

## Frequently Asked Questions

### Benefits Enrollment Centers

Questions	Answer
Who should I track on the reporting?	Medicare beneficiaries
How should we track multiple individuals in a household?	Each person for whom you completed a benefit application should be reported in WizeHive.
Do I only report on “core” benefit applications?	Grantees are welcome to report on all individuals and benefits for which they completed an application, but grantees will still be expected to meet the minimum number of individuals assisted with the core benefit applications noted in their contract.
What specifically do we put into the reporting? Is it the screening, the application, or after the person is enrolled?	For the “number of clients assisted” and the “applications and renewals by benefits” questions, count only assistance with either 1) completing and submitting an application, and/or 2) renewing/recertifying. Screenings are not counted/reported.
Does a benefit have to require means testing to be able to be counted?	No, we do not require that means testing be required. You should report on any benefit that requires an application for the individual to receive the benefit.
Can we count food boxes as a benefit?	No, providing one individual food box does not count as a benefit.
Can we count TEFAP or CSFP?	Yes, because these programs require an application and provide ongoing monthly support, they can be reported in WizeHive.
How do we change our log-in information in WizeHive?	WizeHive only allows one email per account for login purposes. We have asked WizeHive to add multiple emails as a feature, but that has not happened yet. <b>If you have had a change in staff, please contact your NCOA POC to assist with changing the email on the account.</b> If multiple people in your organization use the account for reporting, we highly recommend creating a group email address for everyone to use to avoid requests to change login information.
Why have Sexual Orientation and Gender Identity questions been added?	This information is used to understand the characteristics of the populations served over time. NCOA staff look at the information for the purpose of providing technical assistance. The information is used when describing the impact of the BEC network’s work to the funder and other stakeholders, including policymakers.

<p>Why is demographic information asked?</p>	<p>This information is used to understand the characteristics of the populations served by each BEC over time. NCOA staff look at the information for the purpose of providing technical assistance. The information is used when describing the impact of the BEC network’s work to the network’s funder and other stakeholders, including policymakers.</p>
<p>What if a person refuses to answer?</p>	<p>Demographic questions are not marked as required; however, they are strongly encouraged. NCOA asks that grantees ask these questions, but we understand it is not always possible and sometimes clients refuse. As a result, the total number of clients served will not always match the demographic totals.</p>
<p>Can unknown or refused to answer be added?</p>	<p>At this time, there is a limit to the number of fields on the form, so we cannot add those options for all demographic questions, but it has been added for the sexual orientation question.</p>
<p>How does NCOA define rural?</p>	<p>Rural is self-defined by the individual client.</p>
<p>Is the reporting the same of organizations that only report quarterly as it is for those that report monthly?</p>	<p>The reports are nearly identical except for the words “monthly” and “quarterly”.</p>
<p>How do I know which report I should complete (the large or small reporting)?</p>	<p>Organizations awarded \$25,000 or \$75,000 report quarterly in the small grant reporting section, and all other grantees report monthly in the large grant reporting section. In addition, the reporting section that applies to your organization will appear at the top. For large grantees, the small grantee section is visible, but it will not contain any reports, as it is not applicable.</p>
<p>If we do a plan comparison for an individual and report them in STARS but then also screen them and complete the application for SNAP or some other benefit how do we count them?</p>	<p>The plan comparison would be entered into STARS and the other benefit programs that you enroll them into (SNAP, etc.) could be reported in WizeHive. However, if you complete an LIS/MSP or Medicaid application you would only report that in either STARS or WizeHive (not both).</p>
<p>Can we count providing assistance with past rental assistance?</p>	<p>Any benefit for which you complete an application should be reported as long as the individual is a Medicare beneficiary.</p>
<p>Do we need to submit a consent form with a success story?</p>	<p>For any photos or stories that use identifying information about an individual a consent form is required. The consent form can be found in the orientation guide. We also have the</p>

	consent form available in Korean. Please contact your Program Associate if you need the consent form provided to your agency in another language. Please send the completed consent form to <a href="mailto:centerforbenefits@ncoa.org">centerforbenefits@ncoa.org</a> and cc your Program Associate.
When will the reporting for the current month be available?	The new reporting process is that reports are created one at a time, not all in advance. NCOA staff will review the previous month's report before generating a new one. The timely submission of reports is appreciated to facilitate the timely review of reports.
Is there an additional questionnaire for staff to use to capture demographic information?	NCOA is developing an intake questionnaire that includes all the demographic information along with all questions needed for reporting. This will be available soon.
Are you tracking clicks from our site by zip code searches or assessments?	Even if you use the BCU tool you still need to report those clients into WizeHive.