



Speaker Won Pat <speaker@judiwonpat.com>

Messages and Communications

Speaker Won Pat <speaker@judiwonpat.com>

Fri, Apr 1, 2016 at 3:54 PM

To: Guam Legislature Clerks Office <clerks@guamlegislature.org>

4/1/2016 3/31/2016Guam State Clearing House

Ref: Department of Public Health and Social Services, SAI#17002161135N

33-16-1492

----- Forwarded message -----

From: **Melissa Tayama** <melissa.tayama@guam.gov>

Date: Thu, Mar 31, 2016 at 1:37 PM

Subject: Re: NOTICE FEDERAL GRAN APPLICATION: DPHSS FY 2016 Guam SHIP Basic Program SAI#17002161135N

To: Speaker Won Pat <speaker@judiwonpat.com>

Hafa Adai Speaker,

Sincere apologies for the attachment of the wrong document. Attached are the accurate documents for your review and comments.

Respectfully,

Melissa Tayama

On Thu, Mar 31, 2016 at 11:19 AM, Melissa Tayama <melissa.tayama@guam.gov> wrote:

Buenas yan Hafa Adai Speaker,

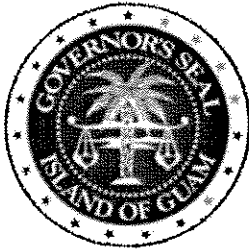
Please see attached doc. from the Department of Public Health and Social Services for a grant application for FY 2016 Guam Ship Basic Program Grant.

Si yu'us Ma'ase'

Melissa Tayama

Grant Specialist · Guam State Clearinghouse
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2016 APR -1 PM 4:32



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33-16-1492
Office of the Speaker
Judith T. Won Pat, Ed.D

Date: 4/1/2016
Time: 2:54 PM
Received By: CJP

1492



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Uffisinaan I Etmàs Ge'helo 'Gi Liheslaturan Guåhan

Office of Speaker Judith T. Won Pat, Ed.D.

Kumiten Idukasion Tinakhelo', Kottura, Laibirihan Pubbleko siha yan Asunton Famalao'an

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2 attachments

SPKR.pdf
371K

DPHSS SAI17002161135N.pdf
1180K



GUAM STATE CLEARINGHOUSE

P.O. Box 2950 Hagåtña, Guam 96932

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Website: www.gsc.guam.gov

Email: clearinghouse@guam.gov

EDDIE BAZA CALVO

I Maga'lâhen Guahan

RAY TENORIO

I Segundu Na Maga'lâhen Guahan

Kate G. Baltazar

Administrator

March 31, 2016

HONORABLE JUDITH T. WON PAT, ED. D.

Speaker gi I Mina'Trentai Tres Na Liheslaturan Guåhan

155 Hesler Place

Hagåtña, Guåhan 96910

Ref: Department of Public Health and Social Services, SAI#17002161135N

Hafa Adai Speaker,

This letter is to respectfully notify you the Guam State Clearinghouse (GSC) has received a federal grant application from the Department of Public Health and Social Services (DPHSS). The GSC has accepted the application, assigned the State Application Identifier (SAI) 17002161135N and has initiated the process for an area wide review. An abstract of the project is provided below.

Grantor: Administration for Community Living (ACL)

Grant Title/

Project Title: FY 2016 Guam SHIP Basic Program Grant Application

Details: The Division of Senior Citizens within DPHSS has reapplied for the State Health Insurance Assistance Program, locally known as the Guam Medicare Assistance Program. Requesting for \$42,914; the Division of Senior Citizens has budgeted for travel costs for two round trip airfares to Milwaukee, Wisconsin for the National SHIP conference and National Medicare Training Program. The budget also includes standard office supplies and equipment with one computer workstation. Supplies for educational awareness items and materials for support counseling and outreach activities are included. The division anticipates employment of two Program Coordinator III positions along with fringe benefits for: retirement, Medicare, life, medical, and dental insurance.

Start Date: 04/01/2016

End Date: 03/31/2017

Federal Grant: \$42,914.00

GSC conducts area wide reviews and solicits comments through electronic communication and this notice is sent to you as a part of the review process. A digital copy of the grant proposal is attached for your perusal. Please submit any comments you may have pertaining to this proposal to Melissa Tayama by **April 14, 2016** via email at melissa.tayama@guam.gov.

Dangkolo Na Si Yu'os Ma'âse',

Kate G. Baltazar

Administrator

MMT



GOVERNMENT OF GUAM
 DEPARTMENT OF PUBLIC HEALTH AND SOCIAL SERVICES
 DIPATTAMENTON SALUT PUPBLEKO YAN SETBISION SUSIAT



EDDIE BAZA CALVO
 GOVERNOR

RAY TENORIO
 LIEUTENANT GOVERNOR

JAMES W. GILLAN
 DIRECTOR

LEO G. CASIL
 DEPUTY DIRECTOR

FEB 16 2016

MEMORANDUM

TO: Administrator, Guam State Clearinghouse

FROM: Director, Department of Public Health and Social Services

SUBJECT: Request for Review of the FY 2016 Guam SHIP Basic Program Grant Application (CFDA: 93.324)

Buenas! Provided for concurrent review is the *FY 2016 Guam State Health Insurance Assistance Program (SHIP)* grant application, which the Department of Public Health and Social Services (DPHSS) uploaded on www.grants.gov on the required due date of February 15, 2016 as a non-competitive and non-matching application for funding to continue supporting SHIP activities in Grant Year 2016. The granting agency, Administration for Community Living (ACL), has pre-determined in the grant application kit that Guam SHIP will receive \$42,914 in FY 2016, an increase of 5% from the FY 2015 award.

The Division of Senior Citizens, within DPHSS, has been administering the island's SHIP, locally known to residents as the Guam Medicare Assistance Program, since 2004. Program staff and a cadre of volunteers provide our island's Medicare beneficiaries with information and assistance to help them understand their Medicare benefits for them to make informed health care decisions. Guam SHIP provides assistance through personalized counseling, awareness presentations, and various outreach activities throughout the community.

Should you have any questions, please feel free to contact Mr. Arthur U. San Agustin, MHR, Senior Citizens Administrator at 735-7421 or 735-7415.

James W. Gillan
 JAMES W. GILLAN

Attachments



123 CHALAN KARETA, MANGILAO, GUAM 96913-6304
www.dphss.guam.gov • Ph.: 1.871.735.7102 • Fax: 1.871.734.5910

RECEIVED
 02/16/16
[Signature]



GUAM STATE CLEARINGHOUSE

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EDWARD J.B. CALVO
I Maga'låhen Guahan

RAYMOND S. TENORIO
I Segundu Na Maga'låhen Guahan

Grant Project Application Notice of Intent to Apply for Federal Assistance GSC FORM REVISED 03/21/2012

Guam State Clearinghouse Use Only	
Date Received:	02/16/16
Received By:	[Signature]
SAI Number:	17002/61135N

Type of Application New Grant* Continuing Grant** Supplemental Grant** Other*

A.) DUNS Number B.) Date

C.) Applicant/Department Name

D.) Division

E.) Applicant Address

F.) Applicant/Department Point of Contact Information
Contact Person Name Phone Number

E-mail Address

G.) Due Date to Federal Agency H.) Federal Funds

I.) Non-Federal, Matching Funds
a.) Local
b.) In-Kind
c.) Other

a.) Grant
b.) Other

J.) TOTAL FUNDS

K.) CFDA/Federal Program Name

L.) Federal Agency Name

M.) Federal Agency Address

N.) For Continuing or Supplemental Grants, Please provide the following information:

a.) Initial Grant Period April 1, 2016 through March 31, 2017

b.) Guam State Clearinghouse SAI Number 0170213005Y

c.) Grant Year This Application Impacts 2016 - 2017

O.) Has the Federal Funding Agency been notified? YES NO

P.) During which Fiscal Year will this program be implemented? FY 2016

Q.) If the project requires local funding in addition to the federal funding requested, please specifically identify source and rationale:

None

R.) This program is: Budgeted - Please identify legal budget authority

Non-Budgeted

S.) Will this program require the hiring of additional employees? Is YES, please provide the number of employees (both existing and new) and justification. YES - Existing New NO

T.) List Departments and Agencies that would be affected directly or indirectly by this application

Department of Public Health and Social Services

U.) Please provide a Project Summary with supporting documents if needed.

V.) Please answer the following:

- a.) Does this application require an Environmental Impact Study? YES NO
- b.) Will this application conflict with any existing law? YES NO
- c.) Is enabling legislation required? YES NO
- d.) Will the program require a maintenance of effort? YES NO
- e.) Are in-kind services allowed for this program? YES NO
- f.) Does this program allow an indirect cost rate to be applied? YES NO

SUBMITTED AND APPROVED BY:

Printed Name, Position/Title of Authorized Representative JAMES W. GILLAN, DPHSS DIRECTOR

SIGNATURE

Date

FEB 16 2016



[Home](#) > [Apply for Grants](#) > Confirmation

Confirmation

Thank you for submitting your grant application package via Grants.gov. Your application is currently being processed by the Grants.gov system. Once your submission has been processed, Grants.gov will send email messages to advise you of the progress of your application through the system. Over the next 24 to 48 hours, you should receive two emails. The first will confirm receipt of your application by the Grants.gov system, and the second will indicate that the application has either been successfully validated by the system prior to transmission to the grantor agency or has been rejected due to errors.

Please do not hit the back button on your browser.

If your application is successfully validated and subsequently retrieved by the grantor agency from the Grants.gov system, you will receive an additional email. This email may be delivered several days or weeks from the date of submission, depending on when the grantor agency retrieves it.

You may also monitor the processing status of your submission within the Grants.gov system by clicking on the "Track My Application" link listed at the end of this form.

Note: Once the grantor agency has retrieved your application from Grants.gov, you will need to contact them directly for any subsequent status updates. Grants.gov does not participate in making any award decisions.

IMPORTANT NOTICE: If you do not receive a receipt confirmation and either a validation confirmation or a rejection email message within 48 hours, please contact us. The Grants.gov Contact Center can be reached by email at support@grants.gov, or by telephone at 1-800-518-4726. Always include your Grants.gov tracking number in all correspondence. The tracking numbers issued by Grants.gov look like GRANTXXXXXXXXXX.

If you have questions please contact the Grants.gov Contact Center: support@grants.gov
1-800-518-4726 24 hours a day, 7 days a week. Closed on federal holidays.

The following application tracking information was generated by the system:

Grants.gov Tracking Number: GRANT12094101

Applicant DUNS: 85-502-8700

Submitter's Name: Arthur U San Agustin

CFDA Number: 93.324

CFDA Description: State Health Insurance Assistance Program

Funding Opportunity Number: HHS-2016-ACL-CIP-SA-0123

Funding Opportunity Description: State Health Insurance Assistance Program (SHIP) Base Grant

Agency Name: Administration for Community Living

Application Name of this Submission: Dept of Public Health & Social Services, Div. of Senior Citizens

Date/Time of Receipt: Feb 15, 2016 01:26:27 AM EST

TRACK MY APPLICATION – To check the status of this application, please click the link below:
http://www.grants.gov/web/grants/applicants/track-my-application.html?tracking_num=GRANT12094101

It is suggested you Save and/or Print this response for your records.

SECTION 1 - PERFORMANCE MEASURES

Note: Because of Guam’s geographic size and beneficiary population the slice used by the Administration for Community Living (ACL) to score Guam SHIP’s performance for the period of October 1, 2014 through September 30, 2015 is “Small Metro” (SM).

YE1. What actions has your State taken in FY 2015 to expand your outreach and counseling efforts to improve your PM 1 rating? (PM1 - Number of total client contacts per 1,000 Medicare beneficiaries in the State.)

Please complete the chart below, and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT).¹

SLICES	LCM	LFM	MM	SM			MIC	OUT
SCORES	N/A	N/A	N/A	PM for Period Ending 30 Sept 2014	231.3	4.97% Increase	N/A	N/A
				PM for Period Ending 30 Sept 2015	242.8			
Below MAT				-				
Above MAT				-				
At or above EB				X				

YE1 Guam SHIP’s Response:

Guam SHIP exceeded both *the Minimal Attainment Threshold* and *Exemplary Benchmark* for Performance Measure (PM) I yielding a *Final Achieved* score of 10 out of 10. Our PM calculated score for the period ending September 30, 2015 is 242.8, as compared to 231.3 for the same period in 2014 increasing our score by 4.97%.

Guam SHIP’s improvement in this PM is attributed to several factors. An expanded volunteer workforce with their increased participation, the recruitment of Program staff, and improved data reporting into the SHIP National Performance Reporting (NPR) system have contributed to the Program’s ability to improve the delivery of services to the island’s Medicare beneficiaries, thereby, increasing its total client contacts for FY 2015.

Guam SHIP increased its volunteer workforce from 10 to 14 when Mr. Peter Aguon, Ms. Ana Kilroy, Ms. Teresita Torre, and Ms. Connie Rivera joined the Program in June 2015. Two (2) of these volunteers were recruited at a volunteer fair co-sponsored by the Guam Rotary Club and the Pacific Daily News, one (1) from AARP’s monthly membership meeting, and one (1) through a current Program volunteer. Upon the completion of *Guam SHIP and Guam SMP’s Annual Medicare Training* in March 2015, and after obtaining the required clearances and tests, the four (4) new volunteers proudly joined the existing cadre of volunteers, and together they have helped raise Medicare awareness throughout the island through various Program activities, such as outreach, presentations and counseling, which has resulted in beneficiaries, their family members and caregivers in making informed healthcare decisions.

¹ Use the 2015 Performance Measure report you received from TFI to complete the performance measure charts throughout this renewal application. Enter your score for each slice in the corresponding column in the “Scores” row. Then indicate using an “X” in the remaining rows whether each score is below MAT, above MAT, or at or above EB. Please contact Rebecca Kinney (Rebecca.Kinney@acl.hhs.gov) if you have questions.

Guam SHIP (aka: Guam Medicare Assistance Program)
Name of Program

Guam
U.S. Territory

The Program funds partially funds two (2) Program Coordinator III positions within the Bureau of Community Support (BCS) under the State Agency on Aging, locally known at the Division of Senior Citizens (DSC). These two (2) positions remained vacant for nearly 1 ½ to 2 years due to various recruitment challenges, however, on November 3, 2014 Ms. Cathy Bayona filled one (1) of the vacant PC positions, with Ms. Geraldine Gumataotao filling the other Program Coordinator III position on September 29, 2015. Although both are new to Medicare, they have the competency to absorb the knowledge quickly to provide awareness, information and assistance through various formats to the island's beneficiaries not only in English, but also in the island's native language, Chamorro.

With an expanded volunteer workforce and the recruitment of staff, the Program has been able to serve more beneficiaries on scheduled counseling days, reducing the wait time for beneficiaries to receive assistance from 4-6 weeks to no more than a week, and increasing the Program's client interactions. The Program's client contacts are reported into the SHIP National Performance Reporting (NPR) system, which this effort has improved in 2015. Most of the volunteer counselors are comfortable entering their contacts into the NPR system, and those reluctant to use a computer submit their intake form to a Program staff who records the interaction into the SHIP NPR system on their behalf.

BGPI. What specific and significant changes will your State enact during the FY 2016 grant year to expand your outreach and counseling efforts, resulting in an improved performance score for performance measure 1? (*PM1 - Number of total client contacts per 1,000 Medicare beneficiaries in the State.*)

BGPI Guam SHIP's Response:

With the vacant Program Coordinator positions partially funded by the Program currently filled, and an increased number of volunteers regularly assisting the Program, Guam SHIP expects to provide a greater number of personalized counseling assistance, engage in a greater number of community outreach activities, and conduct more interactive awareness presentations targeting beneficiaries, their caregivers and family members in FY 2016, thereby, Guam SHIP further improving its score for PM 1. Additionally, Guam SHIP and Guam SMP will provide its annual Medicare training from March 14-18, 2016 for new Program volunteers. Recruitment efforts to identify new volunteers has started and as of this writing there are potentially six (6) individuals interested in becoming Program volunteers. Expanding the volunteer workforce will open the Program to increasing the number of scheduled counseling sessions by either increasing counseling hours on current established counseling days, or increasing counseling days from two (2) days per week to three (3) to four (4) days, or a combination of both. The Program will assess if the expansion of counseling sessions is an option based on the number individuals completing the annual Medicare training, inclusive of meeting the Government of Guam's clearance and test requirements for volunteers, and the amount of time it will take for the new cadre of volunteers to become comfortable and confident in assisting beneficiaries independently.

YE2. What actions did your State take in FY 2015 to expand your outreach and counseling efforts to improve your PM 2 rating? (*PM2 -Number of persons reached through presentations/booths/exhibits at health/senior fairs, enrollment events per 1,000 Medicare beneficiaries in the State.*)

FY 2015 SHIP Year End Progress Report and FY 2016 Basic Grant Program Renewal Application

Guam SHIP (aka: Guam Medicare Assistance Program)
Name of Program

Guam
U.S. Territory

Please complete the chart below, and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT.)

SLICES	LGM	LFM	MM	SM			MIC	OUT
SCORES	N/A	N/A	N/A	PM for Period Ending 30 Sept 2014	260.0	11.65% Increase	N/A	N/A
				PM for Period Ending 30 Sept 2015	290.3			
Below MAT				-				
Above MAT				-				
At or above EB	X							

YE2 Guam SHIP's Response:

Guam SHIP exceeded both the *Minimal Attainment Threshold* and *Exemplary Benchmark* for PM2 yielding a *Final Achieved* score of 10 out of 10. Our PM calculated score for the period ending September 30, 2015 is 290.3, as compared to 260.0 for the same period in 2014 increasing our score by 11.65%. For the period of October 1, 2014 through September 30, 2015, Guam SHIP provided 127 interactive presentations, engaged in 21 outreach activities, and conducted 35 dedicated Part D enrollment events.

The aforementioned activities were conducted by both Program staff and volunteers in partnership with the State Office on Aging's Long-Term Care Ombudsman (LTCO), Ms. Evelyn Cruz. The Program has an established annual outreach schedule, which spikes during Medicare Part D's Annual Election Period (AEP). The Program also coordinates with other groups requesting for an awareness presentation, or those organizing their own health fair outreach at shopping malls or at the village level to provide awareness at these venues. Guam SHIP has become a regular participant at some of these events as the Program is invited back annually in an effort to continue promoting Program awareness through these established outreach events. During Part D's AEP, interactive presentations are provided at all Senior Citizens and Adult Day Care Centers, and Program staff are on-site multiple times at the four (4) dialysis treatment centers on island to meet with patients from three (3) different shifts at each location to provide Medicare awareness and bring Guam SHIP's services to this frail population while they receive treatment.

As the LTCO, Ms. Cruz conducts monthly presentations, which includes information dissemination about Guam SHIP and its services to residents of St. Dominic's Senior Care Home, participants of the three (3) Adult Day Care Centers, patients of the Guam Memorial Hospital's Skilled Nursing Facility, and clients of Guma Asusena, a residential home for individuals with mental illness having medical issues, which is managed by the Guam Behavioral Health and Wellness Center. These presentations are also open to family members, guardians and caregivers desiring to attend the LTCO's presentation. Guam SHIP has fostered great partnership with the LTCO and will continue to maintain the partnership in FY 2016.

BGP2. What specific and significant changes will your State enact during the FY 2016 grant year to expand your outreach and counseling efforts, resulting in an improved performance score for performance measure 2? (*PM2 -Number of persons reached through presentations/booths/exhibits at health/senior fairs, enrollment events per 1,000 Medicare beneficiaries in the State.*)

FY 2015 SHIP Year End Progress Report and FY 2016 Basic Grant Program Renewal Application

Guam SHIP (aka: Guam Medicare Assistance Program)
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BGP2 Guam SHIP's Response:

Although the island is relatively small in size, approximately 159,358 people live on Guam, according to the 2010 Guam Census, of which nearly 15,000 or 8.7% of island residents are Medicare beneficiaries. The Program has gained considerable Program exposure throughout the year by being visible in the community at various outreach events hosted by a variety of groups targeting senior citizens and individuals with disabilities, and by disseminating Program information to focal areas, such as clinics, pharmacies, hospitals, durable medical equipment supply stores, dialysis and skilled nursing facilities, as well as the Senior Citizens and Adult Day Care Centers. However, there still remains beneficiaries who are unaware of Guam SHIP and the locally accessible information and assistance services available to them. To reach this untapped group of beneficiaries, as well as those soon to be Medicare eligible or just new to Medicare, the Program will not only continue to collaborate with groups that it has outreached with previously, but will also seek new opportunities to reach other groups, such as faith-based, ethnic, and advocacy groups specific to diseases, such as diabetes and cancer, as well as organizations advocating for people with disabilities.

As mentioned in BCP1 above, the Program is expected to expand its volunteer workforce in 2016, which would allow Guam SHIP to gain more support in implementing outreach activities outside of the "health fair/conference/shopping mall" setting, thereby reaching more beneficiaries within the community. Guam SHIP will continue to work with its partner, the Title III Case Management Services (CMS) Program, to bring Medicare awareness to the island's frail homebound senior citizens, their family or caregivers at their home. As a Title III aging provider, the function of CMS is to assess and reassess the needs of the island's elderly who access their services, provide pertinent information that would support their independence, and link them to supportive services that would support their care and allow them to age in place for as long as possible. In FY 2016, Guam SHIP intends to collaborate with the village Mayors to identify older individuals within their village who may be unaware or not receiving Medicare and aging services. The Program and CMS will conduct joint home visits to meet with these individuals to provide Medicare awareness and link those eligible for aging or other supportive services.

YE3. What actions did your State take in FY 2015 to expand your outreach and counseling efforts to improve your PM 3 rating? (PM3-Number of substantial, personal, direct client contacts (telephone, in-person office, in-person home) per 1,000 Medicare beneficiaries in the State.)

Please complete the chart below and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT.)

SLICES	LCM	LFM	MM	SM			MIC	OUT
SCORES	N/A	N/A	N/A	PM for Period Ending 30 Sept 2014	220.1	7.17% Increase	N/A	N/A
				PM for Period Ending 30 Sept 2015	235.9			
Below MAT				-				
Above MAT				-				
At or above EB				X				

Guam SHIP (aka: Guam Medicare Assistance Program)
Name of Program

Guam
U.S. Territory

YE3 Guam SHIP's Response:

Guam SHIP exceeded both *the Minimal Attainment Threshold* and *Exemplary Benchmark* for PM3 yielding a *Final Achieved* score of 10 out of 10. Our PM calculated score for the period ending September 30, 2015 is 235.9, as compared to 220.1 for the same period in 2014 increasing our score by 7.17%. PM1 and PM3 correlates with one another as both measures, for the most part, use the same client contact data, however, PM1 takes into account a SHIPs "total" client contacts and PM3 are client contacts specifically from "telephone, in-person office, and in-person home".

In FY 2014, Guam SHIP recorded 2,549 total client contacts, whereas in the most recent performance period, the Program had 2,583 contacts, an increase of 34 contacts or 1.33% from the previous year. The increase in client contacts is attributed to our partnership with the Title III Case Management Services (CMS) Program as this program, aside from providing case management to Guam's aging population, also provides Medicare awareness, information and assistance to their clients, their family members and caregivers. In FY 2015, CMS program staff reported 1,058 client contacts an increase of 38.84% in comparison to the documented 762 client contacts entered into the SHIP NPR system in FY 2014. The Program is encouraged with the improvement demonstrated in FY 2015 by the CMS staff and the Program will continue to work with this program to encourage their continued compliance with this Program reporting requirement.

Undoubtedly, that Guam SHIP and its partner, Title III Aging CMS, are servicing an increased number of the island's homebound Medicare beneficiaries as there is greater awareness that Medicare information and assistance is available locally, which beneficiaries, families or caregivers prefer to access rather than going through the CMS information channels, such as 1-800-MEDICARE and www.medicare.gov. Beneficiaries who access Guam SHIP's services are grateful for the assistance to obtain information or to help resolve a billing issue without having to place an off-island call and speak to someone who they may not be able to communicate their inquiry or billing situation with because of language barriers or because they themselves are uncertain of their issue. Guam SHIP offers the island's beneficiaries with the ability to present their situation, ask questions or clarify their concerns through face-to-face interaction giving them a sense of ease and, for the most part, a positive experience.

BGP3. What specific and significant changes will your State enact during the FY 2016 grant year to expand your outreach and counseling efforts, resulting in an improved performance score for performance measure 3? (*PM3-Number of substantial, personal, direct client contacts (telephone, in-person office, in-person home) per 1,000 Medicare beneficiaries in the State.*)

BGP3 Guam SHIP's Response:

For Guam SHIP to further improve upon this PM, it will have to continue ensuring that our Counselors are inputting all of their client contact data within the required timeframe of no later than 30 days after each reporting month. For Guam SHIP to help its primary Program partner, the Title III Case Management Services (CMS) Program further improve upon their performance for this measure, Guam SHIP will provide each CMS Case Worker a report, during Guam SHIP's monthly scheduled in-service session with this group, documenting their client contact data generated from the SHIP NPR system for the month as well as year-to-date. For individuals who were with CMS the prior year, their report will also include a comparison of their efforts for the same period a year ago for all to see their progress. Guam SHIP believes that presenting this

FY 2015 SHIP Year End Progress Report and FY 2016 Basic Grant Program Renewal Application

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information on a monthly basis will encourage and motivate the Case Workers to improve upon their personal best in their data reporting, ultimately improving Guam SHIP's overall score for this performance measure.

YE4. What actions did your State take in FY 2015 to expand outreach and serve Medicare beneficiaries under the age of 65 with a disability to improve your PM 4 rating? (PM4- Number of contacts with Medicare beneficiaries under the age 65 with a disability per 1,000 Medicare beneficiaries under the age 65 in the State.)

Please complete the chart below, and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT.)

SLICES	LCM	LFM	MM	SM			MIC	OUT
SCORES	N/A	N/A	N/A	PM for Period Ending 30 Sept 2014	137.7	-23.52% Decrease	N/A	N/A
				PM for Period Ending 30 Sept 2015	105.3			
Below MAT				-				
Above MAT				X				
At or above EB	-							

YE4 Guam SHIP's Response:

Guam SHIP scored between the *Minimal Attainment Threshold* and *Exemplary Benchmark* for PM4 yielding a *Final Achieved* score of 4.39 out of 10. Our PM calculated score for the period ending September 30, 2015 is 105.3, as compared to 137.7 for the same period in 2014 decreasing our score by 23.52%.

The data reported in the SHIP NPR system reveals the Program has decreased its number of contacts with Medicare beneficiaries under the age 65 with disabilities from 451 contacts in 2014 to 392 contacts in 2015. Guam SHIP participates annually in several outreach events sponsored by groups servicing individuals with disabilities, such as the Autism Awareness Fair and the Guam System for Assistive Technology Fair to heighten Program awareness to the island's disability population. The Program also provides monthly awareness sessions at the Guam Memorial Hospital's Skilled Nursing Facility, and to End-Stage Renal Disease (ESRD) patients at the four (4) dialysis treatment facilities during Part D's Annual Election Period (AEP). Despite these efforts, it is apparent that the activities did not meet the Program's performance level for FY 2014; however, the Program will strive to achieve FY 2015 reporting levels with this population.

BGP4. What specific and significant changes will your State enact during the FY 2016 grant year to expand outreach and serve Medicare beneficiaries under the age of 65 with a disability, resulting in an improved performance score for performance measure 4? (PM4- Number of contacts with Medicare beneficiaries under the age 65 with a disability per 1,000 Medicare beneficiaries under the age 65 in the State.)

BGP4 Guam SHIP's Response:

To reach a greater number of Medicare beneficiaries with a disability below the age of 65, Guam SHIP, in FY 2016, will work closer with agencies serving individuals with disabilities, such as the Department of Integrated Services for Individuals with Disabilities (DISID), and the Guam

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Behavioral Health and Wellness Center (GBHWC) to gain access to the clients they serve by participating in their departmental activities when appropriate for Guam SHIP to heighten and promote Program awareness to this population, their families and caregivers.

The Guam State Office on Aging (Guam SOA) was awarded the No Wrong Door (NWD) Program in September 2014 by the Administration for Community Living and their key program partners include the Guam Medicaid Program, DISID, and GBHWC, all of whom provide services to Guam SHIP's target group. Guam SOA and its various partners are currently developing the Guam NWD Program's 3-Year Implementation Plan, which would provide a single NWD System for Guam's population to access available Long Term Care Services and Supports on island. As Guam SHIP is under Guam SOA, Program staff will be a part of NWD's various workgroups to ensure Guam SHIP's inclusion into the NWD system, thus providing greater access of Guam SHIP services to the island's beneficiaries who became entitled to Medicare because of a disability.

YE5. What actions did the State take in FY 2015 to reach low income beneficiaries and potential limited income subsidy (LIS) eligible beneficiaries designed to improve your PM 5 rating? (PM5 - Number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed low-income subsidy (LIS) per 1,000 low-income Medicare beneficiaries in the State.)

Please complete the chart below, and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT.)

SLICES	LCM	LFM	MM	SM			MIC	OUT
SCORES				PM for Period Ending 30 Sept 2014	39.4	5.58% Increase	N/A	N/A
				PM for Period Ending 30 Sept 2015	41.6			
Below MAT	N/A	N/A	N/A	X				
Above MAT				-				
At or above EB				-				

YE5 Guam SHIP's Response:

Guam SHIP perpetually scores below the *Minimal Attainment Threshold* and *Exemplary Benchmark* for PM5, thus, will continuously yield a *Final Achieved* score of 0 out of 10. Our PM calculated score for the period ending September 30, 2015 is 41.6, as compared to 39.4 for the same period in 2014 increasing our score by 5.58%, but is still way below the *Minimal Attainment Threshold*.

PM5 employs SHIPs to identify beneficiaries with limited income and resources to inform them about the *Low Income Subsidy (LIS) Program* as this federally subsidized program helps eligible individuals receive "Extra Help" with their Part D premium, annual deductible, coinsurance and copayments. Guam SHIP has always scored below the Minimum Attainment Threshold for PM5, and will likely continue to do so each year thereafter unless the LIS program is made available for eligible beneficiaries living in the U.S. Territories, namely Guam, the Northern Mariana Islands, American Samoa and Puerto Rico. Although the LIS program is not extended to the U.S. Territories, Guam SHIP will occasionally receive inquiries from beneficiaries who received letters from the Social Security Administration (SSA) informing them of their eligibility to receive "Extra Help" with their prescription drugs because of having limited resources. When beneficiaries present letters referencing the LIS Program to Guam SHIP, the Program simply informs them to disregard it as the LIS program is not extended to the U.S. Territories. Guam SHIP has informed

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SSA of the LIS letters being sent to some of the island's beneficiaries, and the response received is that there are a few beneficiaries who will inadvertently receive letters deeming them eligible for the LIS program as the letters are computer generated and the error is not discovered before the letters are mailed out to beneficiaries.

Despite SSA's oversight, it has become easier over the years for Guam SHIP to explain that the LIS program is not available in the U.S. Territories because this information is now indicated in the Medicare and You Handbook, unlike when the LIS program initially began Program staff were without a written source to reference and beneficiaries were adamant on receiving help with their prescription drug costs because of the written notification received from SSA.

BGP5: What specific and significant changes will your State enact during the FY 2016 grant year to expand outreach and serve Medicare beneficiaries with limited incomes, resulting in improved performance score for performance measure 5? (*PM5 -Number of unduplicated low-income Medicare beneficiary contacts and/or contacts that discussed Low-Income Subsidy (LIS) per 1,000 low-income Medicare beneficiaries in the State.*)

BGP5 Guam SHIP's Response:

It is difficult for Guam SHIP to improve upon PM5 as this measure places emphasis on efforts to reach individuals eligible for the LIS program, a program first offered in 2006 but has never been available for Guam's eligible Medicare beneficiaries or any eligible beneficiary residing in a U.S. Territory as this Federally subsidized program has never been extended to the Territories. As a result, Guam SHIP would like to request the Administration for Community Living to remove PM5 as a performance measure for Guam SHIP until such time the LIS program is extended to the Territories. Guam SHIP finds it impossible to ever attaining the *Minimum Attainment Threshold* level for this measure, which subsequently impacts Guam SHIP's Overall Performance Score (OPS) as PM5 is weighted at 15% as it is based on the number of unduplicated low income Medicare beneficiary contacts and/or contacts that discuss low-income subsidy (LIS).

Despite this quandary, Guam SHIP intends to develop an even closer relationship with the Bureau of Health Care Finance Administration (BHCFA) within the Department of Public Health and Social Services as this bureau oversees the Medicaid and Medically Indigent Program (MIP), which both provides the island's eligible low income population with healthcare coverage. In FY 2016, Guam SHIP will continue to encourage Medicare beneficiaries with limited resources, with little to no insurance, to seek eligibility for health coverage with the BHCFA. Additionally, Medicare beneficiaries having little to no income will be referred to BHCFA to seek eligibility to Medicaid, and if eligible, these dual-eligibles will receive further assistance from Medicaid to pay their monthly Part B premiums, copayments and yearly deductible through their Medicare Buy-In Program.

For those with limited income but ineligible for Medicaid, due to non-U.S. Citizenship status or not meeting Medicaid's income eligibility criteria, Guam SHIP will encourage these individuals to seek eligibility with the Medically Indigent Program (MIP) as this 100% locally funded program can either cover all, or a percentage of an eligible participant's healthcare and out-of-pocket drug expenses based on their low income level. MIP has a slightly higher poverty level threshold than Medicaid, making it still possible for those ineligible for Medicaid as well as those who are non-U.S. Citizens to obtain healthcare coverage.

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YE6. What actions did your State take in FY 2015 to increase the number of beneficiaries provided enrollment assistance designed to improve your PM6 rating? (PM6 – Number of unduplicated enrollment contacts discussed per 1,000 Medicare beneficiaries in the State.)

Please complete the chart below, and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT.)

SLICES	LCM	BFM	MM	SM			MIC	OUT
SCORES	N/A	N/A	N/A	PM for Period Ending 30 Sept 2014	145.7	16.47% Increase	N/A	N/A
				PM for Period Ending 30 Sept 2015	169.7			
Below MAT				-				
Above MAT				-				
At or above EB				X				

YE6 Guam SHIP's Response:

Guam SHIP exceeded both the *Minimal Attainment Threshold* and *Exemplary Benchmark* for PM6 yielding a *Final Achieved* score of 10 out of 10. Our PM calculated score for the period ending September 30, 2015 is 169.7, as compared to 145.7 for the same period in 2014 increasing our score by 16.47%.

Awareness of Guam SHIP and the services it provides has increased over the years that the Program has now come to be recognized by the community as the place to go locally to obtain Medicare information and to seek assistance in addressing or resolving Medicare billing issues. Prior to 2004, islanders proceeded to the Social Security Administration (SSA), Guam District office, to obtain Medicare information and billing assistance because SSA was their entry point to access this Federal health insurance system. However, because SSA's Medicare services are limited to fulfilling their mandate of determining Medicare eligibility and processing enrollment for Original Medicare, those who visited or called SSA with Medicare inquiries or issues were given Medicare's toll-free number or Medicare's website address for them to obtain information or to request for assistance on their own. In 2004, Medicare information and assistance services became available locally when the Government of Guam was awarded a SHIP grant. Today, for those needing assistance beyond what SSA provides, SSA refers beneficiaries to Guam SHIP to receive locally accessible comprehensive Medicare counseling that would allow beneficiaries to get their questions answered or Medicare billing issues addressed and/or resolved. Instances where additional time is required to conduct research or to contact providers, then counseling services are extended until the issue has been resolved.

Guam SHIP receives continuous referrals from SSA throughout the year, and has developed a stronger partnership with this office. In an effort for Guam SHIP to raise awareness of Original Medicare's General Enrollment Period (GEP), SSA supported Guam Department of Public Health and Social Services' issuance of a press release dated and released on January 5, 2016 to local media outlets to inform the community about the brief period to enroll in Medicare for those eligible. The effort to heighten GEP awareness through the media was a collaborative effort with the SSA and Guam SHIP.

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In addition to Original Medicare, Guam SHIP also provides information and responds to inquiries on Medicare Supplemental Insurance, also known as Medigap. There are currently two (2) providers licensed to sell such policies on Guam, one (1) locally based and one (1) from an off-island company. Beneficiaries considering obtaining additional insurance coverage to help pay for their out-of-pocket healthcare expenses are informed of the two (2) companies and how each offers several standard Medigap policies with each policy providing different benefits.

If they are interested in learning more about Medigap or express the desire to purchase a plan, then beneficiaries are encouraged to visit TakeCare Insurance's office to obtain plan information and cost for their supplemental coverage. In addition, Guam SHIP provides beneficiaries with assistance to request United HealthCare to send them Medigap materials for beneficiaries to review their available plans and price listing. With information from both companies, beneficiaries are able to make an informed decision on whether they should obtain Medicare supplemental insurance, and if so, they have the option to select which company to buy a policy from that is more affordable and would best meet their healthcare needs.

BGP6: What specific and significant changes will your State enact during the FY 2016 grant year to expand the number of beneficiaries provided enrollment assistance, resulting in an improved performance score for performance measure 6? (*PM6 – Number of unduplicated enrollment contacts discussed per 1,000 Medicare beneficiaries in the State.*)

BGP6 Guam SHIP's Response:

This is the second time Guam SHIP has collaborated with the Social Security Administration (SSA), Guam District Office, on the issuance of a press release to the local media to promote island-wide awareness of Original Medicare's General Enrollment Period (GEP). Feedback on the impact of the press release from SSA's Guam District Manager has been positive, thus, Guam SHIP will continue to replicate this effort in the next grant period. The effect of releasing such information to the community produces higher call volumes and office visits to SSA as more people become aware of the opportunity to enroll in Medicare, especially if they missed their Initial Enrollment Period (IEP) to obtain this Federal healthcare coverage. Despite having limited staff and shortened office hours for the public, the SSA Guam District Manager welcomes the influx of Medicare eligibility and enrollment inquiries as she recognizes the short timeframe given for individuals to enroll into Medicare, and any further delay in enrollment imposes a surcharge of 10% for each full 12-month period from when one is first eligible.

Additionally, there are individuals who are of Medicare age and do not receive a Social Security pension, but worked for the private sector or the Federal government/Civil Service, thus, may have paid Medicare taxes while employed. As Guam SHIP identifies these individuals they are highly encouraged to go to SSA's office to determine if they qualify for Part A as a result of their, or their spouse, fulfilling the 40 work credit requirement to obtain hospital insurance coverage with no monthly premium for them to pay.

Guam SHIP is seeing an increase in Medicare supplemental insurance inquiries as beneficiaries hear about these plans from companies marketing their plans on television, or from their friends who share how this type of supplemental coverage, along with Medicare, has helped them pay the cost of their medical expenses. In FY 2016, Guam SHIP will continue providing awareness on the availability of such plans, most especially to those only having Medicare insurance and are faced with high out-of-pocket healthcare expenses.

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Furthermore, Guam SHIP will continue to provide its awareness presentations offered every last Thursday of each month to the general community. These sessions are intended for anyone who would like to learn more about the different types of Medicare plans available on Guam, such as Parts A (Hospital Insurance), Part B (Medical Insurance), Part D (Prescription Drug Coverage), as well as Medicare Supplemental Insurance (Medigap), and of how these insurances work as primary or secondary to other types of public and private health insurances through the Coordination of Benefits.

Guam SHIP has had numerous encounters with older individuals who share their frustration of not being informed about the Medicare program when they were first eligible to apply, and of the higher premiums they would have to pay for signing up late. Their view of Medicare becomes tainted that they disregard any discussion about this insurance. To avoid this from happening to others, those soon-to-be Medicare eligible are highly encouraged to attend these monthly sessions to learn about Medicare's benefits and make their inquiries prior to enrollment so they can be able to make informed healthcare decisions and especially avoid any penalties as a result of delayed enrollment.

YE7. What actions did your State take in FY 2015 to reach and enroll Medicare Part D beneficiaries designed to improve your PM7 rating? (PM7 - Number of unduplicated Part D enrollment contacts discussed per 1,000 Medicare beneficiaries in the State.)

Please complete the chart below, and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT.)

SLICES	LCM	LFM	MM	SM			MIC	OUT
SCORES	N/A	N/A	N/A	PM for Period Ending 30 Sept 2014	90.7	22.7% Increase	N/A	N/A
				PM for Period Ending 30 Sept 2015	111.3			
Below MAT				-				
Above MAT				-				
At or above EB				X				

YE7 Guam SHIP's Response:

Guam SHIP exceeded both the *Minimal Attainment Threshold* and *Exemplary Benchmark* for PM7 yielding a *Final Achieved* score of 10 out of 10. Our PM calculated score for the period ending September 30, 2015 is 111.3, as compared to 90.7 for the same period in 2014 increasing our score by 22.7%.

Each year during Medicare Part D's Annual Election Period (AEP), Guam SHIP significantly increases its outreach activities, interactive presentations and one-on-one counseling sessions in an effort to raise Part D awareness during this period. Since 2006, Guam SHIP has been providing the island's beneficiaries with Part D information, as well as enrollment and disenrollment assistance. Currently, there is one (1) off-island Part D plan sponsor offering Medicare prescription drug plan coverage to beneficiaries living on Guam. United Healthcare has been providing the island's Medicare beneficiaries with Part D coverage, through their AARP MedicareRx plan, from 2006 to present. Only in 2015 did another off-island company, EnvisionRx, make their Part D plan available to Guam's Medicare beneficiaries. Since EnvisionRx did not renew their license with the

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Guam Department of Revenue and Taxation to continue providing their prescription drug plan on island, United Healthcare went back in 2016 to being the sole Part D provider for Guam's Medicare beneficiaries. With no local office on island to direct their Part D inquiries to or to submit their enrollment applications, Guam SHIP has been the "go to" program for beneficiaries to channel all their Part D matters, giving beneficiaries the convenience and ease of being assisted locally rather than over the phone or through a website.

For those unaware of Guam SHIP or do not seek their assistance, their issue remain unresolved resulting in some beneficiaries paying higher premiums, which could have been avoided if action was taken to address the issue. An example of an avoidable cost is those who pay Part D's Late Enrollment Penalty (LEP) despite having "creditable prescription drug coverage". Beneficiaries who submit a Part D application may receive a time-sensitive letter from the Center for Medicare and Medicaid Services (CMS) requesting them to report, if applicable, evidence of "creditable prescription drug coverage" to avoid being assessed a higher Part D premium. If the beneficiary currently has or previously had "creditable coverage", but never reports this information through the LEP survey then CMS would impose a higher Part D premium. Guam SHIP has encountered a number of beneficiaries under this circumstance. Once identified, Guam SHIP would assist the beneficiary complete a LEP Reconsideration Form to submit with their evidence of "creditable coverage", to MAXIMUS for their review and disposition. If the reconsideration is favorable, then the penalty is removed and the monthly premium amount is adjusted accordingly with any penalties previously paid refunded back to the beneficiary by the Part D provider.

Guam SHIP has established core Part D AEP activities which have been replicated for a number of years that beneficiaries now come to anticipate occurring each year. Senior citizens attending the 12 Senior Citizens Centers and three (3) Adult Day Care facilities are provided an awareness presentation at their respective locations, and assistance if they wish to subscribe to Medicare's prescription drug plan. Those undergoing End-Stage Renal Disease (ESRD) treatment at U.S. Renal Care's four (4) facilities are also provided the same services as the Senior Citizens and Adult Day Care Centers. For the general community, awareness presentations and enrollment assistance are offered twice daily on Tuesdays and Thursdays throughout the AEP. Awareness of these activities are provided to the local media by Program staff making in-studio radio appearances on local radio stations, and through press releases issued by the Guam Department of Public Health and Social Services, which are regularly announced throughout the various media outlets during the AEP. In addition to the AEP, Part D enrollment assistance is provided throughout the year for beneficiaries eligible to enroll during their Initial Enrollment Period (IEP) or under a Special Enrollment Period (SEP). Individuals who throughout the year visit the Social Security Administration, Guam District Office, to learn about or apply for Part D are sent directly to Guam SHIP for information and Part D enrollment assistance.

BGP7. What specific and significant changes will your State enact during the FY 2016 grant year to expand the number of beneficiaries provided enrollment assistance for Part D benefits, resulting in an improved performance score for performance measure 7? (*PM7 - Number of unduplicated Part D enrollment contacts discussed per 1,000 Medicare beneficiaries in the State.*)

BGP7 Guam SHIP's Response:

Guam SHIP recognizes that awareness, as well as an understanding of Medicare's benefits and services, is necessary in order for beneficiaries to make informed healthcare decisions to avoid making costly and sometimes avoidable mistakes, such as paying penalties because of delayed

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enrollment, or for not reporting “creditable prescription drug coverage” in a timely manner. Therefore, in FY 2016, Guam SHIP will once again replicate its core Part D activities during the AEP, and will also provide Part D information and enrollment assistance throughout the year for those meeting a condition that allows them to enroll under a SEP, or under an IEP for those new to Medicare. Additionally, efforts will be taken by Guam SHIP to reach ethnic, faith-based groups, and other types of community-based organizations to provide Part D informational presentations and enrollment assistance within their respective group settings. Program volunteers whom are already associated with some of these groups will help open the doors for Guam SHIP to have access to their membership. With the anticipated expanded volunteer workforce, Guam SHIP expects to see an improvement in this performance measure in FY 2016 grant year.

Although there is a large number of beneficiaries enrolled in a Part D plan, with a majority of these beneficiaries no longer needing to seek enrollment assistance or Part D information from Guam SHIP because they are auto-enrolled by their plan sponsor each year for continued prescription drug coverage, Guam SHIP will continue to avail its services to this group should they need other types of Medicare assistance in the future. For these beneficiaries, the Part D plan sponsor directly communicates with them to provide plan changes for the upcoming coverage period keeping beneficiaries well-informed throughout the plan year.

There is also a good number of beneficiaries enrolled in a health insurance plan that offer them “creditable prescription drug coverage”. These insurances are provided from their or their spouse’s current employer, their retiree health insurance coverage, or from Medicaid, thus these beneficiaries typically elect not to enroll in a Part D plan as their existing health insurance provides them with equal to or a better drug coverage plan than Part D. Nonetheless, Guam SHIP will also avail it services to this group in the event their status changes, thus, warranting them to consider a Part D drug plan, which now may include a late enrollment penalty in the future if action is not taken.

YE8. What actions did your State take in FY 2015 to increase your total counselor hours (from Client Contact Form) per 1,000 Medicare beneficiaries in the State designed to improve your PM 8 rating? (PM8 -Total number of counselor hours per 1,000 Medicare beneficiaries in the State.)

Please complete the chart below, and provide your plan or strategy to increase your score to meet or exceed the Minimal Attainment Threshold (MAT.)

SLICES	LCM	LFM	MM	SM			MIC	OUT
SCORES	N/A	N/A	N/A	PM for Period Ending 30 Sept 2014	117.5	3.48% Increase	N/A	N/A
				PM for Period Ending 30 Sept 2015	121.6			
Below MAT				-				
Above MAT				-				
At or above EB				X				

YE8 Guam SHIP’s Response:

Guam SHIP exceeded both the *Minimal Attainment Threshold* and *Exemplary Benchmark* for PM8 yielding a *Final Achieved* score of 10 out of 10. Our PM calculated score for the period ending September 30, 2015 is 121.6, as compared to 117.5 for the same period in 2014 increasing our score by 3.48%.

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Guam SHIP's increase in counselor hours is attributed to the expanded volunteer workforce and the recruitment of Program staff. As mentioned in YE1., the Bureau of Community Support (BCS), where Guam SHIP is administered from, recruited two (2) Program Coordinator III partially funded by Guam SHIP, one (1) in November 2014 and the second in September 2015. These two (2) new Program staff received training from the National Medicare Training Program's (NMTP) Train-the Trainers' Workshop. Both have gained the confidence and knowledge to provide Medicare information and assistance, thus are now providing comprehensive personalized counseling on a daily basis through face-to-face interaction as well as telephone contacts. Both are also responsible to ensure Program activities are planned, coordinated and implemented, and work alongside with the volunteers by participating in various outreach activities throughout the community, and conducting interactive presentations throughout the year.

Also mentioned in YE1., the program welcomed four (4) new volunteers as they were recruited and provided Medicare training in March 2015 increasing the Program's volunteer pool from 10 to 14 individuals. A majority of Guam SHIP's current volunteers have become extremely dependable, committed, engaged and involved with the Program. Of the 14 volunteers with the Program, there is a core group who find that their deed of helping to educate others about Medicare has given them such an immense sense of purpose, thus, making them passionate and dedicated to the Program.

This feeling is especially heightened when beneficiaries who have had Medicare for many years express such gratitude to the volunteer serving them for finally being able to understand the different parts of Medicare, and how it works with their other insurance coverage. For years, they would use their Medicare coverage but never really knew its benefits, nor understood what out-of-pocket costs is, yet continue to pay their medical bills without question. There are cases in which beneficiaries express total helplessness in resolving a billing issue because they are oblivious to Medicare and are alone to address the Medicare issue before them. Volunteers helping beneficiaries resolve various issues result in them feeling extremely pleased of their ability to assist; making volunteers feel proud of their accomplishment.

Program staff enjoy watching volunteers begin as a new recruit having minimal Medicare knowledge. They often doubt if they could ever gain the knowledge needed to help others with their inquiries or issues. However, overtime volunteers who are engaged in the Program begin to become confident with the information and eventually are able to conduct one-on-one counseling independently. As older individuals, who for many have been retired for over 20 years, serving as a Program volunteer has provided them with many benefits, such as increasing their Medicare knowledge base as Medicare beneficiaries themselves, feeling a greater sense of self-worth, handling cases that sharpen their thinking and problem solving skills, reconnecting with acquaintances as well as making new friends, and working alongside and assisting their peers.

BGP8. What specific and significant expansion of your available volunteer and/or paid staff counselor resources will you pursue during the FY 2016 grant year that will result in an improved performance score for performance measure 8? (*PM8 -Total counselor hours (from Client Contact Form) per 1,000 Medicare beneficiaries in the State.*)

BGP8 Guam SHIP's Response:

In an effort to provide timely, accurate and comprehensive Medicare information to the island's beneficiaries, their caregivers and family members, Guam SHIP together with the Guam Senior

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Medicare Patrol (SMP) Project conducts an annual Medicare training for new Program volunteers to educate them on the Medicare program, existing volunteers who request to audit the training as a way to reinforce and expand their knowledge base, and new staff of Program partners who want to know more about Medicare to better assist their clients navigate through this Federal health insurance program.

Guam SHIP and Guam SMP's next training is scheduled to be provided from March 14-18, 2016, which consists of 20 training hours covering topics, such as Original Medicare (Parts A and B); Prescription Drug Coverage (Part D); Medicare Supplemental Insurance (Medigap); Public Health and Social Service insurance coverage (Medicaid and Medically Indigent Program), Private and Military (Tri-Care and VA) health insurance coverage; Rights and Protection; Coordination of Benefits; Preventive Services; Durable Medical Equipment; Hospice Service; Fraud, Waste and Abuse; GovGuam Medicare Reimbursement Program; and Sensitivity Training. The training will be coordinated and facilitated by Program staff Geraldine Gumataotao and Bureau of Community Support Supervisor Joleen Almandres.

In 2013, Guam SHIP maintained 5 (five) volunteers, expanded to 10 volunteers in FY 2014, and increased the volunteer workforce to 14 in FY 2015. In FY 2016, Guam SHIP hopes to increase its current pool of volunteers. As of this writing, 11 individuals have expressed interest in becoming a Program volunteer all of whom will be undergoing training in March, and followed by mentoring thereafter. Of these 11, five (5) were recruited at an AARP Guam Chapter meeting, two (2) are beneficiaries who are extremely grateful of Guam SHIP's services thus were asked if they would like to become volunteers to help other beneficiaries, one (1) is a member of the Lions Club, one (1) was referred by an existing volunteer, one (1) was recruited last year but was unable to attend the training but still has the desire to be a volunteer so he will be included in this year's training, and one (1) is from the community-at-large. In addition to English, a majority of the potential volunteers are fluent in speaking either Chamorro or Tagalog, which is also advantageous for the Program as the top two (2) ethnicities served by Guam SHIP are the Chamorro and Filipino populations. Further, the addition of new volunteers will provide the Program with the ability to serve those who speak Indian and Korean as two (2) volunteers are fluent in these languages.

Having a full complement of Program staff, along with an expanded workforce of volunteers, would most likely yield more counseling hours and Program activities, thereby improving Guam SHIP's performance for PM8 in FY 2016.

BGP9. Are there any performance measures that the State anticipates that the SHIP will decline in performance during the FY 2016 grant year? (Yes or No)

For any element of SHIP performance that the State anticipates that performance may decline during the FY 2016 grant year, please provide an explanation of the decline and the plan that the State will initiate to mitigate the expected decline in services (e.g., contractors or partners not providing accurate and/or timely data reporting will be placed on an improvement plan).

BGP9 Guam SHIP's Response:

Guam SHIP does not anticipate a decline in any of the performance measures during the FY 2016 grant year; however, it does anticipate that it will continue yielding a low score for PM5 as historically the Program has never come close to reaching the *Minimum Attainment Threshold*. PM5 measures a SHIP's effort to target Medicare beneficiaries with low income and resources to

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provide them with awareness about possible drug coverage assistance through the *Low Subsidy Income Program (LIS)*. The concern Guam SHIP has with this PM is that the LIS program has never been available to Guam's eligible Medicare beneficiaries, yet this measure is still counted towards Guam SHIP's overall performance score.

Guam SHIP anticipates an increase in the other performance measures as 11 potential volunteers will be undergoing Guam SHIP and Guam SMP's Medicare Training scheduled from March 14-18, 2016. The expanded volunteer workforce will assist Guam SHIP to also expand its Program activities such as outreach, interactive presentations and one-on-one counseling sessions providing greater Medicare awareness, and further promoting Program services throughout the community.

BGPI0. Based upon diverse populations identified in your 2015 Basic Grant application, what specific year-end actions has your SHIP made to reach and serve those populations (e.g. limited English proficiency, low literacy, beneficiaries in intensely urban or rural areas, ethnic and racial groups, etc.)? Further, state your strategies and goals for 2016.

BGPI0 Guam SHIP's Response:

It is not a challenge for Guam SHIP to reach the island's diverse populations as the entire population on island is diverse. Guam has a population of approximately 159,358 people and is considered a melting pot of ethnicities as not only are the native Chamorro calling Guam home, but also individuals from other ethnicities, such as Filipino, Caucasian, Japanese, Korean, Chinese, Taiwanese, Palauan, Chuukese, Yapese, Pohnpeians, just to name a few. Only 31 miles long and 7 miles at its widest point, other than traffic congestion, commuting on island is relatively easy taking minutes by car to get from one destination to another, which makes Guam SHIP services attainable for the island's beneficiaries, their families and caregivers. If transportation to Guam SHIP presents a barrier, then services can be accessed via telephone. For those beneficiaries who are elderly and homebound, Case Workers from the Title III Aging Case Management Services Program can be activated to provide Medicare information and assistance to these individuals at their residence or in a facility.

In FY 2015 (October 1, 2014 through September 30, 2015), of the 2,583 client contacts recorded in the SHIP National Reporting System (NPR), 75.5% of these individual's primary language is other than English, with Chamorro (48.5%) and Filipino (28.0%) being the top two (2) ethnicities served by Guam SHIP in this period. Despite their native language being their primary means of communications, soliciting information from or communicating their issue to a Guam SHIP Counselor is often not a barrier for a majority of beneficiaries as many speak and understand English, or are accompanied by someone who translates the discussion between the Counselor and the beneficiary. However, if a beneficiary comes unaccompanied, and is unable to communicate in English, Counselors would then request for a translator to ensure effective communications of all parties.

In FY 2016, Guam SHIP will provide Medicare information and assistance services to Guam's diverse populations and will continue to educate beneficiaries of Medicare's benefits and services through its interactive presentations and counseling services. Guam SHIP will also heighten and promote Program services by participating in various outreach activities hosted by various organizations and groups through health fairs at malls and at conferences, as well as at the village level through coordination with village mayors, and with various faith-based, ethnic, and advocacy

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groups specific to diseases, such as diabetes and cancer, as well as organizations advocating for people with disabilities.

SECTION 2 - AFFORDABLE CARE ACT INITIATIVES

11. Do you conduct screening (such as criminal background checks and/or finger printing) for all paid staff, volunteers, and volunteer counselors? What are your 2016 proposed plans to conduct such pre-screening activities? Is there any other information you can provide on this issue, including any requirements you have for your partners?

Guam SHIP's Response:

All Government of Guam employees prior to employment are mandated to obtain police and court clearances and undergo skin and drug tests prior to employment, thus Program staff are in compliance with this requirement. These same clearances and tests are also required for individuals serving as volunteers prior to accepting their services to protect the integrity of the Government of Guam system. For volunteers, the fees for the clearances and skin test are at no cost to them or the Program as Guam Public Law 25-151 allows individuals serving as volunteers to have these fees exempted as they are working without compensation for the benefit of the Government and its community, thus these costs is the responsibility of the Government of Guam. As a Program partner, Guam SMP covers the cost for drug testing as all Program volunteers must undergo and pass this test prior to the Government of Guam accepting their volunteer services.

As a primary Program partner providing Medicare information and awareness to Guam's elderly home bound clients, the Title III Case Management Services Program staff are also required within their contract with the Division of Senior Citizens (DSC) to adhere to the same requirements mentioned above. Further, DSC's Bureau of Program Administration and Development (BPAD) is tasked to oversee the Title III Aging contracts and conducts annual staff file reviews to ensure all CMS program staff remain compliant each Fiscal Year.

12. Describe your State's efforts to provide service during the Medicare Open Enrollment Period (OEP), which in 2015 was from October 15 through December 7. Please provide your "lessons learned" based on your experience during Open Enrollment and your plans to prepare for the 2016 AEP.

Guam SHIP's Response:

In 2015, Guam SHIP replicated activities conducted in previous Part D Annual Election Periods (AEP) as these activities have proven to be effective in providing awareness to the island's beneficiaries about Medicare's prescription drug plan during the AEP, October 15th through December 7th each year.

During the 2015 AEP, senior citizens participating in the 12 Senior Citizens and 2 (two) Adult Day Care Centers, and End Stage Renal Disease (ESRD) patients receiving treatment from the four (4) dialysis centers under US Renal Care were provided Part D awareness and enrollment assistance at their respective Centers. Because these efforts are replicated each year, center participants and patients have come to expect Guam SHIP's presence at their centers/facility during the AEP to provide Part D information and enrollment assistance. This service provides these beneficiaries with the convenience to receive information and assistance at the village level or in a treatment facility which they visit several times each week. Additionally, the general community has become

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aware of the Program's Medicare Part D awareness presentations provided every Tuesday and Thursday at 9:00am and at 2:00pm at the Division of Senior Citizens' office during the AEP for anyone needing information or wanting to enroll in a Part D plan. Aside from these established activities, Guam SHIP also accommodates requests to provide Part D awareness presentations during the AEP, to faith-based and ethnic groups, and participates in as many outreach activities, conducts various media activities, and disseminates a host of information during the AEP to promote Part D awareness throughout the community.

13. Please provide an update on your relationship with your State Medicaid Office, as they implement their Medicaid Expansion activities, and indicate most recent trainings received on your State's Medicaid model. Also, please provide an update on progress made in establishing an effective Medicaid referral system and network relationships.

Guam SHIP's Response:

Guam SHIP's continues to maintain its longstanding partnership with the Guam Medicaid Program. Guam SHIP and the Guam Medicaid Program fall under two (2) separate bureaus and divisions under the Department of Public Health and Social Services, the Bureau of Community Support (BCS) under the Division of Senior Citizens (DSC) for Guam SHIP, and the Bureau of HealthCare Financing Administration (BHCFA) under the Division of Public Welfare (DPW) for the Guam Medicaid Program. A benefit of being under the same department is that program staff from both bureaus can be easily accessible to each other to request for information and assistance, to coordinate training, and to make referrals to each other's program for individuals either seeking Medicaid eligibility or to apply for a Part D plan.

According to a BHCFA staff, Guam Medicaid's expansion activities have not changed as the most recent expansion effort was implemented on January 1, 2012 when the program began providing coverage to non-traditional Medicaid clients, specifically, those without a disability, non-elderly or without a family. Further, the BHCFA staff shared that an increase of the Federal Poverty Level (FPL) from 100% FPL to 133% Guam Medicaid Poverty Level (GMPL) to these non-traditional Medicaid clients went into effect on October 1, 2015, which may possibly increase the number of inquiries to the Program as more people would qualify for Medicaid.

14. For SHIPs in the DMEPOS Competitive Bidding areas, describe your State's activities and issues surrounding DMEPOS in FY 2015 and your State's plan for FY 2016.

Guam SHIP's Response:

As reported Guam SHIP's 2015 Mid-Term Report, Round 2 of the Competitive Bidding areas included Guam in the national mail order competition for diabetic testing supplies, which now allows the island's Medicare beneficiaries with more options to obtain their diabetic supplies. Despite providing the mail order information, many beneficiaries would rather obtain their supplies locally because they are easily accessible, and they have claimed that they found no actual cost savings to obtain these supplies through mail order.

In addition, for those who are dually insured with both Medicare and Medicaid, these individuals abstain from utilizing the mail order option as they would have to cover the 20% co-pay for supplies because mail order providers are not contracted to do business with Guam Medicaid. Should a dual-eligible utilize the mail order system for their diabetic supplies, their out-of-pocket

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expenses are not reimbursed by the Guam Medicaid Program, thus making it more sensible for dual-eligibles to obtain their diabetic supplies locally. Nonetheless, Guam SHIP will continue to provide mail order information for diabetic testing supplies to beneficiaries so they are aware of this option.

SECTION 3 VOLUNTEER ENGAGEMENT

15a. What volunteer engagement activities has your SHIP recently participated in and/or implemented? What volunteer engagement activities are proposed for 2016?

Guam SHIP's Response:

Guam SHIP recognizes the importance of volunteers and works hard to manage them well so that they find what they do meaningful, and hopefully stay engaged with the Program on a long-term basis. Guam SHIP currently has 14 volunteers, which makes overseeing this group manageable not only because the group is small in size, but also because the Program operates from one (1) office giving Program staff the ability to provide continuous guidance and support to volunteers as requested or needed. Program staff considers it essential to keep the volunteers informed of any updates or trends that would impact their delivery of timely, accurate and relevant information to the island's beneficiaries.

Maintaining a prepared volunteer workforce requires the Program to ensure that volunteers are equipped with the necessary tools needed for them to effectively, efficiently and readily assist beneficiaries in a consistent and organized manner. Program forms and materials, publications, office supplies, computers, printers, copier machine, and phones are essential resources and tools used for counseling, and staff does whatever possible to ensure these items are available to the volunteers. For example, due to the Government of Guam's longstanding issue with the procurement of phone service, the Division of Senior Citizens maintained only two (2) phone lines for nearly three (3) years which greatly impacted counseling to beneficiaries as volunteers needed to place phone calls to address an issue or inquiry with providers or Medicare. Waiting for an available phone line became a frustrating challenge that the Program obtained approval from ACL to use lapse funds to procure basic cellular phones, which instantly improved services easing the frustration of volunteers.

Beneficiaries who have utilized Guam SHIP's services have found the Program volunteers knowledgeable, and trustworthy resulting in many preferring to only see a specific volunteer whenever they are in need of Medicare information and assistance. Volunteers having their own "client base" validates that these beneficiaries are satisfied with the outcome of their service. This gives the Volunteers great self-worth, exuding confidence in what they do, driving them to remain dedicated to the Program.

For those entering the Program, staff would observe each volunteer's strength and talents, and match him/her to an activity that would sustain their interest. It is also very exciting to see seasoned volunteers always willing to share their Medicare knowledge, and provide tips and guidance to the new volunteers. Recruits who doubt their ability to provide correct and complete information for a beneficiary to make the best healthcare decision are often encouraged by experienced volunteers to remain steadfast as in time they will absorb the information as they go through the mentoring process.

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The Program highly encourages volunteers to actively participate in all areas of outreach, such as assisting with heightening and promoting Program awareness at health fairs, conferences, and at village events, as well as assist with the dissemination of Program information throughout the community whenever and wherever possible. This engagement takes volunteers outside the walls of the Program office to meet and discuss Medicare with beneficiaries who may otherwise never seek the Program's assistance, and continuous discussion will help volunteers reinforce and expand their Medicare knowledge by talking with others.

Furthermore, Program volunteers are regarded by the staff of the Division of Senior Citizens as part of the team. They are invited to attend office gatherings, included in various meetings and trainings, and are given special attention on their birthday. They are welcomed when they are present and thanked for their assistance as they leave for the day. Annually, each volunteer is recognized during Guam SHIP and Guam SMP's Volunteer Recognition Event held in May during Senior Citizens Month. For the past two (2) years, the recognition event was included in the 3rd and 4th Guam Conference on Aging where 450 of their peers were in attendance to hear of their accomplishments and to witness their receipt of an award. This event allows volunteers to see many of the beneficiaries they have assisted in the past making them feel especially appreciated for their contribution.

15b. Please explain your volunteer workforce. Are you satisfied with the number of counselors you have? Have you had any fluctuation (increase or decrease) in your volunteer counselor workforce over the past year?

Guam SHIP's Response:

As mentioned in Guam SHIP's response to BGP10, Guam SHIP maintained 5 (five) volunteers in 2013, expanded to 10 in FY 2014, and increased its volunteer workforce to 14 in FY 2015. In FY 2016, Guam SHIP hopes to increase its current pool of volunteers. As of this writing there are potentially 11 individuals who have expressed an interest in becoming a Program volunteer, all of whom will be undergoing training in March 2016 and mentoring thereafter.

15c. What specific additional volunteer engagement technical assistance does your State need? Please be specific.

Guam SHIP's Response:

The Program is comfortable with its current volunteer engagement activities, thus, at this time, Guam SHIP does not require any volunteer engagement technical assistance.

SECTION 4 - QUALITY ASSURANCE/IMPROVEMENT INITIATIVES AND TRAINING

16. What SHIP quality assurance and improvement initiatives in support of locally-based counselors have been conducted in grant year FY 2015? For example, have you considered implementing the Online Counselor Certification Tool (OCCT)? What quality assurance and improvement initiatives were used in grant year 2015 and why? Do you plan on continuing to use those initiatives? How did you measure their effectiveness?

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Guam SHIP's Response:

Guam SHIP anticipates expanding its pool of volunteers in FY 2016 as it will conduct Guam SHIP and Guam SMP's Joint Annual Medicare Training scheduled from March 14-18, 2016 to potentially 11 new recruits. Guam SHIP has not found a certification program/tool necessary because the Program staff has continuous direct oversight over its volunteers, and would provide guidance and support to volunteers when appropriate and as necessary.

However, with a larger number of volunteers anticipated in FY 2016, Guam SHIP is interested in implementing a certification program/tool to ensure the expanded volunteer workforce provides accurate, timely and relevant information consistently to the beneficiaries, their family members, and caregivers they serve. Thus, a request will be submitted to the SHIP Technical Resource Center in FY 2016 to assist Guam SHIP with this effort.

In FY 2015, the Program planned to conduct monthly in-service sessions with the volunteers to offer them a more formal setting for Program staff to discuss any programmatic concerns as a group, and to also solicit the volunteers' feedback on ways to help improve the Program's delivery of service; however, only two (2) sessions were provided due to various coordinating and staff challenges. In FY 2016, Program staff will implement monthly in-service sessions and will provide feedback of the results of these sessions in the Program's Mid-Term Report to the Administration for Community Living (ACL).

17. Is your State using performance-based funding for sub-grantees? If yes, please describe the method(s) used?

Guam SHIP's Response:

Not applicable, as Guam SHIP does not have any sub-grantees.

18. How many counselors were certified in 2015? How many were recertified?

Guam SHIP's Response:

Guam SHIP does not have nor use a certification program, thus, counselors were not certified in 2015.

19. Please provide a description of any innovative or successful efforts that the SHIP has undertaken in any aspect of the program during the FY 2015 grant year or plans to initiate in FY 2016 grant year that the program wishes to highlight as part of this grant application.

Guam SHIP's Response:

The Program utilizes MyMedicare.gov to help beneficiaries resolve their Medicare billing issues when they do not present their Medicare Summary Notices (MSN) during counseling sessions. Reviewing the MSN together with billing statements makes it easier for the Counselor to determine whether a beneficiary's claim is legitimate. However, in September 2014, the Program started hearing from beneficiaries that they were unable to access MyMedicare.gov to complete their Initial Enrollment Questionnaire (IEQ). Program staff verified that the site was inaccessible, thus contacted 1-800-MEDICARE to inquire on the status of the site, but the staff was informed that the

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site remains available. On October 3, 2014, Program staff emailed CMS Region IX SHIP Liaison, Mr. Peter Bauer, informing him of the reports received from beneficiaries about MyMedicare.gov, which Mr. Bauer forwarded the issue to ship@acl.hhs.gov. A follow up email was sent to Mr. Bauer on January 14, 2015, as the Program was still receiving inquiries from beneficiaries on the status of the website. Project staff received an email on January 15, 2015 from Stacey Platte, via ship@acl.hhs.gov, requesting for more information about the issue, which Program staff provided. After more email communications, an email dated January 21, 2015 was received from Ms. Platte as she forwarded the Program a response from the CMS web team stating, *"This comes up a lot from the CSRs. MyMedicare is considered a secure site and therefore can't be accessed outside the 50 states. Puerto Rico has the same problem, too.....it's the reason she can't see it."*

Program staff responded to Ms. Platte in an email dated February 1, 2015 suggesting that MyMedicare.gov be removed in the CMS correspondences to the island's beneficiaries to alleviate beneficiaries trying to access the site. Program staff sent another email on February 26, 2015 to Mr. Peter Bauer inquiring whether there were any updates on this issue. Mr. Bauer indicated that he is still waiting, but he'll make a follow up. An email response from Ms. Platte on March 4, 2015 was received by Program staff which stated, *"ACL will be meeting with the CMS web team in Baltimore during the next few weeks, and I'll make sure to raise your questions with them at this time. I was hoping to have some answers for you sooner, but unfortunately our meeting with them was rescheduled due to winter weather here. I'll keep you posted as I learn more."* While attending the National Medicare Training Program Workshop in Garden Grove, California in August 2015, Program staff shared during the session on *General Web Resources* that MyMedicare.gov has been inaccessible to Guam's Medicare beneficiaries since 2014. The CMS staff present at this session noted our concern and stated they would bring the issue back to their central office so the matter can be looked into.

Although protocols were followed to raise this issue in the hopes that it would be resolved, much time had elapse and it appeared that the issue was viewed as trivial and may have been disregarded. In a last ditch effort to resolve this issue on behalf of the island's beneficiaries, Program staff raised the issue with Guam's Congressional Representative Madeleine Z. Bordallo on September 26, 2015 and requested for assistance in this matter. The Program's request resulted in Congresswoman Bordallo sending a letter dated September 28, 2015 to CMS Acting Administrator, Mr. Andy Slavitt, requesting to restore access and availability of the MyMedicare.gov portal to Medicare beneficiaries residing in Guam. On September 30, 2015, four (4) days after the initial email was sent to Congresswoman Bordallo, Guam's beneficiaries finally regained access to MyMedicare.gov. The Program considers this a successful effort and the key in dealing with this type of issue was persistence.

SECTION 5 - BUDGET AND OPERATIONS

20. Is your State on target with your FY 2015 budget spending? If not, why not?

Guam SHIP Response:

Guam SHIP is currently on target with its budget spending.

21. Is your State able to release all planned contractual funds in FY 2015? If not, why not?

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Guam SHIP's Response:

Not applicable, as Guam SHIP does not use any of its Program funding for contractual services.

22. Will your State have carryover funds at the end of the FY 2015 grant year? And, if so, why?

Guam SHIP's Response:

Although on target with Program spending, Guam SHIP anticipates requesting a carryover of FY 2015 grant funds to the FY 2016 grant year in the event it has lapses in areas that does not allow the Program to spend funds because the unobligated amount does not meet the minimum procurement amount, or because funds liquidated become available after the deadline to procure other goods and services.

23. Were there State/County issues (political, financial, staff) that occurred during the FY 2015, or are anticipated in 2016, that impacted any SHIP services in any part of the State? If so, what was/will be the impact?

Guam SHIP's Response:

A staff partially funded staff under Guam SHIP is anticipated to be on extended leave for an indefinite period. The absence of this staff will require the other partially funded Program staff, as well as the Bureau of Community Support Supervisor, to assume additional assigned activities until such time the staff returns to work.

24. Are there any new trends, hot topics or emerging issues, specific to your State/County and/or region that you expect might impact your SHIP in 2016? If so, please describe.

Guam SHIP's Response:

Recently, the local media reported that several employees of the Guam Medical Transport, a local ambulance provider for non-emergency services, has been accused in Federal court of illegally billing Medicare and TriCare for millions of dollars. Federal reports states an employee was improperly approving beneficiaries for ambulance service despite not meeting the requirements to establish medical necessity, and coached beneficiaries to conceal their ability to walk or other activities that would show the lack of medical necessity for ambulance transportation. Another employee submitted false claims, and instructed medics to alter documentation to falsely justify ambulance transport as medically necessary. The claims totaled more than \$30 million, resulting in close to \$11 million in payments from Medicare and TriCare to Guam Medical Transport.

This case is possibly the biggest healthcare fraud case the island has ever seen. As such, Guam SHIP, Guam SMP, and the Title III Aging Case Management Service Program will continue to encourage beneficiaries to remain vigilant of suspicious healthcare activities, and inquire about or report such incidences to the Program or Guam SMP so assistance can be provided to determine any wrong doing.

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25. Do you receive any non-federal funding to support your program? If yes, what is the source of this funding? How much have you received for FY 2015? Do you anticipate this support will continue in FY 2016?²

Guam SHIP's Response:

The Guam State Office on Aging has been a SHIP grantee since 2004. Funding to operate Guam SHIP has been provided by the Centers for Medicare and Medicaid Services (CMS) annually up until the Program was transferred to the Administration for Community Living (ACL) in 2014/2015. Guam SHIP's base grant has always been the smallest of the 54 SHIPs primarily due to the Guam having the least amount of Medicare beneficiaries as compared to other States and Territories. To help support Program operations, Guam SHIP relies on the Guam State Office on Aging for needed supplies, equipment as well as personnel when additional staff assistance is required, especially during Part D's Annual Election Period as Program activities heighten to provide information and assistance to beneficiaries wanting to learn about and/or enroll in a prescription drug plan during this period.

26. Do you use NPR as your primary reporting system or do you use a third-party proprietary data collection and reporting system?

Guam SHIP's Response:

Yes, Guam SHIP uses the SHIP National Performance Reporting (NPR) system as its primary reporting system for its client contacts, and public and media activities, and to complete and submit the SHIP Resource Report due annually in May.

SECTION 6 – PARTNERSHIPS

27. Based upon the Partner Chart submitted in your 2015 SHIP Basic Grant Renewal Application has your State made any updates (addition, deletion) to your current and planned partnerships listed? If yes, using the template below, please attach your partner list chart with any updates by indicating any additions or deletions and description of performance outcomes to date (e.g., counseled 400 beneficiaries). Please also include any projected outcomes for partners in FY 2016. Please use the columns below or attach a table in Word or as Appendix A to this report.

Guam SHIP's Response:

Guam SHIP has made no updates to make on its Partner Chart, thus, its Partner Chart remains the same at this time. The Program does anticipate expanding its partnership with the Guam Regional Medical Center (GRMC), a brand new hospital that opened its doors on Guam in 2015 and just recently became Medicare certified in 2016. The results to foster new partnership with GRMC will be reported in September 2016 in the Program's Mid-Term Report to the Administration for Community Living.

28. Based on the Counseling Site Services chart you submitted in your 2015 Basic Grant Program application has your State made any updates (additions, deletions) to your current and planned local

² The answers to these questions will have no effect on SHIP funding in this year or any future years. ACL is just trying to get a better sense of how the SHIP grantees are currently operating.

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counseling services list? If yes, using the template below, please attach your counseling site services list chart with any updates and check any additions or deletions. Please also include any projected outcomes and new sites for FY 2016. Please attach as an Appendix B to this report.

Guam SHIP's Response:

Guam SHIP has not made any updates to its Counseling Site Services chart. It continues to operate from one (1) Program office, and its partnership with the Title III Aging Case Management Services Program remains the same as this group conducts home visits to their elderly clients and, when solicited or as needed, provides Medicare information and assistance to their elderly clients.

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GRANT APPLICATION
DETAILED BUDGET FOR THE BASIC PROGRAM AWARD



Object Class Category	Federal Funds	Non-Federal Cash	Non-Federal In-Kind	Total	Justification
Travel	\$ 6,791.00	\$ -	\$ -	\$ 6,791.00	<p>Project Director and/or program staff and/or volunteer to attend the National SHIP/SMP Conference in Milwaukee Wisconsin scheduled from August 2-5, 2016.</p> <p>Round trip airfare for 1 traveler at approximately \$2,400 Per diem (lodging and meals): \$179 x 5 days = \$895</p> <p>\$ 2,400.00 \$ 895.00 \$ 3,295.00</p> <p>Project Director and/or program staff and/or volunteer to attend CMS' National Medicare Training Program tentatively scheduled in August/September in the West Coast Area.</p> <p>Round trip airfare for 1 traveler at approximately \$2,200 Per diem (lodging and meals): \$324x 4 days = \$1,296</p> <p>\$ 2,200.00 \$ 1,296.00 \$ 3,496.00</p> <p>TOTAL \$ 6,791.00</p>
Supplies	\$ 400.00	\$ -	\$ -	\$ 400.00	<p>Consumable Supplies for daily operations. Supplies include, but are not limited to notebooks, ink cartridges, pencils, folders, markers, labels, and photocopy paper.</p> <p>TOTAL \$ 400.00</p>
Other	\$ 1,364.00	\$ -	\$ -	\$ 1,364.00	<p>a. Printing of program brochures, calling and appointment cards, and other related materials to support counseling and outreach activities.</p> <p>b. Educational Awareness Items, such as imprinted insurance card holders, mini-note pads, pens, and tote bags to enhance counseling and outreach activities.</p> <p>c. Radio, Newsprint and Billboard media activities to heighten Program awareness and Medicare enrollment periods throughout the community.</p> <p>\$ 500.00 \$ 564.00</p> <p>TOTAL \$ 1,364.00</p>

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GRANT APPLICATION
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Object Class Category	Federal Funds	Non-Federal Cash	Non-Federal In-Kind	Total	Justification
Equipment	\$ 3,000.00	\$ -	\$ -	\$ 3,000.00	One (1) - All-In-One Computer Workstation to replace outdated workstation used by Program staff and volunteers.
					TOTAL \$ 3,000.00
Indirect Cost	\$ -	\$ -	\$ -	\$ -	No indirect cost will be requested due to limited Program funding.
TOTAL	\$ 42,914.00	\$ -	\$ -	\$ 42,914.00	



FY 2016 GUAM SHIP
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DETAILED BUDGET FOR THE BASIC PROGRAM AWARD



Object Class Category	Federal Funds	Non-Federal Cash	Non-Federal In-Kind	Total	Justification																		
Salary	\$ 23,965.00	\$ -	\$ -	\$ 23,965.00	<p align="center"><u>Federal Funds</u></p> <p>a. Program Coordinator III (Cathy Bayona 6472) 28.23% \$ 14,010.00</p> <table border="1"> <thead> <tr> <th>SALARY</th> <th>Allocation</th> <th>April 2016 - October 2016 (15 Pay Periods) (6472-N2)</th> <th>November 2016 - March 2017 (11 Pay Periods) (6472-N3)</th> </tr> </thead> <tbody> <tr> <td>\$ 48,190.00</td> <td>28.23%</td> <td>\$ 8,108</td> <td>\$ 5,902</td> </tr> <tr> <td>\$ 50,328.00</td> <td>28.23%</td> <td></td> <td></td> </tr> </tbody> </table> <p>b. Program Coordinator III (Geraldine Gumataotao 6505) 16.11% \$ 9,955.00</p> <table border="1"> <thead> <tr> <th>SALARY</th> <th>Allocation</th> <th>April 2016 - March 2017 (6505-N10)</th> </tr> </thead> <tbody> <tr> <td>\$ 61,796.00</td> <td>16.11%</td> <td>\$ 9,955</td> </tr> </tbody> </table> <p><i>Notes:</i> * Salary will adjust on month 8 of the grant period due to annual salary increment * Amounts reflect rounded figures.</p> <p align="right">TOTAL \$ 23,965.00</p>	SALARY	Allocation	April 2016 - October 2016 (15 Pay Periods) (6472-N2)	November 2016 - March 2017 (11 Pay Periods) (6472-N3)	\$ 48,190.00	28.23%	\$ 8,108	\$ 5,902	\$ 50,328.00	28.23%			SALARY	Allocation	April 2016 - March 2017 (6505-N10)	\$ 61,796.00	16.11%	\$ 9,955
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Note:
* Amount reflects rounded figure.

TOTAL \$ 23,965.00

