2020 SMP/SHIP National Conference

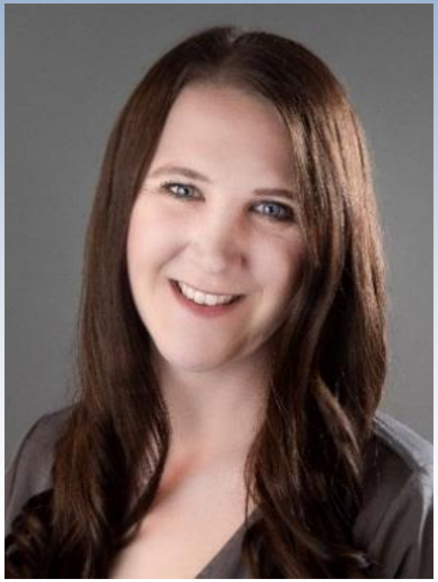
July 21-23, 2020

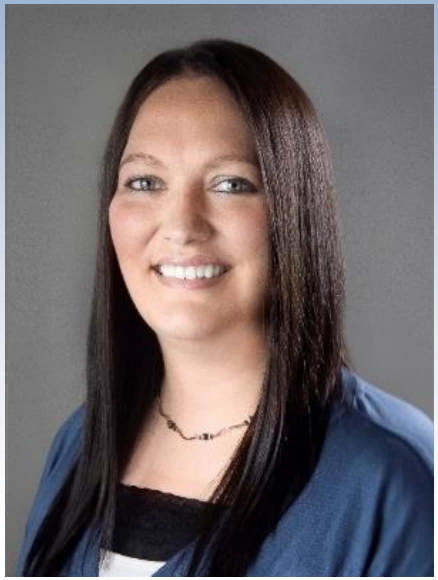
Administration for Community Living

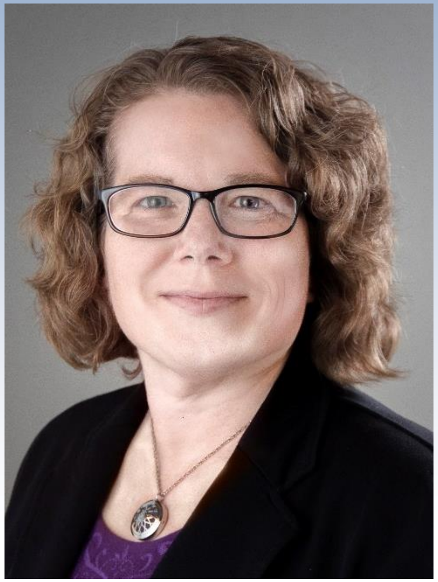
CASEWORK DONE RIGHT: FROM SCAM SUBMISSION TO SIRS SUCCESS

Tuesday, July 21, 1:00 p.m. – 2:00 p.m.

SMP Resource Center Panelists







Nicole Liebau

Director

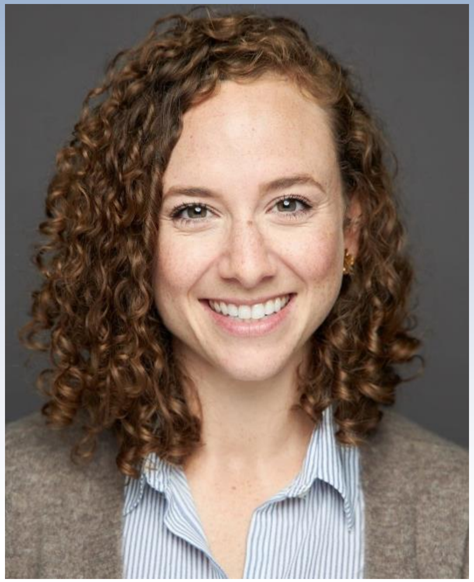
Sara Lauer

Systems Manager

Heather Flory

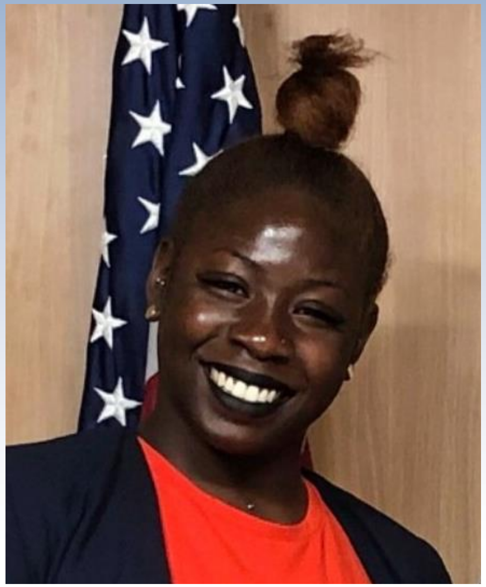
Training Manager

ACL SMP Casework Team



Marissa Whitehouse
SMP Program Manager

Wayne Abramovich
Project Officer



Ade Adenariwo
Project Officer

Agenda

Frequently Asked Questions Interview

- With answers from ACL and the Center to help you submit better cases!

Live Q & A Session

Why is so much training needed for complex interactions?

SMP Foundations Training

SIRS Training – Basic Data Entry

(OR SIRS Training Series)

SMP Counselor Training

SMP Complex Interactions Training

CMS Unique ID Training (OR Privacy & Confidentiality Training)

Follow-up Question: I’ve been doing this for years… do I still need to do the training?

Yes!

- It is extremely important for both new directors and established directors to complete the training.
- If you are a complex interactions specialist or a director, ACL considers these trainings ‘Required Content’.

Why is there a 2,000 character limit for referrals to the OIG Hotline?

- It’s required by the OIG Portal!
- Here are some tips…
  - This means characters (including spaces), not words!
  - Check the character count: Review tab > Word Count > Characters with spaces

When do I use the regular "notes" section vs. the "case notes" section?

- **Case notes** (required)– Use this section for all important details of the case. Use the guided narrative format. Keep in mind that this section MUST be completed correctly as this is OIG's first impression of whether they will investigate the case.
- **Notes** (optional) – Only use this section for important additional details that cannot fit within the "case note". Remember that others will read everything that you submit in SIRS.
- This is a federal database, so clean up anything that is entered in SIRS.
- If you have additional details about a case that you want to make note of, they can also be included as an attachment.

How do we know when we have enough information to make a referral?

It depends!

- Send it if:
  - You know you're not going to get more information
  - You aren't sure if you have enough information but the case is really egregious (send it now and add more info later)
- Hold on to it if:
  - You don't have enough information to make a case, wait until you know more.
  - You're going to get additional information within a week or so, hold off until you get it (unless it's a really egregious case).
- If you aren't sure what to do, email ACL's SMP mailbox (smp@acl.hhs.gov) and/or the Center (SIRS@smpresource.org).
- If you are going to submit more information, be sure that it is significant to the results of the case or provides an additional important element.

How do I send documents?

- Referrals to the OIG Hotline
  - Submit documentation in SIRS. ACL has access to SIRS.
  - Attachments submitted in SIRS will be submitted by ACL to the OIG portal.
- Referrals to CMS or other entities
  - The Print Full Data PDF option in SIRS does not automatically include your attachments from SIRS.
  - Print each separate attachment to include with the SIRS summary report (Full Data PDF).
    - Send to CMS using the information provided in the CMS Contact Lists (in the SMP Resource Library).
    - For other entities, contact them directly for further instructions.

What is the process to submit additional information on a case?

- **First, make sure the new information is significant enough to merit a re-referral!**
- Upload additional documentation in SIRS.
- Update the Guided Narrative in the “case notes” field to reference the additional documentation and that it is being re-referred to the OIG Hotline.
- Click “Yes” to the question “Refer to OIG Hotline.”

How much research do I need to do?

- SMPs do research, but they don't investigate cases. Once you detect suspected fraud or abuse, report it to the OIG Hotline and/or CMS so they can investigate and follow up.
- For example: Use the internet to get any available contact information to include within the case.
  - Exact name of the organization/provider/supplier
  - Address, phone number, email, website
  - MBI (Medicare beneficiary identifier) for all providers involved or the company owner's name
- Use your best judgement in identifying how much time to include on seeking additional information about a subject.

When I receive a complaint from a provider, do I need permission from the beneficiary to make a complaint?

- For example, if the provider is receiving faxes for DME for beneficiaries and they do not want them, do I need to involve these beneficiaries in the case?
- No, you do not need permission from a beneficiary.

As a director, do you have any suggestions to help me manage complex interactions in my state or territory?

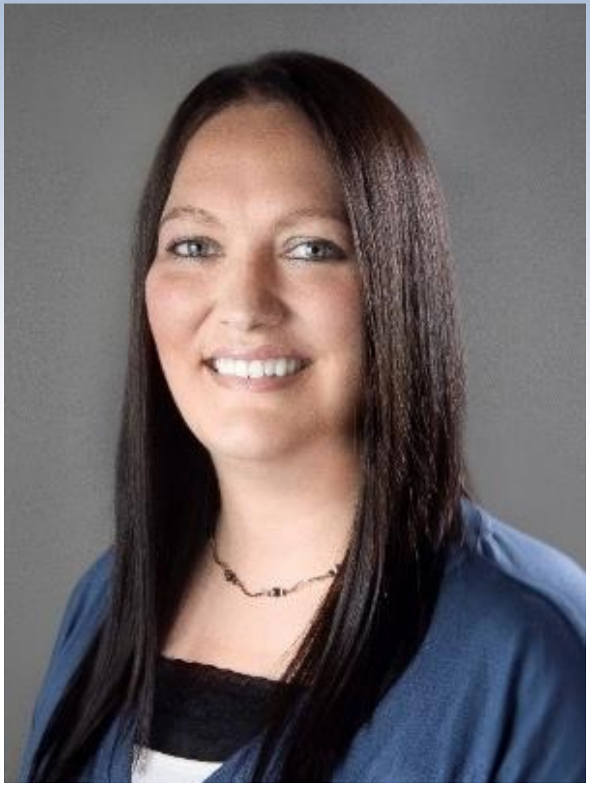
Absolutely! Here are a few suggested practices:

- Identify specific complex interactions specialists
- Ensure all of your complex interactions specialists receive the necessary training.
- Use your strong specialists to help train others or review cases for others.
- Review case examples together in internal meetings.
- Make sure your complex interactions specialists know where to go when they need help/can’t figure it out.

What if I review my resources and training and I still can't figure it out?

Contact Sara Lauer at the SMP Resource Center!

Email:
SIRS@smpresource.org



Questions?

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