



## BEC Frequently Asked Questions About Reporting

### February 2026

Questions	Answer
<p>What is the deadline for reporting?</p>	<p>Cumulus is best utilized as a real-time (or near real-time) system for entering client information during or shortly after client contacts, but we understand there can be delays (e.g., entering a paper intake form or delaying finalizing data until quality assurance is conducted). Activities completed during a month must be entered, saved, <b>and marked “Complete”</b> by the 10<sup>th</sup> of the following month. These deadlines will not start until April 10<sup>th</sup>, to allow BECs time to ramp up their program within the first 60 days. After the 10<sup>th</sup>, the system will prevent all users from creating/editing activities as “Completed” for the prior month.</p>
<p>Who should I track in Cumulus?</p>	<p>Clients must be Medicare beneficiaries or eligible to enroll in Medicare to count toward the grant.</p> <p>In addition, BECs should only report clients in Cumulus for whom the BEC used grant funds to assist with a benefits-related activity (including providing information on Medicare Preventive Services), and BECs must abide by the following to avoid double counting:</p> <ul style="list-style-type: none"> <li>- SHIPs or other organizations who receive other SHIP/MIPPA funds are eligible to serve as BECs, but submitted applications reported in STARS cannot be reported in duplicate under this grant. The same client activity should not be reported in both STARS and for the BEC project. For example, if John Smith is assisted with an MSP and a SNAP application, the MSP application can be</li> </ul>

	<p>reported to STARS, and the SNAP application can be reported for the BEC project. However, John Smith’s MSP application cannot be reported in both STARS and for the BEC project.</p> <ul style="list-style-type: none"> <li>- Likewise, organizations funded under NCOA's Senior SNAP Enrollment Initiative or the Taub Foundation benefits enrollment initiative are eligible to serve as BECs under this grant, but applications counted under those initiatives cannot also be counted towards this BEC grant.</li> </ul>
<p>How should we track multiple individuals in a household?</p>	<p>Multiple clients cannot be reported for a single application. It is appropriate to count multiple individuals within a household if you helped multiple individuals with their own applications, but if you assist one client with an application for a benefit that covers the entire household, that should only be reported as one client and one application in Cumulus.</p>
<p>What counts toward the grant target for core applications?</p>	<p>Initial applications and recertifications submitted for Medicare-eligible clients in the four core benefits count towards the grant target. Screenings and/or distributing information that allows the client to complete the application on their own <b>does not</b> count for the purposes of grant performance.</p> <p>In addition, please ensure the BEC Client Contact activity and other activities in Cumulus are saved and marked “Complete”, as otherwise they will not be counted toward grant goals or appear in Cumulus dashboards.</p>
<p>Do I only report on “core” benefit applications?</p>	<p>No. Grantees are encouraged to report on all eligible individuals and benefits for which they submitted an application using grant funds, but grantees will still be expected to meet the minimum number of core benefit applications noted in their grant agreement.</p>
<p>What specifically do we put into the reporting? Is it the screening, the application, or after the person is enrolled?</p>	<p>The focus of this grant is on completing and submitting applications. For this grant cycle, you can track screenings in Cumulus but please note that <b>only completed and submitted core applications</b> are counted toward grant goals.</p>

	Reporting on application approval status and whether clients are enrolled are not required. If you have follow-up processes to track approvals/enrollments and would be interested in sharing data or findings periodically with NCOA for learning purposes, that may be arranged, but it would be entirely voluntary.
What is considered a benefit application?	The BEC Client Contact activity lists 19 benefits and benefit categories, including a “Other General Benefits” category for benefits that do not fall into one of the other categories. Please consult the examples listed next to each category on the form for guidance. In addition, public and private benefits that do not require an application cannot be counted. Completing a client intake form is not a benefit application. Providing a referral is not a benefit application. Please don’t hesitate to contact NCOA with any other questions.
If I help someone sign up for Medicare by itself (Parts A, B, C or D), does that count as benefit application?	No, not for this grant. That said, for individuals who are eligible but not yet enrolled in Medicare, open enrollment is a great opportunity to complete applications for other benefits, including core health benefits such as LIS, MSP, and Medicaid.
In my state/territory, clients who are enrolled in the Medicare Savings Program (MSP) are automatically enrolled in the Medicare Part D Low-Income Subsidy/Extra Help program (LIS). Does this count as one application or two?	This would count as one application for MSP and one application for LIS (i.e., you can check both on the BEC Client Contact activity). For other scenarios, please reach out to your NCOA POC or <a href="mailto:center4ewb@ncoa.org">center4ewb@ncoa.org</a> .
Do state and/or territory-specific programs (CalFresh, Medi-Cal, e.g.) count as core benefits?	Yes. If your state/territory has a different name for the programs known federally as SNAP, Medicaid, Medicare Savings Program, and/or Low-Income Subsidy or Extra Help, you can report these under their federal name and count them towards the core grant target. This includes the Nutrition Assistance Program (NAP/PAN) in Puerto Rico, American Samoa, and the Northern Mariana Islands.
Does a benefit have to require means testing to be able to be counted?	No, we do not require means testing. You should report on any benefit that requires an application for the individual to receive the benefit.

<p>Can we count food boxes as a benefit?</p>	<p>No, providing one individual food box does not count as a benefit. You may count an application submitted to participate in a food box program under the “Other Food Benefits” category.</p>
<p>Can we count TEFAP or CSFP?</p>	<p>Yes, because these programs require an application and provide ongoing monthly support, they can be reported under the “Other Food Benefits” category.</p>
<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 in the aggregate 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>Mark the response as “Declined to answer”. NCOA asks that grantees ask these questions, but we understand it is not always possible and sometimes clients refuse.</p>
<p>Do we need to submit a consent form with a client testimonial?</p>	<p>For any photos, videos, 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 consent form available in Korean. Please contact your Program Associate if you need the consent form in another language. In Cumulus, the Testimonial activity links to the NCOA Story Bank form where the testimonial and consent form should be entered.</p>
<p>We have a white-label BenefitsCheckUp (BCU) site. Are you tracking clicks from our site by zip code for this grant?</p>	<p>We are tracking some information from the white-label BCU sites, but they cannot be tied to grant accomplishments. If you use the BCU tool with clients, you still need to report those clients and activities in Cumulus.</p>
<p>Do I have to do financial reporting? If so, where do I submit those reports?</p>	<p>Periodic financial reporting is only required for cost reimbursement awards. If your BEC has a cost reimbursement award, this was noted in your grant agreement, which also included the reporting deadlines and approved budget. Financial reports will be submitted through the same portal as the application and grant agreement:  <a href="https://webportalapp.com/sp/login/26-ncoa-bec">https://webportalapp.com/sp/login/26-ncoa-bec</a></p>

	<p>Each report will reflect actual cost incurred compared to budget line item. In advance of the deadline, NCOA will create a draft report with your BECs approved budget targets. Please remember that NCOA approval is required to 1) reallocate between budget lines items an amount greater than ten percent of the total Sub-grant award, and 2) to add a line item to the budget.</p> <p>In addition, grantees will provide appropriate supporting documentation for program expenditures more than \$10,000 incurred during the reporting period. Staff salary and benefit payments are excluded from this requirement.</p>
<p>Where can my BEC find tutorial videos about how to use Cumulus?</p>	<p>The training, along with other important Cumulus and grant-related documents, is in the Docs section in Cumulus for easy reference. Here is the direct link to the training:  <a href="https://cumulus.care/docs/projects/ncboe/ncboe-training">https://cumulus.care/docs/projects/ncboe/ncboe-training</a></p>
<p>What if I have more questions?</p>	<p>For policy or program related questions, please feel free to reach out to NCOA directly at <a href="mailto:center4ewb@ncoa.org">center4ewb@ncoa.org</a>. For Cumulus-specific questions, you can submit questions to the Cumulus Support team using the Support link in the lower left corner of the system or by emailing <a href="mailto:support@cumulus.care">support@cumulus.care</a>.</p>

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