



ACL Updates

August 20, 2018

Agenda

- New SMP Grantees
- SMP Customer Satisfaction Survey
- SMP Outreach Materials
- SIRS Updates
- SMP Listserv Guidance

New SMP Grantees!

Location	New Grantee Organization
Delaware	State of Delaware DHSS/Division of Social Services
Florida	Florida Department of Elder Affairs
Georgia	eQHealth Solutions, Inc.
Iowa	Iowa Insurance Division
New York	New York Statewide Senior Action Council
Puerto Rico	Hispanic-American Institute, Inc.
Wisconsin	Great Wisconsin Agency on Aging Resources
USVI	Legal Services of the Virgin Islands, Inc.

SMP Customer Satisfaction Survey

Medicare Fraud Event Survey



The following questions ask about the presentation you recently attended. Please answer all of the questions and leave the comment card with the presenter when you finish. Thank you!

1. How did you learn about today's presentation? (mark all that apply)

- (A) Event location announcement (e.g., senior center, library)
- (B) Mailing
- (C) Friend or relative
- (D) Another agency
- (E) Website
- (F) Previous presentation
- (G) TV, radio, or newspaper
- (H) Flyer
- (I) Other (please specify _____)

For questions 2 – 6, mark how much you agree or disagree with the following statement(s):	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
2. It was easy to find the details of the presentation, such as date, time, location, and topic.	<input type="radio"/> (A)	<input type="radio"/> (B)	<input type="radio"/> (C)	<input type="radio"/> (D)	<input type="radio"/> (E)
3. This presentation provided me with useful information.	<input type="radio"/> (A)	<input type="radio"/> (B)	<input type="radio"/> (C)	<input type="radio"/> (D)	<input type="radio"/> (E)
4. Overall, I am satisfied with the presentation today.	<input type="radio"/> (A)	<input type="radio"/> (B)	<input type="radio"/> (C)	<input type="radio"/> (D)	<input type="radio"/> (E)
5. I would contact the presenter for help or information.	<input type="radio"/> (A)	<input type="radio"/> (B)	<input type="radio"/> (C)	<input type="radio"/> (D)	<input type="radio"/> (E)
6. I would recommend this presentation to others.	<input type="radio"/> (A)	<input type="radio"/> (B)	<input type="radio"/> (C)	<input type="radio"/> (D)	<input type="radio"/> (E)

SMP Customer Satisfaction Survey

7. Based on what you learned today, what will you do differently? (mark all that apply)

- A I will hang up on anyone who calls and asks for my Medicare number or personal information.
- B I will review my Medicare Summary Notices (MSNs) or plan statements for possible errors or fraudulent charges.
- C I will report suspected Medicare fraud, errors, or abuse.
- D I will share what I learned with my family or friends.
- E Other action (please specify _____).
- F Not applicable/I will not do anything differently.

8. What could we do to improve the information or service(s) provided to you today?

Presentation information to be completed by SMP official:

Time: _____ Date: ____ / ____ / ____ Location: _____

Name of Presenter/SMP Official: _____

National Survey Results – Year 1

Question	Text	Average Score	Percent who “Agreed” or “Strongly Agreed”
Q2	It was easy to find the details of the presentation, such as date, time, location, and topic.	4.47	91%
Q3	This presentation provided me with useful information.	4.63	97%
Q4	Overall, I am satisfied with the presentation today.	4.61	97%
Q5	I would contact the presenter for help or information.	4.51	92%
Q6	I would recommend this presentation to others.	4.63	96%

National Survey Results – Year 1

- Question 1: How did you learn about today's presentation?
 - 61% - Event location announcement
 - 14% - Other

National Survey Results – Year 1

- Question 7: Based on what you learned today, what will you do differently?
 - 84% - Hang up on anyone who calls and asks for my Medicare number or personal information
 - 80% - Report suspected Medicare fraud, errors or abuse
 - 80% - Share what I learned with my family or friends
 - 76% - Review my MSNs for possible errors or fraud
 - 10% - Other

National Survey Results – Year 1

- Question 8: What could we do to improve the information or service(s) provided to you today?
 - 67% - No response
 - 19% - Responses were neutral or positive
 - 10% - Respondents suggested specific improvements
 - 4% - Other Responses

SMP Survey Participants – Year 2

Arizona

Arkansas

California

Kentucky

Louisiana

Maine

Michigan

Minnesota

Missouri

Nebraska

New Jersey

New Mexico

North Dakota

Pennsylvania

South Dakota

Tennessee

Washington

West Virginia

SMP Outreach Materials

- Completed
 - New brochures and bookmarks
- Next up
 - Personal Health Care Journals
- Requested by SMPs
 - Translations


Protect Yourself & Medicare

THREE SIMPLE STEPS

PROTECT
Protect yourself against Medicare fraud.
Treat your Medicare and Social Security numbers like your credit cards. Never give these numbers to a stranger.


DETECT
Detect possible fraud, errors, and abuse.
Review your Medicare statements for mistakes by comparing them to your personal records.

REPORT
Report suspected fraud, errors, and abuse.
If you think you have been a target of fraud, report it.

PROTECT 
Protect yourself against Medicare fraud.
Protecting your personal information is your best defense against health care fraud and abuse.


Steps to protect yourself and your health care benefits:

- Treat your Medicare and Social Security numbers like a credit card number. Never give these numbers to a stranger.
- Remember, Medicare won't call to ask for your Medicare number.
- Don't carry your Medicare card unless you'll need it for a doctor's appointment.
- Keep a record of your medical visits, tests, and procedures in a health care journal or calendar.
- Save your Medicare statements, such as Medicare Summary Notices and Explanations of Benefits.

DETECT 
Detect potential fraud, errors, and abuse.
Knowing how to spot suspicious activity can help you stop health care fraud and abuse in its tracks.


Steps to detect possible fraud, errors, and abuse:

- Review your Medicare statements for mistakes by comparing them to your personal records.
- Look for three things on your Medicare statements:
 - Charges for something you didn't get
 - Billing for the same services or supplies twice
 - Services that weren't ordered by your doctor

REPORT 
Report suspected fraud, errors, and abuse.
If you suspect you have been a target of fraud, report it. This will help you and others at risk for health care scams.

Steps to report suspicious behavior:

- If you receive a suspicious call, don't give out any personal information. Report the call immediately to your local SMP.
- If you have questions about your Medicare statements, call your health care provider or plan.
- If you're not comfortable calling your health provider or you're not satisfied with the response, call your local SMP. All conversations are confidential.



eFile Updates

- All external eFile pages will be decommissioned on January 1, 2019
 - Necessary to increase system security and decrease system maintenance
- SMP team members will need to login to SIRS to enter data
 - Those with an eFile user role will not count against our limit of 50 concurrent users

eFile Timeline

- September 2018
 - New eFile role added to SIRS Team Member page
- September – December 2018
 - SMPs access Team Member Profiles to edit roles and send usernames and passwords (if needed)
- January 2019
 - Current eFile pages are disabled by Booz Allen
 - eFile users must login to SIRS to enter data

Other SIRS Updates

- Review of August 2018 enhancements
- Entellitrak platform updates
- Upcoming changes to SIRS and STARS landing page web addresses

ACL Reporting Guidance

- SMP Reporting Guidance
 - SMP Performance Measure Definitions and Guidance document
- ACL Reporting Guidance for Joint SMP, SHIP, and MIPPA Grantees
 - Originally developed in 2008
 - Updated in August 2018 to reflect new connection between SIRS and STARS data systems
 - ACL will update regularly based on FAQs

SMP Listserv Guidance

- ACL's SMP Listserv is a forum for:
 - SMPs to ask questions or solicit advice
 - ACL to share programmatic updates
 - SMP Resource Center to share new resources
- The listserv is not to be used to report potential scams or individual companies
- As a federal listserv, any messages may be subject to release under the Freedom of Information Act (FOIA)



SMP Director Meeting

August 20, 2018

Agenda

- SMP Funding
- OHIC Staffing
- SMP Unique IDs
- Update on SMP Research
- New Medicare Cards
- CMS SMP Liaisons
- Medicare Questions
- Q & A



***NEW* SMP Director Meeting**

August 20, 2018