Interface, and simply put, it’s a process of transferring data in real time from a proprietary system to STARS. When data is **initially** transferred to STARS using the API feed, the SMP-related data will flow from STARS into SIRS if the SMP-related fields are completed in the proprietary data system. **Edits** to data in the proprietary system **do not** flow to STARS or SIRS and must be made manually in both STARS and SIRS when applicable.

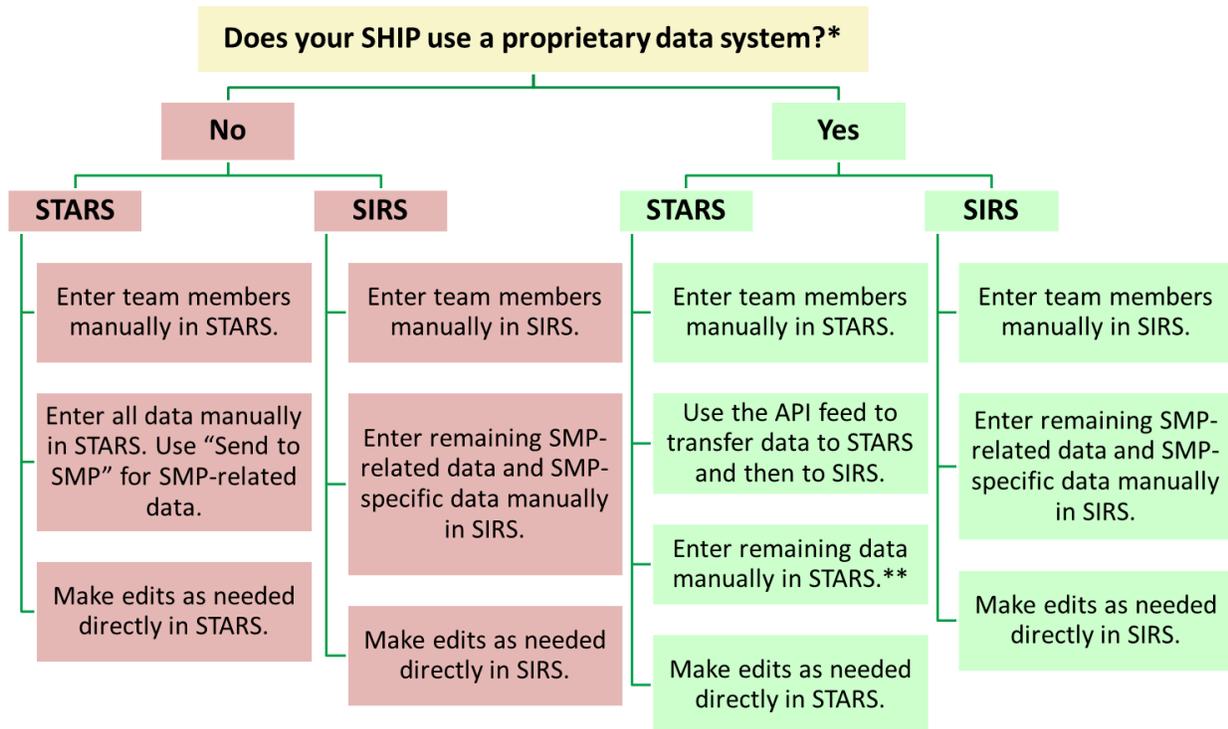
- As needed, additional SHIP data is entered manually in STARS and additional SMP data is entered manually in SIRS.
- For more API information, go the STARS Landing Page: <https://STARS.ACL.gov> and click the first link under “Need Help with STARS?” **Tip:** Review the “STARS and Proprietary Data Systems” subcategory and the “STARS Launch” job aid.

What all SHIP/SMPs who are partnering on data entry need to know...

Regardless of whether your SHIP/SMP is entering data manually or using an API feed, all team member information must be entered manually in both STARS and SIRS, and edits to team member information and all other data must be made manually in both systems!

STARS/SIRS data entry flowchart

The flowchart below provides an overview of how data is entered into STARS and SIRS, depending on whether or not your SHIP uses a proprietary data system and the API feed. If your SHIP uses a proprietary system in part of the state, follow the “Yes” side of the flowchart for the areas where a proprietary system is used, and follow the “No” side for the areas where a proprietary system is not used. If you aren’t sure if your SHIP uses a proprietary data system or enters all of your data manually, check with your SHIP director.



* This question is specific to SHIP, because when SHIPs and SMPs partner on data entry, the data flows from the SHIP proprietary data system through STARS, into SIRS, regardless of whether or not a proprietary data system is used by the SMP.

** Data that does not transfer to STARS using the API feed includes: team members, beneficiary additional sessions, additional team members (for group and media outreach), additional time spent using the “Activities” tab, and attachments to any of the forms. See the STARS training for details.

Access levels and user roles

The amount of access and responsibility each team member will have within STARS and SIRS depends on their user role in the data system. User roles are slightly different between STARS and SIRS and are described in the STARS Team Members Job Aid and the SIRS Team Member Management Job Aid.

For example, in both systems, the user role with the highest level of access is the “director” role (called “SHIP director” in STARS and “SMP director” in SIRS). Joint directors will typically need to know how to do everything in both systems, regardless of whether or not their program uses the API feed.

STARS and SIRS training

The amount of STARS and/or SIRS training needed varies for each team member. If you're expected to enter data for both SMP and SHIP work, you'll need to be familiar with both systems. Although STARS and SIRS are similar, there are some slight differences. So, those who are using both systems should take both the STARS and the SIRS training as applicable to their role. Those who are responsible for reporting SHIP and/or SMP data (e.g. SHIP/SMP directors and/or their designees) will need to take **all** of the SIRS Training, **all** of the STARS Training, and also any joint STARS/SIRS training that may be offered. If you're not sure which training to take, check with your SHIP and/or SMP director.

- STARS training and resources are available in the first link under "Need Help with STARS?" on the STARS Landing Page: <https://STARS.ACL.gov>.
- SIRS training and resources are described on the [SIRS page](#) at www.smpresource.org and are available in the SMP Resource Library: <https://www.smpresource.org/Login.aspx>.

Tip: Search for keyword "SIRS" to find all SIRS resources; see the SIRS Training Matrix to determine which training is applicable for your SIRS user role.

Entering co-trained team members in SIRS and STARS

As mentioned earlier, team members do **not** transfer from STARS to SIRS and do **not** transfer into STARS if using the API feed. Team members who are co-trained in SHIP and SMP must be entered separately in STARS and SIRS, and the SIRS eFile ID must be entered in STARS after the team member is set up in SIRS. Here is the recommended process:

Tip: If your co-trained team members are already entered in STARS, review their profiles to confirm all SIRS eFile IDs have been entered accurately and the SMP box is checked.

- 1) Enter the team members in SIRS, following the instructions provided in the SIRS Team Member Management webinar and job aid.
- 2) Access their SIRS eFile IDs.
 - a. If you are only entering a few team members, you can make note of each eFile ID as you go.
 - b. If you are entering multiple team members, after all are entered in SIRS:
 - i. Option 1: To save and/or print a full list of team members and eFile IDs, access Shared Search #7: Team Member Details, as described in the SIRS Advanced System User Training and SIRS Advanced Search Job Aid.
 - ii. Option 2: To view a list of team members without printing or saving the list, use the Standard Search described in the SIRS System User Basics Job Aid.
- 3) Enter the team members in STARS following the instructions provided in the STARS Team Members webinar and job aid. For each co-trained team member, include the SIRS eFile ID and ensure that the "SMP" box is checked.

Tip: Team members who are tasked with entering SMP data, regardless of whether or not they conduct SMP work, will need the SMP box checked on their profile.

Send to SMP: Key points

- In order to use the “Send to SMP” feature, your SHIP and SMP must be partnering with each other on data entry **and** co-training your team members.
- For the data to be sent from STARS to SIRS, each STARS data entry form must have “Send to SMP” selected and the appropriate SIRS eFile ID entered. For the beneficiary contact form, there is an additional criteria: at least one SMP- qualifying topic must be selected in the “Topics Discussed” section. SMP-qualifying topics for beneficiary contacts are listed below. For definitions and instructions, see Appendix C of the STARS Beneficiary Contacts Job Aid.

Original Medicare (Parts A & B)	Medigap and Medicare Select	Medicare Advantage (MA and MA-PD)	Medicare Part D
Appeals/Grievances	Claims/Billing	Appeals/Grievances	Appeals/Grievances
Claims/Billing	Marketing/Sales Complaints	Claims/Billing	Claims/Billing
Enrollment/Disenrollment	Fraud and Abuse	Disenrollment	Disenrollment
Fraud and Abuse		Enrollment	Enrollment
QIO/Quality of Care		Fraud and Abuse	Fraud and Abuse
		Marketing/Sales Complaints	Marketing/Sales Complaints
		QIO/Quality of Care	

Medicare Low Income Subsidy (LIS/Extra Help)	Medicaid	Additional Topics Discussed	Additional Topics Discussed
Appeals/Grievances	Claims/Billing	Ambulance	Hospice
Claims/Billing	Fraud and Abuse	Dental/Vision/Hearing	Hospital
		DMEPOS	New Medicare Card
		Duals Demonstration	Preventive Benefits
		Home Health Care	Skilled Nursing Facility

- **Note:** The “SHIP Beneficiary Additional Sessions” tab associated with the Beneficiary Contact Form does not contain a “Send to SMP” button. SHIP Beneficiary Additional Sessions do not transfer to SIRS. If an additional session involves both SHIP and SMP, enter a new Beneficiary Contact Form.
- When using the “Send to SMP” functionality, beneficiary contacts/individual interactions, group outreach and education, and media outreach and education don’t need to be re-entered or completed in SIRS, **except:**
 - When additional team members are entered in STARS for the same group outreach or media outreach effort, time spent by those additional team members does **not** transfer from STARS to SIRS. Time spent by additional team members who were performing both SHIP and SMP work must be entered separately in SIRS using the Activity form.
 - SMP complex interactions must be completed in SIRS if they started as a beneficiary contact form in STARS in order to fill in additional details, attach supporting documentation, and/or refer the case to the OIG via ACL.

- Any individual interactions, group outreach and education, or media outreach and education that are SMP-specific and do not have a SHIP component must be entered directly in SIRS (and are not entered in STARS).
- Team member time spent that is entered in STARS on the Activity tab associated with their team member form does **not** transfer from STARS to SIRS, and must be entered separately in STARS and SIRS using the Activity tab/form in both systems. Time that is tracked on the Activity tab includes Administrative Support, SHIP Program Management, Team Member Management, and Other SHIP Activities.
 - **Note:** Currently, SHIP team member training hours can be logged as “Other SHIP Activities” on the Activity tab. These hours will count toward the Resource Report. A separate training form is under development for publication sometime in 2019.
- SHIP Unique IDs are managed in STARS; however, SMP Unique IDs are NOT managed in SIRS. Use your SHIP Unique ID when doing SHIP work and your SMP Unique ID when doing SMP work.
 - SMP Unique IDs: To set up or update SMP Unique IDs, SMP directors please contact Abby Batterson: abatterson@smpresource.org.
 - SHIP Unique IDs: The Unique IDs created in STARS will not be used with 1-800-Medicare until January 2019 and after. SHIP team members will continue to use the Unique ID generated in SHIP NPR for the remainder of 2018.
- If information needs to be edited after it is entered in STARS and sent to SIRS, it must be edited in both SIRS and STARS. This includes team members, beneficiary contacts/individual interactions, group and media outreach and education, and the Activity tab/form.
- Data in reports and advanced searches is accessed separately in STARS and SIRS. Reports are accessed in SIRS using the “Reports” menu and in STARS using the “Configuration” menu.

Tips for STARS and SIRS Access

If you have access to both SIRS and STARS:

- Confirm that your SIRS eFile ID is entered correctly in STARS. If not, contact your director and ask them to update your profile in STARS.
- You will have two separate usernames and passwords, one for each system. At least one of these names will have a number in it, in addition to your name, e.g. Jane.Smith1. If you have the same name as someone else with access to SIRS or STARS, you may have a number in **both** usernames. Keep track of which username and password to use for each system, since this will not be obvious by looking at your username! If you forget your username, you will not be able to use the “forgot username” functionality unless you have a separate email address for each account. Instead, you will need to contact Booz Allen for help:
 - Help with STARS: BoozAllenSTARSHelpDesk@bah.com
 - Help with SIRS: BoozAllenSIRSHelpDesk@bah.com
- Because both SIRS and STARS are on the same platform, when you click the link to log in to SIRS, you may be redirected to STARS. To avoid this problem, use a different browser for STARS than you use for SIRS (e.g. use Google Chrome for one system and Firefox for the other system). Here are a few tips to confirm whether you are logged into SIRS vs. STARS:

- Some users can simply view the user role in the upper right corner – e.g. “SHIP director” in STARS vs. “SMP director” in SIRS, and “State Staff” in STARS vs. “State-level staff” in SIRS. (However, the roles of “Team Member,” “Site Staff,” and “Site Manager” appear the same in both STARS and SIRS.)
- If the term “beneficiary contacts” appears on the Home page or Tracking Inbox, you’re in STARS (they’re called “individual interactions” in SIRS).
- If the term “SHIP team member” appears on the Home page or Tracking Inbox, you’re in STARS (it’s just “team member” in SIRS).

STARS to SIRS Quick Reference Guide

The grid below and on the following pages provides a reference guide to entering, editing, and reviewing data in STARS and SIRS. See the suggested job aid(s) for each topic for instructions to complete each function.

Note: If your SHIP uses a proprietary data system and the API feed, you may not need to know how to **enter** data using the data entry forms in STARS. However, depending on your role, you may still need to know how to edit data entry forms and enter team members and activities.

Data Entry	Basic Steps	Job Aid(s)
SHIP/SMP team members	Enter team members separately in STARS and SIRS. Team members who are co-trained and work for both programs are entered in both systems. See page 3 for instructions to enter your team members in both STARS and SIRS. Team members do NOT transfer from STARS to SIRS (and do not transfer into STARS for those using the API feed).	<ul style="list-style-type: none"> • STARS Team Members Job Aid • SIRS Team Member Management Job Aid
SHIP Beneficiary Contact (with no SMP aspect)	Enter in STARS only. Do NOT use the “Send to SMP” functionality.	<ul style="list-style-type: none"> • STARS Beneficiary Contacts Job Aid
SHIP Beneficiary Contact / SMP Basic Interaction	Enter in STARS, select “Yes” to “Send to SMP,” ensure the SIRS eFile ID for the team member listed under “Session Conducted By” is entered, and ensure SMP qualifying topics are selected. (If your state uses API feed, see the chart on page 2). Data for SHIP Beneficiary Additional Sessions does NOT transfer from STARS to SIRS (including when using the API feed). If an additional session involves both SHIP and SMP, enter a new Beneficiary Contact Form.	<ul style="list-style-type: none"> • STARS Beneficiary Contacts Job Aid
SMP Basic Interaction (with no SHIP aspect)	Enter in SIRS only.	<ul style="list-style-type: none"> • SIRS eFile Job Aid • SIRS System User Basics Job Aid

Data Entry, <i>continued</i>	Basic Steps	Job Aid(s)
SHIP Beneficiary Contact / SMP Complex Interaction	<p>Enter in STARS, select “Yes” to “Send to SMP,” ensure the SIRS eFile ID for the team member listed under “Session Conducted By” is entered, and ensure SMP-related topics are selected. (If your state uses API feed, see the chart on page 2).</p> <p>Data for SHIP Beneficiary Additional Sessions does NOT transfer from STARS to SIRS (including when using the API feed). If an additional session involves both SHIP and SMP, enter a new Beneficiary Contact Form.</p> <p>Finish entering in SIRS to fill in additional details, attach supporting documentation, and/or refer the case to the OIG via ACL. Tip: The case will transfer from STARS with a “closed” status. Make sure to update the status in SIRS to an “open” status!</p>	<ul style="list-style-type: none"> • STARS Beneficiary Contacts Job Aid • SIRS Complex Interactions Job Aid
SMP Complex Interaction (with no SHIP aspect)	Enter in SIRS only.	<ul style="list-style-type: none"> • SIRS Complex Interactions Job Aid
SMP Group Outreach & Education (with no SHIP aspect)	Enter in SIRS only.	<ul style="list-style-type: none"> • SIRS eFile Job Aid • SIRS System User Basics Job Aid
SHIP Media Outreach & Education (with no SMP aspect)	Enter in STARS only. Do NOT use the “Send to SMP” functionality.	<ul style="list-style-type: none"> • STARS Media Outreach and Education Job Aid
SHIP/SMP Media Outreach & Education	<p>Enter in STARS, select “Yes” to “Send to SMP,” ensure the SIRS eFile ID for the team member listed under “Session Conducted By” is entered. (If your state uses API feed, see the chart on page 2).</p>	<ul style="list-style-type: none"> • STARS Media Outreach and Education Job Aid
SMP Media Outreach & Education (with no SHIP aspect)	Enter in SIRS only.	<ul style="list-style-type: none"> • SIRS eFile Job Aid • SIRS System User Basics Job Aid
Time spent on SHIP work only	Enter in STARS only. Do NOT use the “Send to SMP” functionality.	<ul style="list-style-type: none"> • STARS Beneficiary Contacts Job Aid • STARS Group Outreach and Education Job Aid • STARS Group Outreach and Education Job Aid • STARS Team Members Job Aid

Data Entry, <i>continued</i>	Basic Steps	Job Aid(s)
Time spent on SMP work only	Enter in SIRS only.	<ul style="list-style-type: none"> • SIRS eFile Job Aid • SIRS System User Basics Job Aid
Time spent on joint SHIP/SMP work	Instructions vary depending on the scenario, as described on pages 8 – 9.	Varies by scenario

Time spent on joint SHIP/SMP work	Basic Steps	Job Aid(s)
Scenario 1: Time spent on beneficiary contacts/individual interactions, group outreach, or media outreach – the work is performed by one team member	<p>Enter the team member’s time spent (hours and/or minutes) using the “Time Spent” fields on the appropriate form (Beneficiary Contact, Group or Media Outreach & Education) in STARS. The time spent by this team member will transfer to SIRS with the “Send to SMP” functionality.</p> <ul style="list-style-type: none"> • Amount of time spent: In this scenario, the total amount of time spent on both SMP and SHIP work will appear in both SIRS and STARS. • “Beneficiary Additional Sessions”: For additional follow-up contacts with the same beneficiary, use the “Beneficiary Additional Sessions” tab within the Beneficiary Contact form to record the time spent. The time entered here does NOT transfer from STARS to SIRS (including when using the API feed). Instead, use the Activity form in SIRS as described in scenario 4. 	<ul style="list-style-type: none"> • STARS Beneficiary Contacts Job Aid • STARS Group Outreach and Education Job Aid • STARS Group Outreach and Education Job Aid
Scenario 2: Time spent on group outreach or media outreach – the group or media outreach is conducted by multiple team members	<ol style="list-style-type: none"> 1) For the first team member involved with the SHIP/SMP work, enter their time spent as described in scenario 1. 2) For additional team members who helped with the SHIP/SMP work: <ul style="list-style-type: none"> • Amount of time spent: In this scenario, the total amount of time spent on both SMP and SHIP work will be entered in both SIRS and STARS. <ol style="list-style-type: none"> a. Enter their time in STARS using the Additional Team Members tab within the Group or Media Outreach & Education form. <ul style="list-style-type: none"> • If using the API feed, update the data entry form manually in STARS to add additional team members and their time spent. b. Also enter their time in SIRS on the Activity form (described in scenario 4). 	<ul style="list-style-type: none"> • STARS Group Outreach and Education Job Aid • STARS Group Outreach and Education Job Aid • SIRS eFile Job Aid • SIRS System User Basics Job Aid

Time spent on joint SHIP/SMP work, <i>continued</i>	Basic Steps	Job Aid(s)
Scenario 3: Time spent on beneficiary contacts/individual interactions – the counseling session is conducted by multiple team members	1) For the first team member involved with the counseling session, enter their time spent as described in scenario 1. 2) For any additional team members who sit in on or participate in the same counseling session with the first team member: <ul style="list-style-type: none"> • Amount of time spent: In this scenario, the total amount of time spent on both SMP and SHIP work will be entered in both SIRS and STARS. a. Enter their time in STARS on the Activity tab (described in scenario 4). b. Also enter their time in SIRS on the Activity form (described in scenario 4). 	<ul style="list-style-type: none"> • STARS Beneficiary Contacts Job Aid • SIRS eFile Job Aid • SIRS System User Basics Job Aid
Scenario 4: Time spent on activities (all time not already entered with the forms listed above, e.g. SMP/SHIP program management and other SMP/SHIP activities)	Time that is not entered using the Beneficiary Contact form or the Group or Media Outreach forms in STARS is entered separately in STARS and SIRS using the Activity tab/form in each system. If you do not have access to the Activity tab/form, notify your SHIP director and/or SMP director of any additional time spent on SHIP and/or SMP work so that they can make sure it is entered in STARS and/or SIRS. Time spent entered on the team member Activity tab/form does NOT transfer from STARS to SIRS (including when using the API feed). <ul style="list-style-type: none"> • Amount of time spent: When using the Activity tab/form, the total amount of time spent on both SMP and SHIP work is NOT entered in both SIRS and STARS (as is done in scenarios 1 – 3). Instead, enter only the amount of time spent on SMP work in SIRS and only the amount of time spent on SHIP work in STARS. 	<ul style="list-style-type: none"> • STARS Team Members Job Aid • SIRS eFile Job Aid • SIRS System User Basics Job Aid

Data Editing	Basic Steps	Job Aid(s)
Beneficiary Contacts / Individual Interactions	Edit separately in both STARS and SIRS	<ul style="list-style-type: none"> • STARS Beneficiary Contacts Job Aid • STARS FAQs Job Aid • SIRS System User Basics Job Aid; SIRS Complex Interactions Job Aid
Group Outreach and Education		<ul style="list-style-type: none"> • STARS Group Outreach and Education Job Aid • SIRS System User Basics Job Aid
Media Outreach and Education		<ul style="list-style-type: none"> • STARS Media Outreach and Education Job Aid • SIRS System User Basics Job Aid
Time spent entered on SHIP data forms / with SMP interactions		<ul style="list-style-type: none"> • STARS job aids: Beneficiary Contacts, Group Outreach and Education, and Media Outreach and Education • SIRS System User Basics Job Aid
Time spent on activities		<ul style="list-style-type: none"> • STARS Team Members Job Aid • SIRS System User Basics Job Aid
Team members		<ul style="list-style-type: none"> • STARS Team Members Job Aid • SIRS Team Member Management Job Aid

Reports and Searches	Basic Steps	Job Aid(s)
SHIP beneficiary contact, outreach, media, and team member details	Review in STARS using Standard and Advanced Searches; export to Excel as desired	<ul style="list-style-type: none"> • STARS Searches Job Aid
STARS Reports	Review reports in STARS using the “Configuration” menu.	<ul style="list-style-type: none"> • STARS Reports PowerPoint
SMP OIG Report	Review reports in SIRS using the “Reports” menu. Export to Excel, PDF, or Word as desired.	<ul style="list-style-type: none"> • SIRS Reports Job Aid
SMP Time Spent Report	Review in SIRS using Reports; export to Excel, PDF, or Word as desired	<ul style="list-style-type: none"> • SIRS Reports Job Aid
SMP individual interaction, outreach, media, and team member details	Review in SIRS using Standard and Advanced Searches; export to Excel as desired <ul style="list-style-type: none"> • Tip for SMP director and state-level staff users: Use the Shared Searches in SIRS. 	<ul style="list-style-type: none"> • SIRS System User Basics Job Aid • SIRS Advanced Search Job Aid