



Coordinator Unique ID Procedures

Please follow these steps for receiving a Unique ID (UID):

1. Register – if not already, make sure the counselor is registered in STARS
 - a. If not registered please contact your Field Officer or Dawn Shaw
2. Request – Complete and return a Confidentiality Agreement
 - a. Have the counselor sign and print their names on the document
 - b. Coordinator signs under the counselor on the Coordinator line (optional)
 - c. Leave the SHIP Director signature line blank
3. Send Confidentiality Agreement to Dawn Shaw, by fax 503-947-7092, email Dawn.Shaw@oregon.gov, or mail to:
SHIBA Attn: Dawn Shaw
PO Box 14480
Salem, OR, 97309-0405
4. Provide counselor with the CMS SHIP Unique ID Job Aid for Counselors, the CMS SHIP Unique ID Resources for Counselors and the Medicare SHIP Hotline Directions for Use.

What will happen at the State SHIBA Office

Once the counselor has completed the Core online tests, returned the Confidentiality Agreement, New Team Member form **and passed the background check**, their UID will be issued. The UID number will be emailed to the counselor by the STARS system and will also be available under the SHIP Team Member information.

Note: UID's are only downloaded from STARS by ACL and communicated to 800 Medicare Customer Service the last Thursday of each month. The counselor may need to wait until the beginning of the next month to be able to use their UID. Any problems with counselors using their UID please contact Dawn Shaw at 503-947-7302.