



## Part D Enrollment Outcomes (PDEO)



This presentation provides information current as of 4/15/2025



# What is it?

# Why do we do it?

ACL uses STARS to collect data related to the cost changes resulting from enrollment in Part D Prescription Drug Plans or Medicare Advantage Plans with Prescription Drug coverage (PDP/MA-PD plans) available through the Medicare Plan Finder (MPF).

ACL uses the data as another way to demonstrate the impact of SHIP work on behalf of beneficiaries in three ways:

1. Data on the number of beneficiaries who received PDP/MA-PD enrollment assistance from SHIPs;
2. 2. Data on the average cost change per beneficiary who received PDP/MA-PD enrollment assistance from SHIPs;
3. 3. Data on the reported total of PDP/MA-PD cost change for each state.





# When is it required?

When a SHIBA Counselor **enrolls** someone, through the Medicare Plan Finder, into a Part D or MAPD (Part C) plan

- ❖ New to Medicare
- ❖ Moving to a new service area
- ❖ When a plan is ending
- ❖ Switching from one plan to another (i.e. AEP, LIS)





# What is Required (Attachments)

## New to Medicare, Moving, Plan Ended:

1. NEW plan detail
2. Confirmation Page
3. Retail Cost calculation in BCF Notes OR on New Plan Detail

## Switching from Plan to Plan:

1. OLD Plan Detail
2. NEW Plan Detail
3. Confirmation Page

Notes

Attach File

Attach File

Attach File

Attach File

Attach File

 Browse Browse Browse Browse Browse



# Let's do a DEMO





If the beneficiary is new to PDP/MA-PD, ***select the New to Medicare topic*** in the “Additional Topic Details” group. (You must scroll to find this topic). Select New to Medicare if the beneficiary has been enrolled in other parts of Medicare previously (ex. Medicare A or B) but is new to Part D, or if the beneficiary dropped or lost their Part D and now wants to re-enroll.

NOTE: Failing to appropriately select New to Medicare on associated contacts will be considered an error when your SHIP director and ACL perform quality assurance.





# Error Messages

## ! Validation Error

- You have entered cost into **SUF1** and **SUF 2**, please ensure that only one "Enrollment" topic is selected in Medicare Part D or Medicare Advantage (MA and MA-PD).

Medicare Advantage (MA and MA-PD)

- ☐ Appeals/Grievances
- ☐ Benefit Explanation
- ☐ Chronic Conditions Special Needs Plans
- ☐ Claims/Billing
- ☐ Disenrollment
- ☐ Dual Eligible Special Needs Plans
- ☐ Eligibility/Screening
- ☒ Enrollment

Medicare Part D

- ☐ Appeals/Grievances
- ☐ Benefit Explanation
- ☐ Claims/Billing
- ☐ Disenrollment
- ☐ Eligibility/Screening
- ☒ Enrollment
- ☐ Fraud and Abuse

Only One

Users are unable to save a record if they have selected both the enrollment topics illustrated above and have cost data entered in the first two Special Use Fields (SUFs). A red validation message will remind users of their error, and it must be corrected before the form can be successfully saved.





# Error Messages

## Validation Error

- You have entered cost into **SUF1** and **SUF 2**, if enrollment assistance was provided, please ensure you have checked the **Medicare Part D** or **Medicare Advantage (MA and MA-PD)** enrollment box. If enrollment assistance was not provided, please remove costs from **SUF1** and **SUF2**.

Users are unable to save their record if they have selected *neither* of the enrollment topics illustrated above and have cost data entered in the first two Special Use Fields (SUFs). A red validation message reminds users of their error, and it must be corrected before the form can be successfully saved

Special Use Fields

Original PDP/MA-PD Cost

New PDP/MA-PD Cost

  
  




# SHIPTA CENTER

<https://www.shiphelp.org/>

The screenshot displays the SHIP TA Center website interface. On the left is a blue navigation sidebar with the SHIP logo and the tagline "Navigating Medicare". The sidebar menu includes: Dashboard, My Favorites, My Profile, Logout, Medigap Plan Finder, Resource Library, **★ STARS Resources** (highlighted with a red box), Toolbox, Events, News, Profiles And Practices, and FAQs. The main content area has a "Welcome" message and a "Topics" list. The "Topics" list includes: News, Get Help, Getting Started, Beneficiary Contacts, CMS Unique IDs, **Part D Enrollment Outcomes (PDEO)** (highlighted with a red box), Outreach and Education, and Team Member Management. The "Part D Enrollment Outcomes (PDEO)" section is expanded, showing a description of PDEO tracking, an "Interactive Online Course" section, and a "PDEO Data Entry" section. The "PDEO Data Entry" section lists resources: "Part D Enrollment Outcomes (PDEO) Data Entry", "STARS manual, Chapter 7A - provides Medicare Plan Finder changes" (highlighted with a red box), and "PDEO Infographics". To the right of the "PDEO Data Entry" section is a table with two columns: "Files:" and "Links:". The "Files:" column lists chapters 1 through 9 and "STARS Enhancements Summary - ACL". The "Links:" column lists "STARS Manual" and "Printable". The "Chapter 7A - Part D Enrollment Outcomes Data Entry (October 2024)" link is highlighted with a red box.

**SHIP**  
Navigating Medicare

MENU X Search...

Welcome

Welcome b  
This password-protecte

**Topics**

- News
- Get Help
- Getting Started
- Beneficiary Contacts
- CMS Unique IDs
- Part D Enrollment Outcomes (PDEO)**
- Outreach and Education
- Team Member Management

**Part D Enrollment Outcomes (PDEO)**

Part D enrollment outcomes are tracked on the Beneficiary Contact Form (BCF) and/or Beneficiary Contact Form (BCF) and/or Beneficiary Contact Form (BCF). Overall instructions for using those forms are provided in Chapter 4 of the STARS Manual. PDEO tracking. Check with your supervisor or state SHIP director to know whether this is a requirement.

**Interactive Online Course**

The SHIP TA Center has created a new interactive online course on the Part D Enrollment Outcomes (PDEO) Data Entry. The course includes video content and interactive exercises.

**PDEO Data Entry**

These additional resources will help you understand the national data quality standards and how to enter data correctly.

- Part D Enrollment Outcomes (PDEO) Data Entry
- STARS manual, Chapter 7A - provides Medicare Plan Finder changes**
- PDEO Infographics:

Files:	Links:
Chapter 1 - About STARS (January 2025)	STARS Manual
Chapter 2 - User Basics (January 2025)	Printable
Chapter 3 - Team Member Management (February 2025)	
Chapter 4 - Beneficiary Contacts (February 2025)	
Chapter 5 - Outreach and Education (January 2025)	
Chapter 6 - Searches (February 2025)	
<b>Chapter 7A - Part D Enrollment Outcomes Data Entry (October 2024)</b>	
Chapter 7B - Part D Enrollment Outcomes Quality Assurance and Reports (February 2024)	
Chapter 8 - Reports (February 2025)	
Chapter 9 - Training Form (January 2025)	
STARS Enhancements Summary - ACL	



# *Thank You!*

SHIBA.idaho.gov



1-800-247-4422



This project was supported, in part by grant number 2202IDMISH, from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201.