



**2021 SMP/SHIP National Conference**  
**Virtual Meeting • Part One—April 27-29, 2021**

# **From Scam to Submission:** **SMP Casework in Action**

**Sandy Morales, California SMP**  
**Marissa Whitehouse and Wayne Abramovich, ACL**  
**Nicole Liebau and Sara Lauer, SMP Center**

**April 28, 2021**

# Panelists



Sandy  
Morales,  
CA SMP



Marissa  
Whitehouse,  
ACL



Wayne  
Abramovich,  
ACL



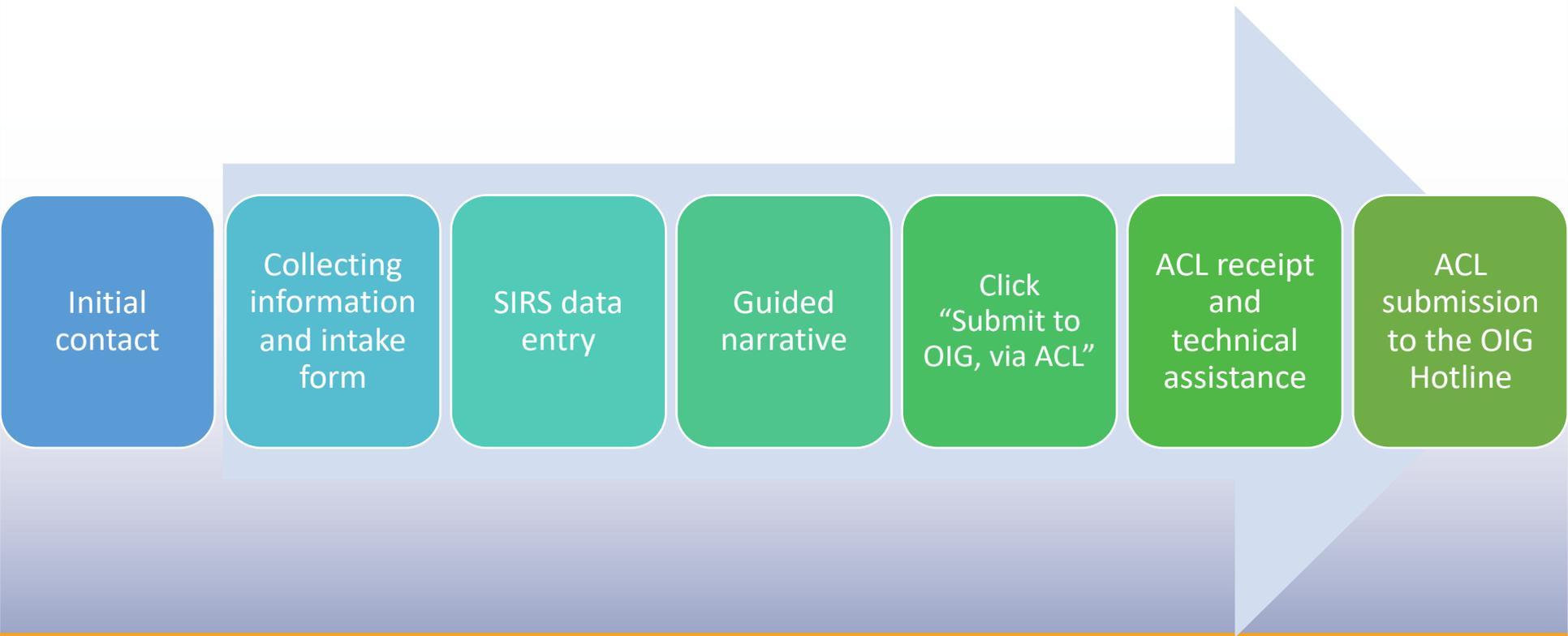
Nicole  
Liebau,  
SMP Center



Sara  
Lauer,  
SMP Center

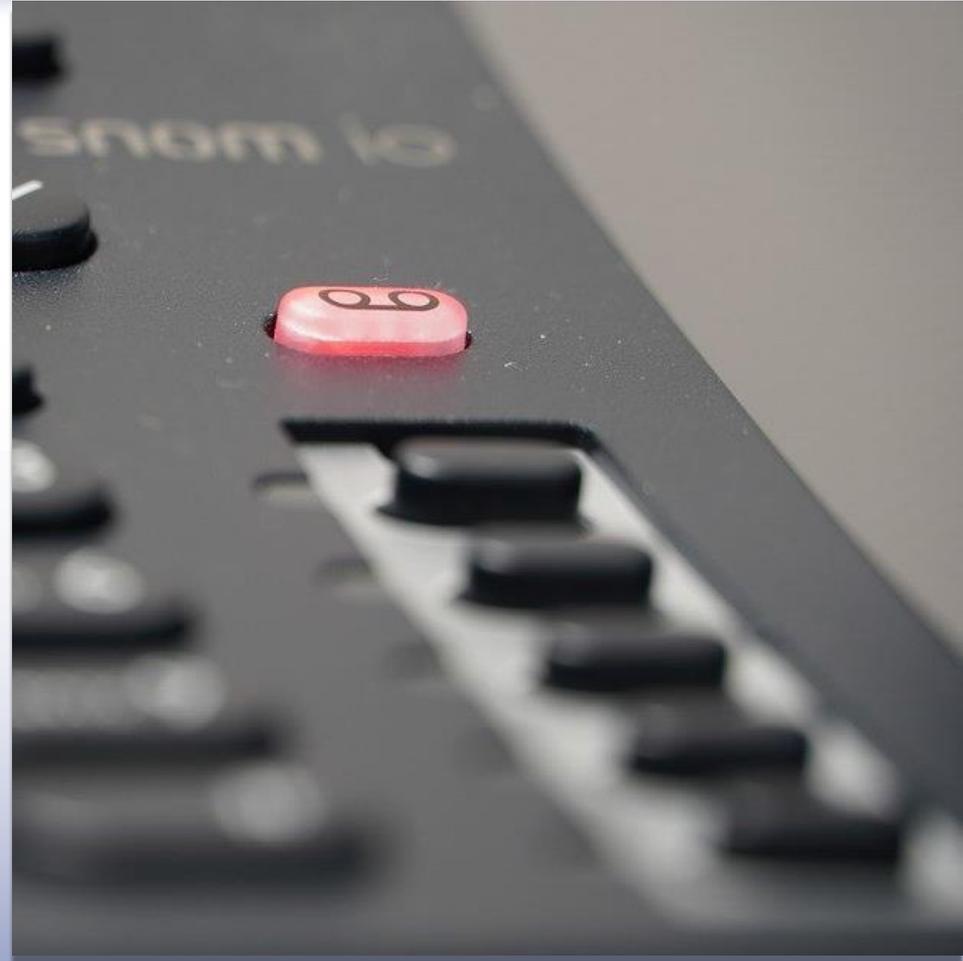
# Overview

Follow an SMP complex interaction from initial contact through the final referral submission.



# Initial Contact

Voicemail left on the SMP Fraud Hotline on 3/17 at 9:18 AM by Judge Judy, 987-654-3210. Says she received a package containing a back brace that she did not request. She's worried the company may try to bill her or Medicare for the unwanted item.



# Collecting Information

## > Beneficiary Intake Form

- Let the worksheet be your guide.

**Beneficiary Intake Form**

Date \_\_\_\_\_ SMP Representative Name \_\_\_\_\_ SIRS # \_\_\_\_\_

**Complainant Information (only complete if the complainant is different from the beneficiary)**

Name \_\_\_\_\_ Relationship to Beneficiary \_\_\_\_\_

Complainant phone \_\_\_\_\_ Complainant email \_\_\_\_\_

**Beneficiary Information**

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Email \_\_\_\_\_ Race \_\_\_\_\_ Gender  F  M  NA

Date of birth \_\_\_\_\_ Medicare # \_\_\_\_\_ Secondary Insurance \_\_\_\_\_

Prescription Drug Coverage: \_\_\_\_\_ Coverage  Original Medicare  Medicare Advantage (part c)

**Subject Information (Provider, company, or person (s) of interest associated with the complaint)**

Organization \_\_\_\_\_ First/last name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip code \_\_\_\_\_

Phone \_\_\_\_\_ Fax \_\_\_\_\_ Email \_\_\_\_\_ Website \_\_\_\_\_

**Explanation of Issue**

\_\_\_\_\_

# Collecting Information

## > Collect Details

- SMP Complex Interactions Training Manual
- Who, what, when, where, why, and how?
- CMS Unique ID



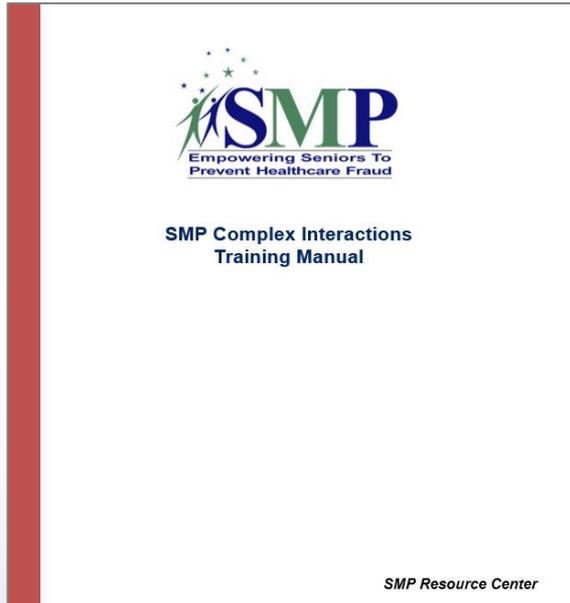
**Details**

### CHAPTER 2: Determining Errors vs. Suspected Fraud or Abuse

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# Give Recommendations



Chapter 4 under DME: Billed and Received and Medical Identity Theft

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# SIRS Data Entry

Tracking Inbox » Interaction (Judge Judy CA-21-232453) » Individual Interaction Listing » Individual Interaction

**Individual Interaction**   Subject

Beneficiary Name and Contact Information

Beneficiary First Name: Judge

Beneficiary Last Name: Judy

Beneficiary Phone: 987-654-3210

Beneficiary Email:

Beneficiary Address: 5380 Elvas Avenue, Apt. 221C

Beneficiary City: Sacramento

Beneficiary State: California

Beneficiary Zip Code: 95819

Beneficiary Demographic Information

Race:

- American Indian or Alaskan Native
- Asian
- Black or African American
- Hispanic or Latino
- Native Hawaiian or Other Pacific Islander
- White
- Not Collected

Gender: Female

Date of Birth: 01/02/1949 (mm/dd/yyyy)

Medicare Number: ABCD-123-EFGH

Medicaid Number:

Other Information:  
-Medicare Part A and B effective date: 01/01/2014  
-FFS Medicare and secondary insurance through Tricare

Permission to Contact Beneficiary:  Yes  No

# SIRS Data Entry, cont.

Topic(s) Discussed

- Conditional Payments
- Consumer Protection
- Durable Medical Equipment (DME)
- Employer Health Plan
- General Fraud, Errors, and Abuse
- Genetic/DNA Testing
- Home Health Care
- Hospice
- Medicaid
- Medical Identity Theft
- Medicare Advantage
- Medicare Card
- Medicare Part A and B
- Medicare Part D
- Medicare Summary Notice
- Medigap or Supplemental Insurance
- Opioid Fraud and Abuse
- SMP Program Information
- SMP Volunteer Recruitment
- Social Security
- TRICARE
- Veteran's Health Benefits (VA)
- Other

# SIRS Data Entry, cont.

SMP Action(s)

- SMP contacted 1-800-Medicare
- SMP contacted CMS Liaison
- SMP contacted CMS Regional Office
- SMP contacted Federal Trade Commission
- SMP contacted Medicare Advantage Plan or Part D Plan
- SMP contacted Medicare PSC or MEDIC Contractor
- SMP contacted MFCU or Medicaid Office
- SMP contacted OIG
- SMP contacted Other CMS Contractor
- SMP contacted Provider/Practitioner
- SMP contacted Quality Improvement Organization (QIO)
- SMP contacted Secondary Insurer/Plan
- SMP contacted SHIP
- SMP contacted SMP Resource Center
- SMP contacted State Insurance Department
- SMP contacted UPIC
- SMP sent Release of Information Form and Request Documents
- SMP reviewed Guidelines, Policies, or Procedures
- Other SMP Action

Referred Beneficiary to Action(s)

- Referred beneficiary to 1-800-Medicare
- Referred beneficiary to an Ombudsman
- Referred beneficiary to contact Medicare Advantage Plan or Part D Plan
- Referred beneficiary to contact MFCU or Medicaid Office
- Referred beneficiary to contact Provider/Practitioner
- Referred beneficiary to contact Quality Improvement Organization (QIO)
- Referred beneficiary to contact Secondary Insurer/Plan
- Referred beneficiary to Federal Trade Commission
- Referred beneficiary to SHIP

Appeal

Yes  No

# Guided Narrative

## Instructions for SIRS Guided Narrative Referral to OIG

It is important that the SMP referrals to the OIG Hotline are complete, timely, and accurate. A clear and concise referral will be of greater interest to OIG agents who review a large number of complaints in the course of their investigative workload.

**NOTE:** There is a 2,000-character limit (including spaces) in the online OIG Hotline form. The case notes narrative will need to be under that limit for successful submission. Please remove all of this introduction text before and including the \*\*\*\* and any remaining insert prompts [such as “list address here”] that are not applicable to the submission.

- To check the Character Count (including spaces), follow these steps: In the top ribbon, go to Review tab > Word Count > Characters with spaces. This will do a character count for the entire document so delete what is not needed first or copy and paste the narrative into a blank document. Please remember there should be no more than 2,000 characters (with spaces).

Characters (with spaces) 2,000

If you have questions about entering complex interactions into SIRS, analyzing complex case information, using this template, or checking the character count, contact Sara Lauer at the SMP Center, [SIRS@smpresource.org](mailto:SIRS@smpresource.org). If you have questions about referrals to the OIG Hotline via ACL contact ACL, [smp@acl.hhs.gov](mailto:smp@acl.hhs.gov).

- ✓ Worksheet to SIRS
- ✓ SIRS Guided Narrative template
- ✓ Keep track of your “open-under research by SMP”



# Case Notes: Rough Draft

## DATA

SMP representative Sandy Morales spoke with beneficiary Judge Judy on 3/17/21. She has Original Medicare with Tricare for secondary insurance and prescription drug coverage. Her DOB is 1/2/1949 and her Medicare number is ABCD-123-EFGH. Her contact information is 5380 Elvas Avenue, Apt. 221C, Sacramento, CA 95819, 987-654-3210.

## ASSESSMENT

Beneficiary reports that sometime in Feb. 2021, she gave her Medicare number to a woman who called her offering to send her a new Medicare card and who tried getting her to accept a back brace. Even though the beneficiary refused the brace, she recently received a package containing an unwanted back brace. The beneficiary described the woman as friendly, with a heavy accent. After she gave the caller her Medicare number, she asked the beneficiary if she suffered from pain, which beneficiary answered yes. The woman offered to send the beneficiary a free back brace covered by Medicare, but the beneficiary refused. Caller eventually hung up after beneficiary's repeated declines. The beneficiary later received a package in the mail. The suppliers of concern are identified as Fulfillment Company, PO Box 22222222, Tampa, FL 33630 (shipping label); Pain Free DME Inc., 1234 El Camino Circle, Ste 78, Boca Raton, FL 56789, #159-123-6598 (documents inside box); Dr. Donald Duck, NPI I023501jldjajj (ordering physician).

SMP explained to the beneficiary about the importance of guarding her Medicare card and to never give this out to a stranger over the phone or in-person. Asked that she call Medicare to report her Medicare number as compromised and to ask for a new Medicare number. SMP advised the beneficiary to contact the supplier and ask for a return shipping label.

On 3/17, SMP called Medicare to collect beneficiary's coverage information and research DME brace related claims. CSR found brace claim 3000465768760154846840 on 2/26/21 from: Pain Free DME Inc., 9874 Indiana Shores, Ste. 1B, Oceanside, CA 98765, #465-854-1201. SMP ordered MSNs.

## PLAN

SMP next steps: Need to call bene to inform her about MSNs and remind her to report her # as compromised to Medicare, notify Tricare and to call supplier for return shipping label.

# SIRS Data Entry, cont.

Status of Interaction

Open- Research in progress ▾

Date of Last Status Update

03/26/2021

📅 (mm/dd/yyyy)

Save

# SIRS Data Entry, cont.

**Subject**

Organization Name

First Name

Last Name

Phone Number (xxx-xxx-xxxx)

Provider Number

Email

Website

Address

City

State

Zip Code

Other Information

**Subject**

Organization Name

First Name

Last Name

Phone Number (xxx-xxx-xxxx)

Provider Number

Email

Website

Address

City

State

Zip Code

Other Information

# SIRS Data Entry, cont.

**Subject**

Organization Name: Pain Free DME Inc.

First Name:

Last Name:

Phone Number (xxx-xxx-xxxx): 159-123-6598

Provider Number:

Email:

Website:

Address: 1234 El Camino Circle, Ste. 78

City: Boca Raton

State: Florida

Zip Code: 56789

Other Information: documents inside box

**Subject**

Organization Name: Pain Free DME, Inc.

First Name:

Last Name:

Phone Number (xxx-xxx-xxxx): 465-854-1201

Provider Number:

Email:

Website:

Address: 9874 Indiana Shores, Ste. 1B

City: Oceanside

State: California

Zip Code: 98765

Other Information: Medicare Summary Notice  
claim 3000465768760154846840 on 2/26/21

# Collected Documents, What's Next?

- Title, save, and get these documents uploaded in SIRS
- Are we ready for a referral? Almost there...

\*Immediate referral without documentation

Acceptable file formats: .doc/docx, .ppt/pptx, .xls/xlsx, .pdf, .rtf, .m4a, .csv, .html, .xml, .jpeg, .bmp, .png

Add Documents

 [Judge Judy MSN.docx](#) [ [Replace](#) | [Edit](#) | [Remove](#) ]

Add Documents

 [Judge Judy package label and paperwork.docx](#) [ [Replace](#) | [Edit](#) | [Remove](#) ]

Add Documents

Add Documents

Add Documents

# Update SIRS Data Entry

SMP Action(s)

- SMP contacted 1-800-Medicare
- SMP contacted CMS Liaison
- SMP contacted CMS Regional Office
- SMP contacted Federal Trade Commission
- SMP contacted Medicare Advantage Plan or Part D Plan
- SMP contacted Medicare PSC or MEDIC Contractor
- SMP contacted MFCU or Medicaid Office
- SMP contacted OIG
- SMP contacted Other CMS Contractor
- SMP contacted Provider/Practitioner
- SMP contacted Quality Improvement Organization (QIO)
- SMP contacted Secondary Insurer/Plan
- SMP contacted SHIP
- SMP contacted SMP Resource Center
- SMP contacted State Insurance Department
- SMP contacted UPIC
- SMP sent Release of Information Form and Request Documents
- SMP reviewed Guidelines, Policies, or Procedures
- Other SMP Action

Referred Beneficiary to Action(s)

- Referred beneficiary to 1-800-Medicare
- Referred beneficiary to an Ombudsman
- Referred beneficiary to contact Medicare Advantage Plan or Part D Plan
- Referred beneficiary to contact MFCU or Medicaid Office
- Referred beneficiary to contact Provider/Practitioner
- Referred beneficiary to contact Quality Improvement Organization (QIO)
- Referred beneficiary to contact Secondary Insurer/Plan
- Referred beneficiary to Federal Trade Commission
- Referred beneficiary to SHIP

Appeal

Yes  No

# Finalize Case Notes: Follow the Guided Narrative

## DATA

SMP representative Sandy Morales spoke with beneficiary Judge Judy on 3/17/21. She has Original Medicare with Tricare for secondary insurance and prescription drug coverage. Her date of birth is 1/2/1949 and her Medicare number is ABCD-123-EFGH. Her contact information is 5380 Elvas Avenue, Apt. 221C, Sacramento, CA 95819, 987-654-3210.

## ASSESSMENT

Beneficiary reports that sometime in Feb. 2021, she gave her Medicare number to a woman who called her offering to send her a new Medicare card and who tried getting her to accept a back brace. The beneficiary described the woman as friendly, with a heavy accent. After she gave the caller her Medicare number, she asked the beneficiary if she suffered from pain, which beneficiary answered yes. The woman offered to send the beneficiary a free back brace covered by Medicare, but the beneficiary refused. Caller eventually hung up after beneficiary's repeated declines. The beneficiary later received a package in the mail. The suppliers of concern are identified as Fulfillment Company, PO Box 22222222, Tampa, FL 33630 (shipping label); Pain Free DME Inc., 1234 El Camino Circle, Ste 78, Boca Raton, FL 56789, #159-123-6598 (documents inside box); Dr. Donald Duck, NPI I023501jldjajj (ordering physician).

On 3/17, SMP called Medicare to collect beneficiary's coverage information and research DME brace related claims. CSR found brace claim 3000465768760154846840 on 2/26/21 from: Pain Free DME Inc., 9874 Indiana Shores, Ste. 1B, Oceanside, CA 98765, #465-854-1201. SMP collected MSN, package label and paperwork.

## PLAN

SMP explained to the beneficiary about the importance of guarding her Medicare card and to never give this out to a stranger over the phone or in-person. SMP advised the beneficiary to call Medicare to report her Medicare card as compromised and to ask for a new Medicare number. Asked that she notify her secondary insurance Tricare. Per SMP's recommendation, the beneficiary attempted to contact the supplier, but they were unreachable, so the beneficiary decided to donate the brace.

Additionally, SMP has two other cases against Pain Free DME Inc: CA-20-123456 and CA-20-123444. Based on the information provided, the SMP is referring this case to the OIG Hotline and the CMS Liaison.

# Click “Submit to OIG, via ACL”

- Refer to the OIG Hotline

Case Notes	SMP representative Sandy Morales spoke with beneficiary Judge Judy on 3/17/21. She has Original Medicare with Tricare for secondary insurance and prescription drug coverage. Her date of birth is 1/2/1949
Refer to OIG Hotline via ACL	<input checked="" type="radio"/> Yes <input type="radio"/> No

# Update SIRS Data Entry, cont.

## SMP Representative Name and Contact Information

SMP Representative Name

Sandy Morales

SMP Representative Phone Number (xxx-xxx-xxxx)

916-231-5110

SMP Representative Fax Number (xxx-xxx-xxxx)

916-231-5114

SMP Representative Email Address

smorales@cahealthadvocates.org

SMP Representative Mailing Address

2 Executive Circle, Ste. 175, Irvine

Status of Interaction

Open- Awaiting Response to ▾

Date of Last Status Update

03/26/2021

📅 (mm/dd/yyyy)

Save

# Referral Complete: Timestamp

- A timestamp appears after saving the case.

Case Notes	SMP representative Sandy Morales spoke with beneficiary Judge Judy on 3/17/21. She has Original Medicare with Tricare for secondary insurance and prescription drug coverage. Her date of birth is 1/2/1949
Refer to OIG Hotline via ACL	<input type="radio"/> Yes <input checked="" type="radio"/> No
Date Submitted to ACL	03/30/2021 10:36 AM
Date ACL Submitted to OIG	
ACL Comments	

# Additional Referral to CMS

- After saving the form, return to the “Interaction” tab and click the “Print Full Data PDF” button to print or save a copy of the summary report for the case.
- Fax or email the report to the appropriate CMS SMP contact according to the instructions in the CMS Contact Lists: Referrals to CMS.
- Note: Include a short summary of the case in the secure email or fax that you send to CMS, as described on page 44.

# ACL Receipt of OIG Referral

- The ACL Casework Team receives notification of referred case.

SMP Interaction Notification

 Booz Allen Hamilton <DoNotReplyACLSystems@micropact.com>  
To  SMP Mailbox (ACL)

[Reply](#) [Reply All](#) [Forward](#) [...](#)

Tue 3/30/2021 10:37 AM

You're receiving this notification from the SMP Information and Reporting System (SIRS) because the interaction below has been flagged for referral to the OIG.

Reference Number: CA-21-232453

- Pull all materials from SIRS
- Create case folder for the ACL Casework Team processing

Assignment: No Assignment

 [Printer Friendly Format](#)

 [Print Full Data PDF](#)

Name	Date modified	Type	Size
 CA-21-232453	3/30/2021 11:51 AM	Adobe Acrobat Document	21 KB
 CA-21-232453 - Judge Judy package label and paperwork	3/30/2021 11:53 AM	Microsoft Word Document	35 KB
 CA-21-232453 - Judge Judy MSN	3/30/2021 11:56 AM	Microsoft Word Document	32 KB

# ACL Processing of the Case

- Pull case details to review as a casework team

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Case #	SMP POC	Topic Selected	Issue Reported	SMP Action	Referred Beneficiary to Action	Case Notes	Case PDF Downloaded Y/N	See Attachment Y/N/Missing	Special Notice to OIG	Action Required - 1st Reviewer	Action Required - 2nd Reviewer	Action Taken
1	CA-21-232453	Sandy Morales	Durable Medical Equipment (DME) Medical Identity Theft	Compromised Medicare Number Scams Other Fraud, Error, or Abuse	SMP contacted 1-800-Medicare SMP contacted CMS Liaison	Referred beneficiary to contact Provider/Practitioner	SMP representative Sandy Morales spoke with beneficiary Judge Judy on 3/17/21. She has Original Medicare with Tricare for secondary insurance and prescription drug coverage. Her date of birth is 1/2/1949 and her Medicare number is ABCD-123-EFGH. Her contact information is 5380 Elvas Avenue, Apt. 221C, Sacramento, CA 95819, 987-654-3210. Beneficiary reports that sometime in Feb. 2021, she	Y	Y	N	Submit to the OIG		
2													

- Cross reference case details with Chapter 4:
  - Medical Identify Theft
  - Beneficiary and SMP Action Items: DME Billed and Received
- Identify corrections to be made and actions to be taken

# Technical Assistance Request from ACL

## Oversights:

- Failed to select “Referred beneficiary to 1-800-Medicare” and “Referred beneficiary to contact Secondary Insurer/Plan”.
- Selected “SMP contacted CMS Liaison”.
- Failed to select “SMP contacted OIG”.
- Case notes do not mention the attachment.
- Case Notes exceed the 2,000 characters (with spaces) limit.



# Email from ACL to SMP

 Guided Narrative.docx  
35 KB

Use Adobe Send & Track [Yes](#) [No](#)

**From:** Abramovich, Wayne (ACL) <Wayne.Abramovich@acl.hhs.gov>  
**Sent:** Friday, April 2, 2021 8:29 AM  
**To:** Sandy Morales <smorales@cahealthadvocates.org>  
**Cc:** SIRS Mailbox sirs@smpresource.org; SMP Mailbox (ACL) SMP@acl.hhs.gov  
**Subject:** SMP Case Requiring Correction

Happy Friday Sandy,

Thank you for submitting CA-21-232453 within SIRS. Upon review by ACL's SMP Casework Team, it was found that your case submission requires additional edits (details outlined below) in order to be appropriate for submission to the OIG. It is essential that SMP referrals to the OIG Hotline are complete, timely, and accurate. A clear and concise referral is of greater interest to OIG agents who review a large number of complaints in the course of their investigative workload. It is also imperative to the overall program and the beneficiaries that are affected by potential fraud, errors, and abuse.

We ask that you complete the following within 3 business days:

- The Case Notes currently exceed the 2,000-character limit (including spaces). Please work with Sara Lauer to streamline and arrange your Case Notes following the attached Guided Narrative Template.
  - The Case Notes also do not mention the attachment.
- In SIRS please make the following selections and please consult with Sara for any additional selections that may be needed;
  - In the SMP Action(s) field please select "SMP contacted OIG".
  - In the SMP Action(s) field, since this complaint is related to Part B and the beneficiary is not on an MA plan, select "SMP contacted CMS Regional Office" and unselect "SMP contacted CMS Liaison".
  - In the "Referred Beneficiary to Action(s)" field please select "Referred beneficiary to 1-800-Medicare" and "Referred beneficiary to contact Secondary Insurer/Plan".

Thank you Sandy and have a great weekend.

ACL SMP Casework Team

Regards,

*Wayne Abramovich*

Project Officer, Office of Healthcare Information and Counseling

Administration for Community Living



**2021 SMP/SHIP National Conference**  
Virtual Meeting • Part One—April 27-29, 2021

# Technical Assistance from the SMP Resource Center

The SMP Resource Center can:

- Review case notes to streamline and abbreviate where needed to get it under 2,000 characters.
- Review the entry to make sure the fields have been updated correctly, as needed.
- Help troubleshoot any issues.

HERE

THERE

EVERYWHERE

# Case Notes: Corrected Guided Narrative

## Case notes revised with TA from Wayne & Sara:

### DATA

SMP rep Sandy Morales spoke with bene Judge Judy on 3/17/21. She has Original Medicare with Tricare for secondary insurance and prescription drug coverage. Her DOB is 1/2/1949 and her Medicare # is ABCD-123-EFGH. Her contact info is 5380 Elvas Avenue, Apt. 221C, Sacramento, CA 95819, 987-654-3210.

### ASSESSMENT

Bene reports that sometime in Feb. 2021, she gave her Medicare # to a woman who called her offering to send her a new Medicare card and who tried getting her to accept a back brace. The bene described the woman as friendly, with a heavy accent. After she gave the caller her Medicare #, she asked the bene if she suffered from pain, which bene answered yes. The woman offered to send the bene a free back brace covered by Medicare, but the bene refused. Caller eventually hung up after bene's repeated declines. The bene later received a package in the mail. The suppliers of concern are identified as Fulfillment Company, PO Box 22222222, Tampa, FL 33630 (shipping label); Pain Free DME Inc., 1234 El Camino Circle, Ste 78, Boca Raton, FL 56789, #159-123-6598 (documents inside box); Dr. Donald Duck, NPI 1023501jldjajj (ordering physician).

On 3/17, SMP called Medicare to collect bene's coverage info and research DME brace related claims. CSR found brace claim 3000465768760154846840 on 2/26/21 from: Pain Free DME Inc., 9874 Indiana Shores, Ste. 1B, Oceanside, CA 98765, #465-854-1201. See ATCH 1 for MSNs and ATCH 2 for package label picture and paperwork inside the package.

### PLAN

SMP advised the bene to call Medicare to report her Medicare card as compromised and to ask for a new Medicare #. Asked that she notify Tricare. Per SMP's recommendation, the bene attempted to contact the supplier, but they were unreachable, so the bene decided to donate the brace.

Additionally, SMP has two other cases against Pain Free DME Inc: CA-20-123456 and CA-20-123444.

Based on the information provided, the SMP is referring this case to the OIG Hotline and the CMS Regional Office.

# Referring the Case

## The ACL Casework Team refers case to OIG OPDIV Portal

U.S. Department of Health and Human Services  
**Office of Inspector General**

### Web complaint

Operating division referral

**Operating division**

- Point of contact
- Complaint
- Attachments
- Subjects

**Operating division**

Administration for Community Living (ACL)

**Business unit**

Center for Integrated Programs

**Office name**

To the best of your ability, please provide additional details to fully identify the relevant office. For example: Office of the Inspector General/Office of Investigations/Investigations Branch/Hotline Operations.

Office of Healthcare Information and Counseling/Senior Me

**Point of contact**

Are you the point of contact (POC) for this investigation?

Yes, I'm the POC

No, I'll provide POC

**First name**

Sandy

**Middle name**

Optional

**Last name**

Morales

**Operating division**

- Point of contact
- Complaint
- Attachments
- Subjects

**Point of contact work contact information**

Work email and at least one phone number are required

**Work email**

smorales@cahealthadvocates.org

**Office phone**

916-231-5110

**Work cell phone**

**Complaint type**

Healthcare fraud

**Complaint details**

Please provide a summary description of the allegation

SMP rep Sandy Morales spoke with bene Judge Judy on 3/17/21. She has Original Medicare with Tricare for secondary insurance and prescription drug coverage. Her DOB is 1/2/1949 and her Medicare # is ABCD-123-EFGH. Her contact info is 5380 Elvis Avenue, Apt. 221C, Sacramento, CA 95819, 987-654-3210. Bene reports that sometime in Feb. 2021, she gave her Medicare # to a woman who called her offering to send

22 characters remaining

**Attachments**

Please attach supporting documentation here.

Drag and drop your files, or [browse](#)

Allowed extensions: csv, doc, docx, gif, jpg, jpeg, pdf, png, stl, tiff, txt, xls, xlsx  
Maximum size: 50MB per file

CA-21-232453 - Judge Judy MDR.docx Upload complete

CA-21-232453 - Judge Judy package label and paperwork.docx Upload complete

CA-21-232453.pdf Upload complete

If, for any reason, you are unable to attach files at this time, please list any documents you may have to support the allegation(s) in the box below.

**Additional supporting documentation**

# Referring the Case, cont.

The ACL Casework Team refers case to OIG OPDIV Portal

U.S. Department of Health and Human Services  
**Office of Inspector General**

### Web complaint

Operating division referral

**Operating division**

Point of contact \_\_\_\_\_  
Complaint \_\_\_\_\_  
Attachments \_\_\_\_\_  
Subjects \_\_\_\_\_

**Are you reporting about a business or an individual?**

Business  
 Individual

**Subject**

**Business/Department name**  
Pain Free DIME Inc

**Doing Business As (DBA)**  
Optional  
\_\_\_\_\_

**Employer ID Number (EIN)**  
Optional  
\_\_\_\_\_

**National Provider ID (NPI)**  
Optional  
\_\_\_\_\_

**Additional identifying information**  
Optional  
Medicare Summary Notice claim  
3000465768760154846840 on 2/26/21

**Business address**

**Address**  
Optional  
9874 Indiana Shores, Ste. 1B

U.S. Department of Health and Human Services  
**Office of Inspector General**

### Web complaint

Operating division referral

**Operating division**

Point of contact \_\_\_\_\_  
Complaint \_\_\_\_\_  
Attachments \_\_\_\_\_  
Subjects \_\_\_\_\_

**Are you reporting about a business or an individual?**

Business  
 Individual

**Subject**

**First name**  
\_\_\_\_\_

**Middle name**  
Optional  
\_\_\_\_\_

**Last name**  
\_\_\_\_\_

**Suffix**  
Optional  
\_\_\_\_\_

**Alias/Nickname**  
Optional  
\_\_\_\_\_

**Date of birth**  
Optional. For example: 4 28 1986  
Month Day Year  
\_\_\_\_

# ACL Records Updates in SIRS

The ACL Casework Team enters update in SIRS and notifies SMP of action via email.

Refer to OIG Hotline via ACL

Yes  No

Date Submitted to ACL

03/30/2021 10:36 AM

Date ACL Submitted to OIG

04/01/2021

 (mm/dd/yyyy)

ACL Comments

## Case referred to OIG!

# Sandy's Best Practices

- Collect Medicare Part A and B effective dates when possible.
- Use CMS unique ID number to:
  - Research claims related to the issue (braces, hospice, etc.)
  - Collect subject's information including name, address, phone number, NPI and provider #
  - Order MSNs for the beneficiary
- Start a rough draft of the case notes.
- Check SIRS to see if you have other cases against the providers in question.
- Always do a word count (characters with spaces) before referring the case to the OIG hotline. Use common acronyms
- Double check you marked boxes in the various sections.
- Make sure you checked "Refer to OIG Hotline via ACL."
- Don't forget to send your case to CMS RO or CMS Liaison as needed

# SMP Center Best Practices

- Do not use the drop-down auto-fill option. It is very likely it will change random fields to match a previously saved form.
- Focus on the main points of what happened in the guided narrative instead of the timeline of contacts with the beneficiary or providers.
- Include all contact information such as fax numbers, phone number, emails, company names, anything you can think of to the case notes and subject fields.
- Start the guided narrative in Word where it is easier to see and edit. SIRS will time you out after five minutes, so you won't want to write the case notes there.

# ACL Best Practices

- Keeping brevity in mind, approach your case notes by saying more while writing less, edit yourself.
- When saving your case in SIRS, do not select “Refer to OIG Hotline via ACL” option “Yes” until all work on the case has been completed and is ready for review by ACL.
- When in doubt, read Chapter 4 and reach out.
- After receiving requests for updates on your case from ACL, please let ACL know when updates are completed by emailing [SMP@acl.hhs.gov](mailto:SMP@acl.hhs.gov).
- Consider TA and recommended updates when submitting future cases. Become a casework pro!

# Essential Tools Available SMP Resource Center Library

Find Resources

## **SMP Complex Interactions Training Manual**

The SMP Complex Interactions Training Manual provides SMP volunteers and other SMP team members with the necessary skills and resources to manage SMP complex interactions, conduct referrals, and close cases in SIRS.

## **SIRS Complex Interactions Job Aid**

This job aid is a reference guide to help SIRS users perform the following tasks related to complex interactions:

- Enter a complex interaction
- Add a complex interaction to an existing (basic) interaction
- Make changes to an existing complex interaction
- Make a referral of a complex interaction
- Close a complex interaction

# Essential Tools Available

## SMP Resource Center Library, cont.

### Guided Narrative (for the Case Notes in SIRS)

- It is important that the SMP referrals to the OIG Hotline are complete, timely, and accurate. A clear and concise referral will be of greater interest to OIG agents who review a large number of complaints in the course of their investigative workload.
- This template provides instruction and guidance on how to format and consolidate case notes for entry into the SIRS Case Notes field which is then used on the OIG Hotline form.

### Beneficiary Intake Form

- It is an SMP tool to use when making initial contact with a beneficiary.

# Essential Tools Available

## SMP Resource Center Library, cont.

### CMS Unique IDs

- For approved, **active, properly screened, and trained** SMP/SHIP team members.
- Designed to remove barriers to researching beneficiaries' complex Medicare issues and provides access to certain beneficiary information when assisting a Medicare beneficiary with complex needs.

### CMS Contact Lists: Referrals to CMS

- The CMS SMP Part A & B contact list (formerly known as CMS Regional Office Medicare A & B Fraud Referral Contacts) for referrals of suspected Part A and Part B fraud and abuse.
- The CMS SMP Part C & D contact list (formerly known as CMS SMP Liaisons) for referrals of suspected Part C and Part D fraud, abuse, and marketing violations.

# TRAX: Training Tracker Curriculum



## Available Training < SMP Complex Interactions Training Curriculum

Action	Item Name	Type
<a href="#">Actions</a>	SMP Complex Interactions Training Manual	Resource
<a href="#">Actions</a>	SMP Casework Training Series: Building a Case Webinar	Resource
<a href="#">Actions</a>	SMP Casework Training Series: Where to Refer Webinar	Resource
<a href="#">Actions</a>	SMP Casework Training Series: Using SIRS to Make and Document Your Referral Webinar	Resource
<a href="#">Actions</a>	Make Your Point: How to Write a Better SMP Case Referral	
<a href="#">Actions</a>	Can They Do That? Webinar	
<a href="#">Actions</a>	SIRS Complex Interactions Job Aid	
<a href="#">Actions</a>	Guided Narrative (for the Case Notes in SIRS)	
<a href="#">Actions</a>	CMS Contact Lists: Referrals to CMS	
<a href="#">Actions</a>	Creating and Using MyMedicare Accounts	
<a href="#">Actions</a>	SMP Complex Interactions Training Assessment	

## Available Training < CMS Unique ID Curriculum

Action	Item Name	Type
<a href="#">Actions</a>	CMS Unique ID User Resources	Resource
<a href="#">Actions</a>	Using Your CMS Unique ID Webinar	Resource
<a href="#">Actions</a>	Privacy and Confidentiality Online Course	Online Course
<a href="#">Actions</a>	Privacy and Confidentiality Assessment	Assessment



**Thank You!**

## Questions?

[SMP@acl.hhs.gov](mailto:SMP@acl.hhs.gov)

- Questions about referred cases
- Updates to cases

[SIRS@smpresource.org](mailto:SIRS@smpresource.org)

- Technical assistance with data entry
- Case review