



MAY 18 2009

TO: Edwin L. Walker
Acting Assistant Secretary for Aging
Administration on Aging

FROM: Stuart E. Wright /S/
Deputy Inspector General
for Evaluation and Inspections

SUBJECT: Memorandum Report: Performance Data for the Senior Medicare Patrol
Projects: May 2009 Performance Report, OEI-02-09-00170

This memorandum report presents performance data for the Senior Medicare Patrol Projects. The Office of Inspector General (OIG) has collected these data since 1997. In December 2005, the Administration on Aging (AoA) requested that OIG continue to collect and report performance data for the Senior Medicare Patrol Projects to support AoA's efforts to evaluate and improve the performance of these projects. OIG agreed to collect performance data every 6 months but to report the data on an annual basis.

In 2008, the 57 Senior Medicare Patrol Projects had a total of 4,685 active volunteers. Medicare funds recovered that were attributable to the projects were \$21,068, and total savings to Medicare, Medicaid, beneficiaries, and others were \$65,735. The projects had fewer active volunteers in 2008, compared to the number in 2007. In addition, Medicare funds recovered and total savings to Medicare, Medicaid, beneficiaries, and others were lower in 2008, compared to totals in 2007.

BACKGROUND

The Senior Medicare Patrol Projects recruit retired professionals to serve as educators and resources to beneficiaries to detect and report fraud, waste, and abuse in the Medicare program. At least one project is located in each of the 50 States, as well as in the District of Columbia, Puerto Rico, Guam, and the Virgin Islands. In 2008, 57 Senior Medicare Patrol Projects received a total of \$9.3 million from AoA.

In 2007, AoA revised some of the performance measures to more accurately reflect the work of the Senior Medicare Patrol Projects. AoA developed the following new performance measures, among others: number of active volunteers, number of simple inquiries, and number of complex issues. Active volunteers are individuals who are trained to assist with teaching beneficiaries

how to detect fraud, waste, and abuse in Medicare and other health care programs. Simple inquiries from beneficiaries are quickly resolved with very little research or review. Complex issues involve more detailed information related to an issue or a complaint that may warrant further action by an investigative agency, such as the reporting of potential fraud and abuse by a provider.

In addition, beginning in 2007, the Senior Medicare Patrol Projects were required to measure health care expenditures for which the Medicare program, the Medicaid program, a beneficiary, or other entity (e.g., secondary health insurer, pharmacy) was relieved of responsibility for payment as a result of the projects. This performance measure is referred to as cost avoidance. For example, if a beneficiary discovers charges for services he or she did not receive and the project, on behalf of the beneficiary, receives a revised billing statement from the provider, the project may report this as cost avoidance.

Tracking Systems

In 2001, the Centers for Medicare & Medicaid Services (CMS) required its contractors to provide semiannual reports on the status of all cases referred by the Senior Medicare Patrol Projects. These reports were referred to as the Harkin Grantee Tracking System reports. The projects submitted these reports as documentation of recovered funds.

Beginning in 2007, AoA developed a Web-based system named the Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS). The Senior Medicare Patrol Projects can use SMART FACTS to track and report activities and complaints and to refer cases directly to an investigative agency. With the implementation of this new system, CMS and AoA agreed to phase out the Harkin Grantee Tracking System reports.

METHODOLOGY

This review is based on data reported by the Senior Medicare Patrol Projects. In addition, we requested and reviewed documentation from the projects for the actual funds recovered to the Medicare program, the Medicaid program, beneficiaries, and others that were attributable to the projects. We also requested and reviewed documentation for the measure on cost avoidance. We did not review documentation for the other performance measures. The results are presented in detail in the appendixes.

This review was conducted in accordance with the “Quality Standards for Inspections” issued by the President’s Council on Integrity and Efficiency and the Executive Council on Integrity and Efficiency.

RESULTS

Results for 2008

In 2008, the 57 projects had a total of 4,685 active volunteers. These volunteers educated beneficiaries in 6,869 group education sessions and held 24,505 one-on-one counseling sessions.

In addition, the projects conducted 785,468 media outreach events¹ and 5,742 community outreach education events. As a result of these training sessions and events, the projects received 40,734 simple inquiries. They also received 4,025 inquiries involving complex issues, of which 441 were referred for further action. Medicare funds recovered attributable to the projects were \$21,068 and actual savings to the beneficiaries attributable to the projects were \$34,548. Total savings to Medicare, Medicaid, beneficiaries, and others were \$65,735. Additionally, cost avoidance on behalf of the Medicare program, the Medicaid program, beneficiaries, and others, totaled \$73,006.

Results since 1997

Since the inception of the program 12 years ago, a total of 72 projects (17 of which had closed as of December 2008) reported educating beneficiaries in 67,491 group education sessions and 1,008,243 one-on-one sessions. In addition, the projects reported conducting 957,960 media outreach events and 63,147 community outreach education events. Actual Medicare funds recovered attributable to the projects were \$4,521,399. Total savings to Medicaid, beneficiaries, and other payers were approximately \$101 million. Most of the \$101 million in savings was the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare.

Documentation of Recovered Funds

In 2008, 7 of the 57 projects submitted eight forms of documentation. Five forms of documentation showed funds recovered to the Medicare program. The three other forms of documentation showed that the cases were still pending and that Medicare funds had not yet been recovered.

Comparison With Results for 2007

The projects had fewer active volunteers in 2008, compared to 2007. In 2008, projects had 4,685 volunteers, compared to 10,338 in 2007. The number of group education sessions held by the projects increased slightly in 2008; however, there was a large decrease in the number of one-on-one counseling sessions in 2008, compared to 2007. Specifically, projects reported educating beneficiaries in 6,869 group education sessions and 24,505 one-on-one counseling sessions in 2008, compared to 6,587 group education sessions and 131,359 one-on-one counseling sessions in 2007. In addition, Medicare funds recovered and total savings to Medicare, Medicaid, beneficiaries, and others were lower in 2008, compared to 2007. In 2008, Medicare funds recovered attributable to the projects were \$21,068, compared to \$302,318 in 2007. Total savings to Medicare, Medicaid, beneficiaries, and others attributable to the projects were \$65,735 in 2008, compared to \$454,068 in 2007.

¹ The large number of media outreach events reported by the projects in 2008 may be due, in part, to the fact that AoA instructed the projects to count each time an event was aired or an article was published as a separate media outreach event.

CONCLUSION

In 2008, the 57 Senior Medicare Patrol Projects had a total of 4,685 active volunteers. Medicare funds recovered that were attributable to the projects were \$21,068 and total savings to Medicare, Medicaid, beneficiaries, and others were \$65,735. The projects had fewer active volunteers in 2008, compared to the number in 2007. In addition, Medicare funds recovered and total savings to Medicare, Medicaid, beneficiaries, and others were lower in 2008, compared to totals in 2007.

We continue to emphasize that the number of beneficiaries who have learned from the Senior Medicare Patrol Projects to detect fraud, waste, and abuse and who subsequently call the OIG fraud hotline or other contacts cannot be tracked. Therefore, the projects may not be receiving full credit for savings attributable to their work. In addition, the projects are unable to track substantial savings derived from a sentinel effect whereby fraud and errors are reduced in light of Medicare beneficiaries' scrutiny of their bills.

As agreed, we will continue to monitor the projects and will provide AoA with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this memorandum report, please provide them within 60 days. Please refer to report number 02-09-00170 in all correspondence.

Senior Medicare Patrol Projects' Performance Measure Results

List of Appendixes

Appendix A: Summary of Performance for All Projects Since 1997.....	6
Appendix B: Summary of Performance for All Projects for 2008.....	8
Appendix C: Projects' Results for Each Performance Measure for 2008.....	10
Appendix D: Individual Project Results for 2008.....	35
Appendix E: Performance Measures Definitions.....	93

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Summary of Performance for All Projects Since 1997

The following table provides overall performance for all 72 projects that have operated since 1997.

Totals may not add up because of rounding.

Summary of Performance for All Projects Since 1997

		1997-2007	2008	Total Since 1997
OUTPUT MEASURES				
1	Total number of active volunteers	10,338	4,685	15,023
2	Total number of volunteer training hours	196,792	42,476	239,268
3	Total number of volunteer work hours	308,563	112,832	421,395
4	Number of media outreach events	172,492	785,468	957,960
5	Number of community outreach education events conducted	57,405	5,742	63,147
6	Estimated number of people reached by community outreach education events	20,834,546	1,517,132	22,351,678
7	Number of group education sessions for beneficiaries	60,622	6,869	67,491
8A	Number of beneficiaries who attended group education sessions	2,274,261	308,724	2,582,985
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	25,272	14,450	39,722
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	25,497	17,808	43,305
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	23,822	12,451	36,273
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	983,738	24,505	1,008,243
10	Total number of simple inquiries received	69,808	40,734	110,542
11	Total number of simple inquiries resolved	60,738	40,380	101,118
12	Number of inquiries involving complex issues received	17,658	4,025	21,683
13A	Number of inquiries involving complex issues referred for further action	4,004	441	4,445
13B	Total dollar amount referred for further action	\$1,517,345	\$2,343,299	\$3,860,644
14	Number of complex issues resolved	5,225	2,707	7,932
15	Number of complex issues pending further action	3,430	1,737	5,167
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$7,448,327	\$73,006	\$7,521,333
17A	Actual Medicare funds recovered attributable to the projects	\$4,500,331	\$21,068	\$4,521,399
17B	Actual Medicaid funds recovered attributable to the projects	\$545,801	\$0	\$545,801
17C	Actual savings to beneficiaries attributable to the projects	\$3,132,995	\$34,548	\$3,167,543
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$97,478,025	\$10,120	\$97,488,145
17B-17D	Total savings to Medicaid, beneficiaries, and other payers	\$101,156,821	\$44,668	\$101,201,489
17A-17D	Total savings attributable to the projects	\$105,657,152	\$65,735	\$105,722,887



Summary of Performance for All Projects for 2008

The following table provides data for the 57 Senior Medicare Patrol Projects that operated in 2008. The table provides the performance measure results for the two 6-month reporting periods.

Totals may not add up because of rounding.

Two projects, the District of Columbia Friendship House Association and the Georgia Department of Human Resources, closed in 2008.

For performance measure #1, “Total number of active volunteers,” many of the volunteers are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

For performance measure #15, “Number of complex issues pending further action,” many of the complex issues are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

Summary of Performance for All Projects for 2008

		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	3,078	3,412	4,685
2	Total number of volunteer training hours	24,029	18,447	42,476
3	Total number of volunteer work hours	59,330	53,502	112,832
4	Number of media outreach events	209,145	576,323	785,468
5	Number of community outreach education events conducted	3,069	2,673	5,742
6	Estimated number of people reached by community outreach education events	309,341	1,207,791	1,517,132
7	Number of group education sessions for beneficiaries	3,499	3,370	6,869
8A	Number of beneficiaries who attended group education sessions	179,743	128,981	308,724
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	7,756	6,694	14,450
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	9,651	8,157	17,808
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	6,718	5,733	12,451
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	10,441	14,064	24,505
10	Total number of simple inquiries received	20,648	20,086	40,734
11	Total number of simple inquiries resolved	20,458	19,922	40,380
12	Number of inquiries involving complex issues received	2,246	1,779	4,025
13A	Number of inquiries involving complex issues referred for further action	199	242	441
13B	Total dollar amount referred for further action	\$1,567,066	\$776,233	\$2,343,299
14	Number of complex issues resolved	1,414	1,293	2,707
15	Number of complex issues pending further action	1,736	1,737	1,737
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$53,038	\$19,968	\$73,006
17A	Actual Medicare funds recovered attributable to the projects	\$6,501	\$14,567	\$21,068
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$27,232	\$7,316	\$34,548
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$6,877	\$3,243	\$10,120
17A –17D	Total savings attributable to the projects	\$40,610	\$25,126	\$65,735

Projects' Results for Each Performance Measure for 2008

The following tables provide the results for each performance measure for each of the 57 Senior Medicare Patrol Projects operating in 2008. Each table provides the performance measure results for the two 6-month reporting periods.

Totals may not add up because of rounding.

Two projects, the District of Columbia Friendship House Association and the Georgia Department of Human Resources, closed in 2008.

For performance measure #1, "Total number of active volunteers," many of the volunteers are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

For performance measure #15, "Number of complex issues pending further action," many of the complex issues are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

PERFORMANCE MEASURE 1: Total Number of Active Volunteers

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	25	21	31	Montana	47	52	52
Alaska	28	19	33	Nebraska	74	72	114
Arizona	15	14	25	Nevada	2	0	2
Arkansas	69	57	99	New Hampshire	1	30	30
California	130	161	242	New Jersey	8	4	10
Colorado	62	3	62	New Mexico	23	31	32
Connecticut	36	31	67	New York	384	415	420
Delaware	19	21	23	North Carolina	4	4	4
District of Columbia – AARP	27	46	55	North Dakota	16	15	28
District of Columbia – FH	4	0	4	Ohio	23	34	52
Florida	157	111	234	Oklahoma	13	18	23
Georgia – AAA	24	3	24	Oregon	103	115	139
Georgia – GeorgiaCares	91	57	115	Pennsylvania	43	33	49
Guam	16	9	18	Puerto Rico	12	12	13
Hawaii	16	30	36	Rhode Island	138	12	139
Idaho	99	123	172	South Carolina	45	0	45
Illinois	34	15	40	South Dakota	29	94	103
Indiana	66	306	337	Tennessee	13	35	40
Iowa	56	42	70	Texas – BBBEF	3	8	10
Kansas	56	63	105	Texas – NHCOA	166	148	200
Kentucky	67	91	126	Utah	122	116	152
Louisiana	10	9	13	Vermont	29	21	34
Maine	61	78	98	Virginia	58	81	82
Maryland	105	123	133	Virgin Islands	44	23	48
Massachusetts	13	25	26	Washington	57	72	72
Michigan	154	301	320	West Virginia	40	68	68
Minnesota	42	49	78	Wisconsin	35	34	47
Mississippi	30	25	45	Wyoming	10	2	12
Missouri	24	30	34				

PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	80	67	147	Montana	188	130	318
Alaska	74	154	228	Nebraska	1,855	315	2,170
Arizona	0	0	0	Nevada	1	0	1
Arkansas	122	70	192	New Hampshire	0	200	200
California	258	180	438	New Jersey	0	4	4
Colorado	959	3	962	New Mexico	0	0	0
Connecticut	548	616	1,164	New York	1,071	208	1,279
Delaware	173	1,078	1,251	North Carolina	13	46	59
District of Columbia – AARP	158	219	377	North Dakota	16	28	44
District of Columbia – FH	0	0	0	Ohio	72	195	267
Florida	264	177	441	Oklahoma	0	12	12
Georgia – AAA	250	10	260	Oregon	1	0	1
Georgia – GeorgiaCares	163	227	390	Pennsylvania	47	0	47
Guam	384	183	567	Puerto Rico	136	80	216
Hawaii	31	52	83	Rhode Island	1,297	11	1,308
Idaho	807	787	1,594	South Carolina	432	0	432
Illinois	48	4	52	South Dakota	0	533	533
Indiana	62	665	727	Tennessee	9	311	320
Iowa	25	198	223	Texas – BBBEF	0	4	4
Kansas	169	170	339	Texas – NHCOA	1,987	603	2,590
Kentucky	83	575	658	Utah	127	219	346
Louisiana	30	93	123	Vermont	265	101	366
Maine	2,421	727	3,148	Virginia	155	0	155
Maryland	2,338	2,334	4,672	Virgin Islands	308	88	396
Massachusetts	3,920	120	4,040	Washington	1,026	67	1,093
Michigan	1,070	5,647	6,717	West Virginia	76	85	161
Minnesota	216	378	594	Wisconsin	17	99	116
Mississippi	117	358	475	Wyoming	160	16	176
Missouri	0	0	0				

PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	117	2,993	3,110	Montana	300	181	481
Alaska	633	0	633	Nebraska	528	0	528
Arizona	1,518	4,516	6,034	Nevada	3	0	3
Arkansas	574	1,305	1,879	New Hampshire	5	117	122
California	1,105	1,349	2,454	New Jersey	58	27	85
Colorado	492	3	495	New Mexico	0	0	0
Connecticut	1,016	6	1,022	New York	412	1,668	2,080
Delaware	569	1,386	1,955	North Carolina	215	171	386
District of Columbia – AARP	186	136	322	North Dakota	64	87	151
District of Columbia – FH	22	0	22	Ohio	92	140	232
Florida	348	586	934	Oklahoma	313	661	974
Georgia – AAA	164	0	164	Oregon	704	925	1,629
Georgia – GeorgiaCares	1,042	2,183	3,225	Pennsylvania	536	467	1,003
Guam	587	657	1,244	Puerto Rico	72	288	360
Hawaii	162	180	342	Rhode Island	1,712	300	2,012
Idaho	1,051	3,557	4,608	South Carolina	841	0	841
Illinois	518	75	593	South Dakota	101	83	184
Indiana	407	618	1,025	Tennessee	118	156	274
Iowa	1,535	1,030	2,565	Texas – BBBEF	16	63	79
Kansas	141	205	346	Texas – NHCOA	20,832	7,030	27,862
Kentucky	1,787	961	2,748	Utah	4,084	3,129	7,213
Louisiana	389	393	782	Vermont	282	390	672
Maine	1,004	1,497	2,501	Virginia	0	1,880	1,880
Maryland	2,632	4,750	7,382	Virgin Islands	840	240	1,080
Massachusetts	1,800	3,120	4,920	Washington	4,751	753	5,504
Michigan	8	0	8	West Virginia	642	996	1,638
Minnesota	227	168	395	Wisconsin	224	250	474
Mississippi	1,084	1,006	2,090	Wyoming	0	10	10
Missouri	467	810	1,277				

PERFORMANCE MEASURE 4: Number of Media Outreach Events							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	88	127	215	Montana	13,099	123	13,222
Alaska	31	2	33	Nebraska	49	2	51
Arizona	0	0	0	Nevada	1,733	3	1,736
Arkansas	30	360	390	New Hampshire	2,120	1,306	3,426
California	57	259	316	New Jersey	1,022	234	1,256
Colorado	13	37	50	New Mexico	0	0	0
Connecticut	21	9	30	New York	36	50	86
Delaware	5	0	5	North Carolina	56,275	102	56,377
District of Columbia – AARP	3	139	142	North Dakota	6	3	9
District of Columbia – FH	0	0	0	Ohio	23	22	45
Florida	34	55	89	Oklahoma	7	422	429
Georgia – AAA	10	0	10	Oregon	44	28	72
Georgia – GeorgiaCares	84	3,682	3,766	Pennsylvania	7	2	9
Guam	25,916	18,537	44,453	Puerto Rico	1	1	2
Hawaii	0	0	0	Rhode Island	7	1	8
Idaho	4	5	9	South Carolina	13	0	13
Illinois	35	33	68	South Dakota	0	2	2
Indiana	1,090	1,987	3,077	Tennessee	9	55	64
Iowa	213	38	251	Texas – BBBEF	1	9	10
Kansas	0	18	18	Texas – NHCOA	34	22	56
Kentucky	88	114,133	114,221	Utah	53,656	122,920	176,576
Louisiana	255	91	346	Vermont	19	34	53
Maine	7,022	1,502	8,524	Virginia	30,704	27,006	57,710
Maryland	60	59	119	Virgin Islands	0	139	139
Massachusetts	11,000	2,116	13,116	Washington	245	32	277
Michigan	16	134	150	West Virginia	177	359	536
Minnesota	8	0	8	Wisconsin	3,774	3,616	7,390
Mississippi	0	276,501	276,501	Wyoming	0	2	2
Missouri	1	4	5				

PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	194	131	325	Montana	18	14	32
Alaska	3	6	9	Nebraska	79	99	178
Arizona	62	26	88	Nevada	14	9	23
Arkansas	16	24	40	New Hampshire	28	25	53
California	17	61	78	New Jersey	28	13	41
Colorado	10	7	17	New Mexico	168	160	328
Connecticut	36	29	65	New York	38	127	165
Delaware	39	29	68	North Carolina	82	23	105
District of Columbia – AARP	11	20	31	North Dakota	13	18	31
District of Columbia – FH	2	0	2	Ohio	17	13	30
Florida	83	89	172	Oklahoma	60	31	91
Georgia – AAA	6	0	6	Oregon	9	78	87
Georgia – GeorgiaCares	242	73	315	Pennsylvania	29	51	80
Guam	13	12	25	Puerto Rico	72	94	166
Hawaii	8	16	24	Rhode Island	149	127	276
Idaho	28	29	57	South Carolina	76	112	188
Illinois	86	96	182	South Dakota	2	4	6
Indiana	69	81	150	Tennessee	140	61	201
Iowa	284	149	433	Texas – BBBEF	5	22	27
Kansas	19	4	23	Texas – NHCOA	76	21	97
Kentucky	63	52	115	Utah	36	30	66
Louisiana	38	13	51	Vermont	1	0	1
Maine	48	36	84	Virginia	97	81	178
Maryland	56	61	117	Virgin Islands	17	11	28
Massachusetts	6	10	16	Washington	20	82	102
Michigan	9	22	31	West Virginia	34	15	49
Minnesota	18	19	37	Wisconsin	61	42	103
Mississippi	66	65	131	Wyoming	15	30	45
Missouri	153	120	273				

PERFORMANCE MEASURE 6: Estimated Number of People Reached by Community Outreach Education Events							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	18,033	11,054	29,087	Montana	919	698	1,617
Alaska	120	94,451	94,571	Nebraska	6,531	10,655	17,186
Arizona	1,471	2,035	3,506	Nevada	1,410	1,345	2,755
Arkansas	2,321	3,705	6,026	New Hampshire	1,634	6,173	7,807
California	1,097	10,705	11,802	New Jersey	3,571	934	4,505
Colorado	514	370	884	New Mexico	5,447	15,039	20,486
Connecticut	6,366	560,293	566,659	New York	11,744	229,339	241,083
Delaware	1,976	3,008	4,984	North Carolina	16,650	3,738	20,388
District of Columbia – AARP	8,695	6,501	15,196	North Dakota	1,403	2,453	3,856
District of Columbia – FH	20	0	20	Ohio	1,490	1,156	2,646
Florida	9,627	8,286	17,913	Oklahoma	3,903	5,115	9,018
Georgia – AAA	274	0	274	Oregon	3,754	4,765	8,519
Georgia – GeorgiaCares	25,758	12,744	38,502	Pennsylvania	2,268	3,506	5,774
Guam	917	1,488	2,405	Puerto Rico	5,399	11,431	16,830
Hawaii	1,715	2,660	4,375	Rhode Island	21,237	18,363	39,600
Idaho	2,756	1,929	4,685	South Carolina	15,413	4,560	19,973
Illinois	5,581	11,459	17,040	South Dakota	165	271	436
Indiana	13,790	15,746	29,536	Tennessee	13,359	4,296	17,655
Iowa	16,447	2,145	18,592	Texas – BBBEF	515	5,925	6,440
Kansas	1,249	1,114	2,363	Texas – NHCOA	9,949	6,764	16,713
Kentucky	3,431	3,574	7,005	Utah	5,322	2,363	7,685
Louisiana	588	128	716	Vermont	450	0	450
Maine	2,959	1,816	4,775	Virginia	13,104	7,189	20,293
Maryland	4,473	9,167	13,640	Virgin Islands	1,613	768	2,381
Massachusetts	886	547	1,433	Washington	836	6,794	7,630
Michigan	595	51,979	52,574	West Virginia	16,436	15,112	31,548
Minnesota	1,727	4,740	6,467	Wisconsin	3,665	4,708	8,373
Mississippi	2,339	6,011	8,350	Wyoming	569	1,499	2,068
Missouri	4,860	5,177	10,037				

PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	180	149	329	Montana	82	81	163
Alaska	3	3	6	Nebraska	24	46	70
Arizona	18	74	92	Nevada	21	3	24
Arkansas	21	42	63	New Hampshire	75	30	105
California	329	380	709	New Jersey	58	64	122
Colorado	34	36	70	New Mexico	0	0	0
Connecticut	30	25	55	New York	292	333	625
Delaware	20	18	38	North Carolina	90	33	123
District of Columbia – AARP	17	23	40	North Dakota	42	39	81
District of Columbia – FH	1	0	1	Ohio	29	37	66
Florida	103	140	243	Oklahoma	59	90	149
Georgia – AAA	104	0	104	Oregon	8	55	63
Georgia – GeorgiaCares	226	201	427	Pennsylvania	75	50	125
Guam	0	54	54	Puerto Rico	14	20	34
Hawaii	11	23	34	Rhode Island	37	9	46
Idaho	39	69	108	South Carolina	38	13	51
Illinois	126	126	252	South Dakota	0	9	9
Indiana	75	124	199	Tennessee	19	55	74
Iowa	267	190	457	Texas – BBBEF	38	38	76
Kansas	19	15	34	Texas – NHCOA	131	46	177
Kentucky	31	37	68	Utah	49	41	90
Louisiana	18	3	21	Vermont	19	21	40
Maine	46	27	73	Virginia	65	94	159
Maryland	72	80	152	Virgin Islands	0	40	40
Massachusetts	9	12	21	Washington	23	13	36
Michigan	91	15	106	West Virginia	26	20	46
Minnesota	184	130	314	Wisconsin	53	40	93
Mississippi	32	16	48	Wyoming	5	2	7
Missouri	21	36	57				

PERFORMANCE MEASURE 8A: Number of Beneficiaries Who Attended Group Education Sessions

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	5,983	4,249	10,232	Montana	2,387	2,377	4,764
Alaska	118	161	279	Nebraska	756	2,203	2,959
Arizona	651	4,862	5,513	Nevada	872	180	1,052
Arkansas	451	2,114	2,565	New Hampshire	1,922	802	2,724
California	8,284	11,628	19,912	New Jersey	1,875	1,931	3,806
Colorado	587	855	1,442	New Mexico	0	0	0
Connecticut	897	895	1,792	New York	12,242	11,896	24,138
Delaware	459	327	786	North Carolina	6,308	2,061	8,369
District of Columbia – AARP	332	366	698	North Dakota	930	989	1,919
District of Columbia – FH	0	0	0	Ohio	692	791	1,483
Florida	4,523	4,419	8,942	Oklahoma	17,493	2,739	20,232
Georgia – AAA	2,450	0	2,450	Oregon	259	1,566	1,825
Georgia – GeorgiaCares	7,528	7,103	14,631	Pennsylvania	1,974	1,160	3,134
Guam	0	991	991	Puerto Rico	565	481	1,046
Hawaii	361	732	1,093	Rhode Island	1,817	608	2,425
Idaho	1,413	2,242	3,655	South Carolina	1,007	640	1,647
Illinois	3,196	3,555	6,751	South Dakota	0	340	340
Indiana	1,742	2,929	4,671	Tennessee	263	1,510	1,773
Iowa	6,013	3,903	9,916	Texas – BBBEF	1,569	900	2,469
Kansas	2,522	556	3,078	Texas – NHCOA	3,833	1,652	5,485
Kentucky	792	7,059	7,851	Utah	3,091	5,036	8,127
Louisiana	270	37	307	Vermont	358	631	989
Maine	1,002	464	1,466	Virginia	1,891	2,181	4,072
Maryland	1,518	2,632	4,150	Virgin Islands	0	292	292
Massachusetts	266	439	705	Washington	824	200	1,024
Michigan	58,457	18,287	76,744	West Virginia	1,598	1,096	2,694
Minnesota	1,918	1,325	3,243	Wisconsin	1,668	1,056	2,724
Mississippi	755	624	1,379	Wyoming	247	50	297
Missouri	814	859	1,673				

PERFORMANCE MEASURE 8B: Increase in Number of Beneficiaries Who Understand How Reading Their Medicare Summary Notice Can Help Identify Billing Fraud or Errors

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	221	177	398	Montana	101	30	131
Alaska	17	0	17	Nebraska	161	102	263
Arizona	19	55	74	Nevada	18	0	18
Arkansas	146	281	427	New Hampshire	84	41	125
California	35	29	64	New Jersey	349	381	730
Colorado	0	0	0	New Mexico	0	0	0
Connecticut	233	262	495	New York	115	47	162
Delaware	56	147	203	North Carolina	513	0	513
District of Columbia – AARP	70	103	173	North Dakota	177	108	285
District of Columbia – FH	4	0	4	Ohio	123	85	208
Florida	12	128	140	Oklahoma	0	136	136
Georgia – AAA	217	0	217	Oregon	63	19	82
Georgia – GeorgiaCares	24	480	504	Pennsylvania	43	66	109
Guam	0	273	273	Puerto Rico	0	62	62
Hawaii	3	0	3	Rhode Island	888	0	888
Idaho	127	656	783	South Carolina	0	40	40
Illinois	29	31	60	South Dakota	0	168	168
Indiana	104	45	149	Tennessee	42	3	45
Iowa	209	95	304	Texas – BBBEF	45	70	115
Kansas	132	38	170	Texas – NHCOA	2,128	897	3,025
Kentucky	338	302	640	Utah	56	120	176
Louisiana	0	7	7	Vermont	10	54	64
Maine	123	0	123	Virginia	3	24	27
Maryland	220	207	427	Virgin Islands	0	161	161
Massachusetts	311	401	712	Washington	2	11	13
Michigan	0	33	33	West Virginia	87	122	209
Minnesota	40	25	65	Wisconsin	49	139	188
Mississippi	0	17	17	Wyoming	0	16	16
Missouri	9	0	9				

PERFORMANCE MEASURE 8C: Increase in Number of Beneficiaries Who Understand Why It Is Important To Seek Assistance With Billing Questions

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	104	150	254	Montana	176	66	242
Alaska	17	0	17	Nebraska	135	185	320
Arizona	30	63	93	Nevada	23	0	23
Arkansas	177	334	511	New Hampshire	162	89	251
California	30	49	79	New Jersey	587	568	1,155
Colorado	0	0	0	New Mexico	0	0	0
Connecticut	329	336	665	New York	626	29	655
Delaware	132	161	293	North Carolina	423	125	548
District of Columbia – AARP	128	159	287	North Dakota	273	104	377
District of Columbia – FH	10	0	10	Ohio	159	90	249
Florida	29	167	196	Oklahoma	0	219	219
Georgia – AAA	272	0	272	Oregon	52	16	68
Georgia – GeorgiaCares	28	595	623	Pennsylvania	83	93	176
Guam	0	239	239	Puerto Rico	0	90	90
Hawaii	3	0	3	Rhode Island	805	0	805
Idaho	213	894	1,107	South Carolina	0	24	24
Illinois	29	40	69	South Dakota	0	161	161
Indiana	177	59	236	Tennessee	27	3	30
Iowa	458	263	721	Texas – BBBEF	224	82	306
Kansas	107	27	134	Texas – NHCOA	2,186	841	3,027
Kentucky	216	360	576	Utah	153	209	362
Louisiana	15	12	27	Vermont	21	72	93
Maine	162	0	162	Virginia	3	16	19
Maryland	313	212	525	Virgin Islands	0	172	172
Massachusetts	208	402	610	Washington	2	15	17
Michigan	0	27	27	West Virginia	209	180	389
Minnesota	53	23	76	Wisconsin	58	105	163
Mississippi	0	15	15	Wyoming	0	16	16
Missouri	24	0	24				

PERFORMANCE MEASURE 8D: Increase in Number of Beneficiaries Who Know Why It Is Important To Protect Their Medicare and Social Security Numbers

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	104	401	505	Montana	71	34	105
Alaska	16	0	16	Nebraska	105	206	311
Arizona	15	35	50	Nevada	8	0	8
Arkansas	81	339	420	New Hampshire	68	54	122
California	27	43	70	New Jersey	261	224	485
Colorado	0	0	0	New Mexico	0	0	0
Connecticut	166	122	288	New York	111	7	118
Delaware	46	100	146	North Carolina	918	75	993
District of Columbia – AARP	14	44	58	North Dakota	62	50	112
District of Columbia – FH	2	0	2	Ohio	89	30	119
Florida	4	111	115	Oklahoma	0	237	237
Georgia – AAA	191	0	191	Oregon	71	13	84
Georgia – GeorgiaCares	14	495	509	Pennsylvania	30	34	64
Guam	0	256	256	Puerto Rico	0	60	60
Hawaii	2	0	2	Rhode Island	812	0	812
Idaho	163	354	517	South Carolina	0	86	86
Illinois	21	17	38	South Dakota	0	175	175
Indiana	99	31	130	Tennessee	19	0	19
Iowa	201	86	287	Texas – BBBEF	23	39	62
Kansas	135	35	170	Texas – NHCOA	1,646	1,008	2,654
Kentucky	238	56	294	Utah	143	25	168
Louisiana	0	1	1	Vermont	6	36	42
Maine	90	0	90	Virginia	3	6	9
Maryland	357	221	578	Virgin Islands	0	113	113
Massachusetts	177	338	515	Washington	4	0	4
Michigan	0	26	26	West Virginia	57	47	104
Minnesota	14	14	28	Wisconsin	28	34	62
Mississippi	0	3	3	Wyoming	0	12	12
Missouri	6	0	6				

PERFORMANCE MEASURE 9: Number of One-on-One Counseling Sessions Held With or on Behalf of a Beneficiary							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	49	165	214	Montana	272	183	455
Alaska	1	0	1	Nebraska	2	68	70
Arizona	0	2	2	Nevada	15	6	21
Arkansas	327	378	705	New Hampshire	0	2	2
California	0	1	1	New Jersey	50	66	116
Colorado	0	0	0	New Mexico	0	0	0
Connecticut	0	3	3	New York	42	1,775	1,817
Delaware	113	178	291	North Carolina	1	0	1
District of Columbia – AARP	2	7	9	North Dakota	9	17	26
District of Columbia – FH	0	0	0	Ohio	11	0	11
Florida	9	1	10	Oklahoma	2	32	34
Georgia – AAA	90	0	90	Oregon	487	2,006	2,493
Georgia – GeorgiaCares	4	39	43	Pennsylvania	89	453	542
Guam	23	59	82	Puerto Rico	397	195	592
Hawaii	0	0	0	Rhode Island	446	378	824
Idaho	2	171	173	South Carolina	0	19	19
Illinois	70	115	185	South Dakota	11	163	174
Indiana	12	186	198	Tennessee	79	74	153
Iowa	48	22	70	Texas – BBBEF	0	1	1
Kansas	5	0	5	Texas – NHCOA	6,234	4,321	10,555
Kentucky	554	534	1,088	Utah	115	655	770
Louisiana	19	26	45	Vermont	0	0	0
Maine	138	874	1,012	Virginia	1	0	1
Maryland	83	185	268	Virgin Islands	0	37	37
Massachusetts	29	85	114	Washington	0	77	77
Michigan	0	0	0	West Virginia	125	407	532
Minnesota	125	88	213	Wisconsin	31	4	35
Mississippi	3	0	3	Wyoming	0	4	4
Missouri	316	2	318				

PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	198	226	424	Montana	4	1	5
Alaska	11	5	16	Nebraska	1,538	2,039	3,577
Arizona	360	175	535	Nevada	74	23	97
Arkansas	203	211	414	New Hampshire	1	3	4
California	27	20	47	New Jersey	126	95	221
Colorado	14	52	66	New Mexico	0	1	1
Connecticut	28	112	140	New York	44	42	86
Delaware	48	59	107	North Carolina	0	0	0
District of Columbia – AARP	25	21	46	North Dakota	105	33	138
District of Columbia – FH	0	0	0	Ohio	59	34	93
Florida	55	47	102	Oklahoma	31	116	147
Georgia – AAA	80	0	80	Oregon	77	710	787
Georgia – GeorgiaCares	702	1,769	2,471	Pennsylvania	7	10	17
Guam	304	555	859	Puerto Rico	250	325	575
Hawaii	37	35	72	Rhode Island	766	994	1,760
Idaho	726	1,520	2,246	South Carolina	162	37	199
Illinois	92	112	204	South Dakota	72	83	155
Indiana	54	97	151	Tennessee	103	148	251
Iowa	122	138	260	Texas – BBBEF	68	98	166
Kansas	84	41	125	Texas – NHCOA	11,159	4,378	15,537
Kentucky	351	1,166	1,517	Utah	65	198	263
Louisiana	172	331	503	Vermont	0	1	1
Maine	329	176	505	Virginia	58	88	146
Maryland	395	635	1,030	Virgin Islands	0	6	6
Massachusetts	66	227	293	Washington	0	63	63
Michigan	117	7	124	West Virginia	143	540	683
Minnesota	201	235	436	Wisconsin	217	239	456
Mississippi	2	58	60	Wyoming	24	48	72
Missouri	692	1,703	2,395				

PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	195	223	418	Montana	4	1	5
Alaska	7	5	12	Nebraska	1,530	2,038	3,568
Arizona	360	175	535	Nevada	61	23	84
Arkansas	197	210	407	New Hampshire	1	3	4
California	24	19	43	New Jersey	126	94	220
Colorado	14	52	66	New Mexico	0	1	1
Connecticut	28	112	140	New York	44	39	83
Delaware	41	39	80	North Carolina	0	0	0
District of Columbia – AARP	25	21	46	North Dakota	105	33	138
District of Columbia – FH	0	0	0	Ohio	58	32	90
Florida	54	47	101	Oklahoma	31	115	146
Georgia – AAA	80	0	80	Oregon	76	707	783
Georgia – GeorgiaCares	698	1,762	2,460	Pennsylvania	7	10	17
Guam	304	555	859	Puerto Rico	221	324	545
Hawaii	37	35	72	Rhode Island	735	941	1,676
Idaho	726	1,520	2,246	South Carolina	162	37	199
Illinois	91	112	203	South Dakota	72	83	155
Indiana	54	96	150	Tennessee	98	148	246
Iowa	122	138	260	Texas – BBBEF	68	98	166
Kansas	68	40	108	Texas – NHCOA	11,153	4,377	15,530
Kentucky	338	1,140	1,478	Utah	64	196	260
Louisiana	172	331	503	Vermont	0	1	1
Maine	329	167	496	Virginia	53	83	136
Maryland	387	634	1,021	Virgin Islands	0	6	6
Massachusetts	66	227	293	Washington	0	63	63
Michigan	117	7	124	West Virginia	143	538	681
Minnesota	201	235	436	Wisconsin	194	221	415
Mississippi	2	58	60	Wyoming	24	48	72
Missouri	691	1,702	2,393				

PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	31	4	35	Montana	6	9	15
Alaska	0	3	3	Nebraska	12	18	30
Arizona	0	9	9	Nevada	20	3	23
Arkansas	39	19	58	New Hampshire	3	8	11
California	47	52	99	New Jersey	12	12	24
Colorado	22	7	29	New Mexico	53	43	96
Connecticut	15	7	22	New York	29	17	46
Delaware	11	7	18	North Carolina	0	0	0
District of Columbia – AARP	6	3	9	North Dakota	2	7	9
District of Columbia – FH	0	0	0	Ohio	7	8	15
Florida	52	30	82	Oklahoma	3	3	6
Georgia – AAA	59	0	59	Oregon - SMP	0	10	10
Georgia – GeorgiaCares	0	56	56	Pennsylvania	3	14	17
Guam	1	3	4	Puerto Rico	1	0	1
Hawaii	2	5	7	Rhode Island	38	5	43
Idaho	17	1	18	South Carolina	7	3	10
Illinois	17	17	34	South Dakota	22	0	22
Indiana	8	8	16	Tennessee	19	40	59
Iowa	9	9	18	Texas – BBBEF	14	44	58
Kansas	25	15	40	Texas – NHCOA	158	240	398
Kentucky	3	72	75	Utah	23	56	79
Louisiana	0	5	5	Vermont	12	2	14
Maine	12	5	17	Virginia	0	1	1
Maryland	40	46	86	Virgin Islands	0	0	0
Massachusetts	12	42	54	Washington	260	24	284
Michigan	54	8	62	West Virginia	34	51	85
Minnesota	745	538	1,283	Wisconsin	17	22	39
Mississippi	234	145	379	Wyoming	0	1	1
Missouri	30	22	52				

PERFORMANCE MEASURE 13A: Number of Inquiries Involving Complex Issues Referred for Further Action

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	1	0	1	Montana	2	3	5
Alaska	0	0	0	Nebraska	0	2	2
Arizona	0	1	1	Nevada	4	1	5
Arkansas	2	2	4	New Hampshire	0	2	2
California	44	42	86	New Jersey	5	3	8
Colorado	14	13	27	New Mexico	6	4	10
Connecticut	0	2	2	New York	0	1	1
Delaware	0	0	0	North Carolina	0	0	0
District of Columbia – AARP	4	1	5	North Dakota	0	0	0
District of Columbia – FH	0	0	0	Ohio	2	3	5
Florida	14	17	31	Oklahoma	0	0	0
Georgia – AAA	7	2	9	Oregon	0	2	2
Georgia – GeorgiaCares	1	16	17	Pennsylvania	1	0	1
Guam	0	1	1	Puerto Rico	1	0	1
Hawaii	0	8	8	Rhode Island	2	0	2
Idaho	0	0	0	South Carolina	1	2	3
Illinois	7	3	10	South Dakota	4	0	4
Indiana	3	3	6	Tennessee	1	11	12
Iowa	5	2	7	Texas – BBBEF	1	1	2
Kansas	12	3	15	Texas – NHCOA	6	0	6
Kentucky	1	1	2	Utah	4	0	4
Louisiana	0	0	0	Vermont	3	1	4
Maine	2	1	3	Virginia	0	1	1
Maryland	2	1	3	Virgin Islands	0	0	0
Massachusetts	0	4	4	Washington	0	0	0
Michigan	8	1	9	West Virginia	2	29	31
Minnesota	2	45	47	Wisconsin	8	2	10
Mississippi	11	1	12	Wyoming	0	0	0
Missouri	6	4	10				

PERFORMANCE MEASURE 13B: Total Dollar Amount Referred for Further Action

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	\$13,523	\$0	\$13,523	Montana	\$3,583	\$12,426	\$16,009
Alaska	\$0	\$0	\$0	Nebraska	\$53,740	\$18,288	\$72,028
Arizona	\$0	\$0	\$0	Nevada	\$18,844	\$1,000	\$19,844
Arkansas	\$119	\$590	\$709	New Hampshire	\$305	\$9,546	\$9,851
California	\$829,756	\$107,496	\$937,252	New Jersey	\$3,694	\$87,026	\$90,720
Colorado	\$128,827	\$42,440	\$171,268	New Mexico	\$41,366	\$183,677	\$225,043
Connecticut	\$240	\$1,692	\$1,932	New York	\$59,764	\$47,583	\$107,347
Delaware	\$1,842	\$465	\$2,307	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$600	\$0	\$600	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$3,615	\$2,109	\$5,724
Florida	\$39,075	\$35,138	\$74,213	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$30,347	\$0	\$30,347	Oregon	\$0	\$125	\$125
Georgia – GeorgiaCares	\$0	\$21,850	\$21,850	Pennsylvania	\$0	\$289	\$289
Guam	\$0	\$1,073	\$1,073	Puerto Rico	\$21,659	\$0	\$21,659
Hawaii	\$0	\$989	\$989	Rhode Island	\$0	\$0	\$0
Idaho	\$1,583	\$10,459	\$12,042	South Carolina	\$25,002	\$1,615	\$26,617
Illinois	\$1,816	\$11,697	\$13,513	South Dakota	\$149	\$0	\$149
Indiana	\$4,658	\$433	\$5,092	Tennessee	\$359	\$0	\$359
Iowa	\$354	\$81	\$435	Texas – BBBEF	\$8,463	\$25,214	\$33,677
Kansas	\$24,086	\$39,212	\$63,299	Texas – NHCOA	\$171,267	\$22,005	\$193,272
Kentucky	\$0	\$1,348	\$1,348	Utah	\$8,306	\$0	\$8,306
Louisiana	\$0	\$0	\$0	Vermont	\$128	\$0	\$128
Maine	\$0	\$25,710	\$25,710	Virginia	\$0	\$359	\$359
Maryland	\$9,024	\$5,180	\$14,204	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$74	\$619	\$693	Washington	\$0	\$10,960	\$10,960
Michigan	\$17,117	\$1,560	\$18,677	West Virginia	\$1,665	\$16,853	\$18,518
Minnesota	\$37,101	\$28,284	\$65,385	Wisconsin	\$0	\$0	\$0
Mississippi	\$250	\$0	\$250	Wyoming	\$0	\$0	\$0
Missouri	\$4,766	\$840	\$5,606				

PERFORMANCE MEASURE 14: Number of Complex Issues Resolved							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	22	7	29	Montana	3	6	9
Alaska	0	0	0	Nebraska	7	12	19
Arizona	6	4	10	Nevada	11	6	17
Arkansas	18	4	22	New Hampshire	0	3	3
California	10	14	24	New Jersey	5	4	9
Colorado	6	6	12	New Mexico	38	43	81
Connecticut	3	2	5	New York	11	16	27
Delaware	5	5	10	North Carolina	0	0	0
District of Columbia – AARP	4	1	5	North Dakota	2	5	7
District of Columbia – FH	0	0	0	Ohio	1	2	3
Florida	26	7	33	Oklahoma	1	2	3
Georgia – AAA	33	6	39	Oregon	1	1	2
Georgia – GeorgiaCares	0	12	12	Pennsylvania	0	10	10
Guam	0	3	3	Puerto Rico	0	0	0
Hawaii	5	0	5	Rhode Island	2	1	3
Idaho	17	3	20	South Carolina	1	0	1
Illinois	10	21	31	South Dakota	19	4	23
Indiana	3	3	6	Tennessee	9	21	30
Iowa	5	5	10	Texas – BBBEF	23	3	26
Kansas	4	2	6	Texas – NHCOA	241	113	354
Kentucky	2	63	65	Utah	3	51	54
Louisiana	0	0	0	Vermont	10	2	12
Maine	1	0	1	Virginia	0	0	0
Maryland	25	13	38	Virgin Islands	0	0	0
Massachusetts	3	24	27	Washington	1	35	36
Michigan	52	3	55	West Virginia	2	33	35
Minnesota	705	545	1,250	Wisconsin	11	13	24
Mississippi	42	153	195	Wyoming	0	0	0
Missouri	5	1	6				

PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	22	22	22	Montana	20	20	20
Alaska	1	1	1	Nebraska	23	23	23
Arizona	4	4	4	Nevada	18	18	18
Arkansas	73	73	73	New Hampshire	15	15	15
California	157	157	157	New Jersey	44	44	44
Colorado	51	51	51	New Mexico	80	80	80
Connecticut	15	15	15	New York	84	84	84
Delaware	11	11	11	North Carolina	0	0	0
District of Columbia – AARP	2	2	2	North Dakota	0	0	0
District of Columbia – FH	0	0	0	Ohio	26	26	26
Florida	159	160	160	Oklahoma	3	3	3
Georgia – AAA	36	36	36	Oregon - SMP	11	11	11
Georgia – GeorgiaCares	47	47	47	Pennsylvania	9	9	9
Guam	6	6	6	Puerto Rico	2	2	2
Hawaii	2	2	2	Rhode Island	41	41	41
Idaho	7	7	7	South Carolina	41	41	41
Illinois	6	6	6	South Dakota	0	0	0
Indiana	18	18	18	Tennessee	44	44	44
Iowa	17	17	17	Texas – BBBEF	62	62	62
Kansas	55	55	55	Texas – NHCOA	78	78	78
Kentucky	4	4	4	Utah	37	37	37
Louisiana	3	3	3	Vermont	16	16	16
Maine	17	17	17	Virginia	8	8	8
Maryland	21	21	21	Virgin Islands	0	0	0
Massachusetts	5	5	5	Washington	24	24	24
Michigan	40	40	40	West Virginia	83	83	83
Minnesota	26	26	26	Wisconsin	20	20	20
Mississippi	88	88	88	Wyoming	0	0	0
Missouri	54	54	54				

PERFORMANCE MEASURE 16: Cost Avoidance on Behalf of Medicare, Medicaid, Beneficiaries, or Others

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	\$0	\$0	\$0	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$40,368	\$193	\$40,561
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Colorado	\$963	\$0	\$963	New Mexico	\$3,372	\$10,411	\$13,783
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$60	\$0	\$60	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – GeorgiaCares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Idaho	\$1,369	\$2,512	\$3,881	South Carolina	\$0	\$0	\$0
Illinois	\$0	\$105	\$105	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$2,879	\$0	\$2,879	Texas – NHCOA	\$2,670	\$1,720	\$4,389
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$2,175	\$2,175	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$1,357	\$2,852	\$4,209	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$0	\$0	\$0				

PERFORMANCE MEASURE 17A: Actual Medicare Funds Recovered Attributable to the Projects							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	\$0	\$0	\$0	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New Mexico	\$0	\$14,567	\$14,567
Connecticut	\$0	\$0	\$0	New York	\$2,193	\$0	\$2,193
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$615	\$0	\$615	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – GeorgiaCares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$3,693	\$0	\$3,693				

PERFORMANCE MEASURE 17B: Actual Medicaid Funds Recovered Attributable to the Projects							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	\$0	\$0	\$0	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – GeorgiaCares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$0	\$0	\$0				

PERFORMANCE MEASURE 17C: Actual Savings to Beneficiaries Attributable to the Projects							
	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	\$0	\$0	\$0	Montana	\$10,256	\$382	\$10,638
Alaska	\$0	\$0	\$0	Nebraska	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Colorado	\$3,434	\$3,116	\$6,550	New Mexico	\$4,162	\$0	\$4,162
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$398	\$118	\$516	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – GeorgiaCares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$477	\$477	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Idaho	\$858	\$584	\$1,442	South Carolina	\$0	\$0	\$0
Illinois	\$909	\$1,668	\$2,577	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$133	\$386	\$518
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$100	\$0	\$100	Texas – NHCOA	\$1,085	\$0	\$1,085
Kentucky	\$0	\$0	\$0	Utah	\$1,326	\$0	\$1,326
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$585	\$585	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$1,964	\$0	\$1,964	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$2,607	\$0	\$2,607				

PERFORMANCE MEASURE 17D: Other Savings Attributable to the Projects

	Jan–June	July–Dec	Total for 2008		Jan–June	July–Dec	Total for 2008
Alabama	\$0	\$0	\$0	Montana	\$0	\$0	\$0
Alaska	\$0	\$0	\$0	Nebraska	\$0	\$3,114	\$3,114
Arizona	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
California	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	New York	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
District of Columbia – AARP	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia – FH	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia – AAA	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Georgia – GeorgiaCares	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Texas – BBBEF	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – NHCOA	\$0	\$130	\$130
Kentucky	\$0	\$0	\$0	Utah	\$5,909	\$0	\$5,909
Louisiana	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Minnesota	\$968	\$0	\$968	Wisconsin	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Missouri	\$0	\$0	\$0				

Individual Project Results for 2008

The following tables provide the results for each performance measure for each of the 57 Senior Medicare Patrol Projects operating in 2008. Each table provides the performance measure results for the two 6-month reporting periods.

Totals may not add up because of rounding.

Two projects, the District of Columbia Friendship House Association and the Georgia Department of Human Resources, closed in 2008.

For performance measure #1, “Total number of active volunteers,” many of the volunteers are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

For performance measure #15, “Number of complex issues pending further action,” many of the complex issues are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

A P P E N D I X - D

Alabama – Department of Senior Services, Montgomery				
In operation since: July 2006		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	25	21	31
2	Total number of volunteer training hours	80	67	147
3	Total number of volunteer work hours	117	2,993	3,110
4	Number of media outreach events	88	127	215
5	Number of community outreach education events conducted	194	131	325
6	Estimated number of people reached by community outreach education events	18,033	11,054	29,087
7	Number of group education sessions for beneficiaries	180	149	329
8A	Number of beneficiaries who attended group education sessions	5,983	4,249	10,232
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	221	177	398
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	104	150	254
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	104	401	505
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	49	165	214
10	Total number of simple inquiries received	198	226	424
11	Total number of simple inquiries resolved	195	223	418
12	Number of inquiries involving complex issues received	31	4	35
13A	Number of inquiries involving complex issues referred for further action	1	0	1
13B	Total dollar amount referred for further action	\$13,523	\$0	\$13,523
14	Number of complex issues resolved	22	7	29
15	Number of complex issues pending further action	22	22	22
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Alaska – Medicare Senior Information & Referral Office, Anchorage				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	28	19	33
2	Total number of volunteer training hours	74	154	228
3	Total number of volunteer work hours	633	0	633
4	Number of media outreach events	31	2	33
5	Number of community outreach education events conducted	3	6	9
6	Estimated number of people reached by community outreach education events	120	94,451	94,571
7	Number of group education sessions for beneficiaries	3	3	6
8A	Number of beneficiaries who attended group education sessions	118	161	279
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	17	0	17
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	17	0	17
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	16	0	16
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1	0	1
10	Total number of simple inquiries received	11	5	16
11	Total number of simple inquiries resolved	7	5	12
12	Number of inquiries involving complex issues received	0	3	3
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	1	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Arizona – Arizona Department of Economic Security, Phoenix				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	15	14	25
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	1,518	4,516	6,034
4	Number of media outreach events	0	0	0
5	Number of community outreach education events conducted	62	26	88
6	Estimated number of people reached by community outreach education events	1,471	2,035	3,506
7	Number of group education sessions for beneficiaries	18	74	92
8A	Number of beneficiaries who attended group education sessions	651	4,862	5,513
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	19	55	74
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	30	63	93
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	15	35	50
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	2	2
10	Total number of simple inquiries received	360	175	535
11	Total number of simple inquiries resolved	360	175	535
12	Number of inquiries involving complex issues received	0	9	9
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	6	4	10
15	Number of complex issues pending further action	4	4	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Arkansas – Arkansas Department of Human Services, Division of Aging and Adult Services, Little Rock				
In operation since: July 2002		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	69	57	99
2	Total number of volunteer training hours	122	70	192
3	Total number of volunteer work hours	574	1,305	1,879
4	Number of media outreach events	30	360	390
5	Number of community outreach education events conducted	16	24	40
6	Estimated number of people reached by community outreach education events	2,321	3,705	6,026
7	Number of group education sessions for beneficiaries	21	42	63
8A	Number of beneficiaries who attended group education sessions	451	2,114	2,565
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	146	281	427
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	177	334	511
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	81	339	420
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	327	378	705
10	Total number of simple inquiries received	203	211	414
11	Total number of simple inquiries resolved	197	210	407
12	Number of inquiries involving complex issues received	39	19	58
13A	Number of inquiries involving complex issues referred for further action	2	2	4
13B	Total dollar amount referred for further action	\$119	\$590	\$709
14	Number of complex issues resolved	18	4	22
15	Number of complex issues pending further action	73	73	73
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

California – California Health Insurance Counseling Advocacy Programs Association, Santa Ana				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	130	161	242
2	Total number of volunteer training hours	258	180	438
3	Total number of volunteer work hours	1,105	1,349	2,454
4	Number of media outreach events	57	259	316
5	Number of community outreach education events conducted	17	61	78
6	Estimated number of people reached by community outreach education events	1,097	10,705	11,802
7	Number of group education sessions for beneficiaries	329	380	709
8A	Number of beneficiaries who attended group education sessions	8,284	11,628	19,912
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	35	29	64
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	30	49	79
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	27	43	70
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	1	1
10	Total number of simple inquiries received	27	20	47
11	Total number of simple inquiries resolved	24	19	43
12	Number of inquiries involving complex issues received	47	52	99
13A	Number of inquiries involving complex issues referred for further action	44	42	86
13B	Total dollar amount referred for further action	\$829,756	\$107,496	\$937,252
14	Number of complex issues resolved	10	14	24
15	Number of complex issues pending further action	157	157	157
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X ~ D

Colorado – Colorado Division of Insurance, Denver				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	62	3	62
2	Total number of volunteer training hours	959	3	962
3	Total number of volunteer work hours	492	3	495
4	Number of media outreach events	13	37	50
5	Number of community outreach education events conducted	10	7	17
6	Estimated number of people reached by community outreach education events	514	370	884
7	Number of group education sessions for beneficiaries	34	36	70
8A	Number of beneficiaries who attended group education sessions	587	855	1,442
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	0	0
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	0	0
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	0	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	14	52	66
11	Total number of simple inquiries resolved	14	52	66
12	Number of inquiries involving complex issues received	22	7	29
13A	Number of inquiries involving complex issues referred for further action	14	13	27
13B	Total dollar amount referred for further action	\$128,827	\$42,440	\$171,268
14	Number of complex issues resolved	6	6	12
15	Number of complex issues pending further action	51	51	51
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$963	\$0	\$963
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$3,434	\$3,116	\$6,550
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$3,434	\$3,116	\$6,550

A P P E N D I X ~ D

Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	36	31	67
2	Total number of volunteer training hours	548	616	1,164
3	Total number of volunteer work hours	1,016	6	1,022
4	Number of media outreach events	21	9	30
5	Number of community outreach education events conducted	36	29	65
6	Estimated number of people reached by community outreach education events	6,366	560,293	566,659
7	Number of group education sessions for beneficiaries	30	25	55
8A	Number of beneficiaries who attended group education sessions	897	895	1,792
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	233	262	495
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	329	336	665
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	166	122	288
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	3	3
10	Total number of simple inquiries received	28	112	140
11	Total number of simple inquiries resolved	28	112	140
12	Number of inquiries involving complex issues received	15	7	22
13A	Number of inquiries involving complex issues referred for further action	0	2	2
13B	Total dollar amount referred for further action	\$240	\$1,692	\$1,932
14	Number of complex issues resolved	3	2	5
15	Number of complex issues pending further action	15	15	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X ~ D

Delaware – Delaware Partners - Division of Aging and Adults With Physical Disabilities, New Castle				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	19	21	23
2	Total number of volunteer training hours	173	1,078	1,251
3	Total number of volunteer work hours	569	1,386	1,955
4	Number of media outreach events	5	0	5
5	Number of community outreach education events conducted	39	29	68
6	Estimated number of people reached by community outreach education events	1,976	3,008	4,984
7	Number of group education sessions for beneficiaries	20	18	38
8A	Number of beneficiaries who attended group education sessions	459	327	786
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	56	147	203
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	132	161	293
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	46	100	146
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	113	178	291
10	Total number of simple inquiries received	48	59	107
11	Total number of simple inquiries resolved	41	39	80
12	Number of inquiries involving complex issues received	11	7	18
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$1,842	\$465	\$2,307
14	Number of complex issues resolved	5	5	10
15	Number of complex issues pending further action	11	11	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X ~ D

District of Columbia – The AARP Foundation, Washington, DC				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	27	46	55
2	Total number of volunteer training hours	158	219	377
3	Total number of volunteer work hours	186	136	322
4	Number of media outreach events	3	139	142
5	Number of community outreach education events conducted	11	20	31
6	Estimated number of people reached by community outreach education events	8,695	6,501	15,196
7	Number of group education sessions for beneficiaries	17	23	40
8A	Number of beneficiaries who attended group education sessions	332	366	698
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	70	103	173
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	128	159	287
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	14	44	58
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	7	9
10	Total number of simple inquiries received	25	21	46
11	Total number of simple inquiries resolved	25	21	46
12	Number of inquiries involving complex issues received	6	3	9
13A	Number of inquiries involving complex issues referred for further action	4	1	5
13B	Total dollar amount referred for further action	\$600	\$0	\$600
14	Number of complex issues resolved	4	1	5
15	Number of complex issues pending further action	2	2	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

District of Columbia – Friendship House Association, Washington, DC				
In operation since: July 1999 (closed June 2008)		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	4	0	4
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	22	0	22
4	Number of media outreach events	0	0	0
5	Number of community outreach education events conducted	2	0	2
6	Estimated number of people reached by community outreach education events	20	0	20
7	Number of group education sessions for beneficiaries	1	0	1
8A	Number of beneficiaries who attended group education sessions	0	0	0
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	4	0	4
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	10	0	10
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	2	0	2
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	0	0	0
11	Total number of simple inquiries resolved	0	0	0
12	Number of inquiries involving complex issues received	0	0	0
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X ~ D

Florida – Area Agency on Aging of Pasco Pinellas, Inc., St. Petersburg				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	157	111	234
2	Total number of volunteer training hours	264	177	441
3	Total number of volunteer work hours	348	586	934
4	Number of media outreach events	34	55	89
5	Number of community outreach education events conducted	83	89	172
6	Estimated number of people reached by community outreach education events	9,627	8,286	17,913
7	Number of group education sessions for beneficiaries	103	140	243
8A	Number of beneficiaries who attended group education sessions	4,523	4,419	8,942
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	12	128	140
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	29	167	196
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	4	111	115
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9	1	10
10	Total number of simple inquiries received	55	47	102
11	Total number of simple inquiries resolved	54	47	101
12	Number of inquiries involving complex issues received	52	30	82
13A	Number of inquiries involving complex issues referred for further action	14	17	31
13B	Total dollar amount referred for further action	\$39,075	\$35,138	\$74,213
14	Number of complex issues resolved	26	7	33
15	Number of complex issues pending further action	159	160	160
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$60	\$0	\$60
17A	Actual Medicare funds recovered attributable to the projects	\$615	\$0	\$615
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$398	\$118	\$516
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$1,013	\$118	\$1,131

A P P E N D I X ~ D

Georgia – Atlanta Regional Commission, Area Agency on Aging, Atlanta				
In operation since: July 1999 (closed Dec 2008)		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	24	3	24
2	Total number of volunteer training hours	250	10	260
3	Total number of volunteer work hours	164	0	164
4	Number of media outreach events	10	0	10
5	Number of community outreach education events conducted	6	0	6
6	Estimated number of people reached by community outreach education events	274	0	274
7	Number of group education sessions for beneficiaries	104	0	104
8A	Number of beneficiaries who attended group education sessions	2,450	0	2,450
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	217	0	217
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	272	0	272
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	191	0	191
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	90	0	90
10	Total number of simple inquiries received	80	0	80
11	Total number of simple inquiries resolved	80	0	80
12	Number of inquiries involving complex issues received	59	0	59
13A	Number of inquiries involving complex issues referred for further action	7	2	9
13B	Total dollar amount referred for further action	\$30,347	\$0	\$30,347
14	Number of complex issues resolved	33	6	39
15	Number of complex issues pending further action	36	36	36
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Georgia – GeorgiaCares Department of Human Resources, Division of Aging Services, Atlanta

In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	91	57	115
2	Total number of volunteer training hours	163	227	390
3	Total number of volunteer work hours	1,042	2,183	3,225
4	Number of media outreach events	84	3,682	3,766
5	Number of community outreach education events conducted	242	73	315
6	Estimated number of people reached by community outreach education events	25,758	12,744	38,502
7	Number of group education sessions for beneficiaries	226	201	427
8A	Number of beneficiaries who attended group education sessions	7,528	7,103	14,631
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	24	480	504
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	28	595	623
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	14	495	509
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4	39	43
10	Total number of simple inquiries received	702	1,769	2,471
11	Total number of simple inquiries resolved	698	1,762	2,460
12	Number of inquiries involving complex issues received	0	56	56
13A	Number of inquiries involving complex issues referred for further action	1	16	17
13B	Total dollar amount referred for further action	\$0	\$21,850	\$21,850
14	Number of complex issues resolved	0	12	12
15	Number of complex issues pending further action	47	47	47
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Guam – Division of Senior Citizens, Department of Public Health & Social Services, Hagatna				
In operation since: July 2005		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	16	9	18
2	Total number of volunteer training hours	384	183	567
3	Total number of volunteer work hours	587	657	1,244
4	Number of media outreach events	25,916	18,537	44,453
5	Number of community outreach education events conducted	13	12	25
6	Estimated number of people reached by community outreach education events	917	1,488	2,405
7	Number of group education sessions for beneficiaries	0	54	54
8A	Number of beneficiaries who attended group education sessions	0	991	991
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	273	273
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	239	239
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	256	256
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	23	59	82
10	Total number of simple inquiries received	304	555	859
11	Total number of simple inquiries resolved	304	555	859
12	Number of inquiries involving complex issues received	1	3	4
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$1,073	\$1,073
14	Number of complex issues resolved	0	3	3
15	Number of complex issues pending further action	6	6	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$477	\$477
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$477	\$477

Hawaii – State of Hawaii Executive Office on Aging, Honolulu				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	16	30	36
2	Total number of volunteer training hours	31	52	83
3	Total number of volunteer work hours	162	180	342
4	Number of media outreach events	0	0	0
5	Number of community outreach education events conducted	8	16	24
6	Estimated number of people reached by community outreach education events	1,715	2,660	4,375
7	Number of group education sessions for beneficiaries	11	23	34
8A	Number of beneficiaries who attended group education sessions	361	732	1,093
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	3	0	3
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	3	0	3
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	2	0	2
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	37	35	72
11	Total number of simple inquiries resolved	37	35	72
12	Number of inquiries involving complex issues received	2	5	7
13A	Number of inquiries involving complex issues referred for further action	0	8	8
13B	Total dollar amount referred for further action	\$0	\$989	\$989
14	Number of complex issues resolved	5	0	5
15	Number of complex issues pending further action	2	2	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Idaho – Idaho Commission on Aging, Boise				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	99	123	172
2	Total number of volunteer training hours	807	787	1,594
3	Total number of volunteer work hours	1,051	3,557	4,608
4	Number of media outreach events	4	5	9
5	Number of community outreach education events conducted	28	29	57
6	Estimated number of people reached by community outreach education events	2,756	1,929	4,685
7	Number of group education sessions for beneficiaries	39	69	108
8A	Number of beneficiaries who attended group education sessions	1,413	2,242	3,655
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	127	656	783
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	213	894	1,107
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	163	354	517
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	171	173
10	Total number of simple inquiries received	726	1,520	2,246
11	Total number of simple inquiries resolved	726	1,520	2,246
12	Number of inquiries involving complex issues received	17	1	18
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$1,583	\$10,459	\$12,042
14	Number of complex issues resolved	17	3	20
15	Number of complex issues pending further action	7	7	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,369	\$2,512	\$3,881
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$858	\$584	\$1,442
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$858	\$584	\$1,442

Illinois – AgeOptions, Oak Park

In operation since: July 2006		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	34	15	40
2	Total number of volunteer training hours	48	4	52
3	Total number of volunteer work hours	518	75	593
4	Number of media outreach events	35	33	68
5	Number of community outreach education events conducted	86	96	182
6	Estimated number of people reached by community outreach education events	5,581	11,459	17,040
7	Number of group education sessions for beneficiaries	126	126	252
8A	Number of beneficiaries who attended group education sessions	3,196	3,555	6,751
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	29	31	60
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	29	40	69
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	21	17	38
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	70	115	185
10	Total number of simple inquiries received	92	112	204
11	Total number of simple inquiries resolved	91	112	203
12	Number of inquiries involving complex issues received	17	17	34
13A	Number of inquiries involving complex issues referred for further action	7	3	10
13B	Total dollar amount referred for further action	\$1,816	\$11,697	\$13,513
14	Number of complex issues resolved	10	21	31
15	Number of complex issues pending further action	6	6	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$105	\$105
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$909	\$1,668	\$2,577
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$909	\$1,668	\$2,577

A P P E N D I X - D

Indiana – Indiana Association of Area Agencies on Aging, Education Institute, Indianapolis				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	66	306	337
2	Total number of volunteer training hours	62	665	727
3	Total number of volunteer work hours	407	618	1,025
4	Number of media outreach events	1,090	1,987	3,077
5	Number of community outreach education events conducted	69	81	150
6	Estimated number of people reached by community outreach education events	13,790	15,746	29,536
7	Number of group education sessions for beneficiaries	75	124	199
8A	Number of beneficiaries who attended group education sessions	1,742	2,929	4,671
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	104	45	149
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	177	59	236
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	99	31	130
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	12	186	198
10	Total number of simple inquiries received	54	97	151
11	Total number of simple inquiries resolved	54	96	150
12	Number of inquiries involving complex issues received	8	8	16
13A	Number of inquiries involving complex issues referred for further action	3	3	6
13B	Total dollar amount referred for further action	\$4,658	\$433	\$5,092
14	Number of complex issues resolved	3	3	6
15	Number of complex issues pending further action	18	18	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Iowa – Hawkeye Valley Area Agency on Aging, Waterloo				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	56	42	70
2	Total number of volunteer training hours	25	198	223
3	Total number of volunteer work hours	1,535	1,030	2,565
4	Number of media outreach events	213	38	251
5	Number of community outreach education events conducted	284	149	433
6	Estimated number of people reached by community outreach education events	16,447	2,145	18,592
7	Number of group education sessions for beneficiaries	267	190	457
8A	Number of beneficiaries who attended group education sessions	6,013	3,903	9,916
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	209	95	304
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	458	263	721
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	201	86	287
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	48	22	70
10	Total number of simple inquiries received	122	138	260
11	Total number of simple inquiries resolved	122	138	260
12	Number of inquiries involving complex issues received	9	9	18
13A	Number of inquiries involving complex issues referred for further action	5	2	7
13B	Total dollar amount referred for further action	\$354	\$81	\$435
14	Number of complex issues resolved	5	5	10
15	Number of complex issues pending further action	17	17	17
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Kansas – Department on Aging, Topeka				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	56	63	105
2	Total number of volunteer training hours	169	170	339
3	Total number of volunteer work hours	141	205	346
4	Number of media outreach events	0	18	18
5	Number of community outreach education events conducted	19	4	23
6	Estimated number of people reached by community outreach education events	1,249	1,114	2,363
7	Number of group education sessions for beneficiaries	19	15	34
8A	Number of beneficiaries who attended group education sessions	2,522	556	3,078
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	132	38	170
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	107	27	134
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	135	35	170
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5	0	5
10	Total number of simple inquiries received	84	41	125
11	Total number of simple inquiries resolved	68	40	108
12	Number of inquiries involving complex issues received	25	15	40
13A	Number of inquiries involving complex issues referred for further action	12	3	15
13B	Total dollar amount referred for further action	\$24,086	\$39,212	\$63,299
14	Number of complex issues resolved	4	2	6
15	Number of complex issues pending further action	55	55	55
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,879	\$0	\$2,879
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$100	\$0	\$100
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$100	\$0	\$100

A P P E N D I X - D

Kentucky – Department of Housing & Family Services, Office for Aging and Disabled Citizens, Louisville				
In operation since: July 2001		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	67	91	126
2	Total number of volunteer training hours	83	575	658
3	Total number of volunteer work hours	1,787	961	2,748
4	Number of media outreach events	88	114,133	114,221
5	Number of community outreach education events conducted	63	52	115
6	Estimated number of people reached by community outreach education events	3,431	3,574	7,005
7	Number of group education sessions for beneficiaries	31	37	68
8A	Number of beneficiaries who attended group education sessions	792	7,059	7,851
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	338	302	640
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	216	360	576
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	238	56	294
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	554	534	1,088
10	Total number of simple inquiries received	351	1,166	1,517
11	Total number of simple inquiries resolved	338	1,140	1,478
12	Number of inquiries involving complex issues received	3	72	75
13A	Number of inquiries involving complex issues referred for further action	1	1	2
13B	Total dollar amount referred for further action	\$0	\$1,348	\$1,348
14	Number of complex issues resolved	2	63	65
15	Number of complex issues pending further action	4	4	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Louisiana – Vernon Parish Council on Aging, Inc., Leesville				
In operation since: July 2000		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	10	9	13
2	Total number of volunteer training hours	30	93	123
3	Total number of volunteer work hours	389	393	782
4	Number of media outreach events	255	91	346
5	Number of community outreach education events conducted	38	13	51
6	Estimated number of people reached by community outreach education events	588	128	716
7	Number of group education sessions for beneficiaries	18	3	21
8A	Number of beneficiaries who attended group education sessions	270	37	307
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	7	7
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	15	12	27
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	1	1
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	19	26	45
10	Total number of simple inquiries received	172	331	503
11	Total number of simple inquiries resolved	172	331	503
12	Number of inquiries involving complex issues received	0	5	5
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	3	3	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Maine – Legal Services for the Elderly, Augusta				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	61	78	98
2	Total number of volunteer training hours	2,421	727	3,148
3	Total number of volunteer work hours	1,004	1,497	2,501
4	Number of media outreach events	7,022	1,502	8,524
5	Number of community outreach education events conducted	48	36	84
6	Estimated number of people reached by community outreach education events	2,959	1,816	4,775
7	Number of group education sessions for beneficiaries	46	27	73
8A	Number of beneficiaries who attended group education sessions	1,002	464	1,466
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	123	0	123
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	162	0	162
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	90	0	90
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	138	874	1,012
10	Total number of simple inquiries received	329	176	505
11	Total number of simple inquiries resolved	329	167	496
12	Number of inquiries involving complex issues received	12	5	17
13A	Number of inquiries involving complex issues referred for further action	2	1	3
13B	Total dollar amount referred for further action	\$0	\$25,710	\$25,710
14	Number of complex issues resolved	1	0	1
15	Number of complex issues pending further action	17	17	17
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$2,175	\$2,175
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$585	\$585
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$585	\$585

Maryland – Maryland Department of Aging, Baltimore				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	105	123	133
2	Total number of volunteer training hours	2,338	2,334	4,672
3	Total number of volunteer work hours	2,632	4,750	7,382
4	Number of media outreach events	60	59	119
5	Number of community outreach education events conducted	56	61	117
6	Estimated number of people reached by community outreach education events	4,473	9,167	13,640
7	Number of group education sessions for beneficiaries	72	80	152
8A	Number of beneficiaries who attended group education sessions	1,518	2,632	4,150
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	220	207	427
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	313	212	525
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	357	221	578
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	83	185	268
10	Total number of simple inquiries received	395	635	1,030
11	Total number of simple inquiries resolved	387	634	1,021
12	Number of inquiries involving complex issues received	40	46	86
13A	Number of inquiries involving complex issues referred for further action	2	1	3
13B	Total dollar amount referred for further action	\$9,024	\$5,180	\$14,204
14	Number of complex issues resolved	25	13	38
15	Number of complex issues pending further action	21	21	21
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Massachusetts – Elder Services of Merrimack Valley, Inc., Lawrence				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	13	25	26
2	Total number of volunteer training hours	3,920	120	4,040
3	Total number of volunteer work hours	1,800	3,120	4,920
4	Number of media outreach events	11,000	2,116	13,116
5	Number of community outreach education events conducted	6	10	16
6	Estimated number of people reached by community outreach education events	886	547	1,433
7	Number of group education sessions for beneficiaries	9	12	21
8A	Number of beneficiaries who attended group education sessions	266	439	705
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	311	401	712
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	208	402	610
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	177	338	515
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	29	85	114
10	Total number of simple inquiries received	66	227	293
11	Total number of simple inquiries resolved	66	227	293
12	Number of inquiries involving complex issues received	12	42	54
13A	Number of inquiries involving complex issues referred for further action	0	4	4
13B	Total dollar amount referred for further action	\$74	\$619	\$693
14	Number of complex issues resolved	3	24	27
15	Number of complex issues pending further action	5	5	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Michigan – Medicare/Medicaid Assistance Program, Lansing				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	154	301	320
2	Total number of volunteer training hours	1,070	5,647	6,717
3	Total number of volunteer work hours	8	0	8
4	Number of media outreach events	16	134	150
5	Number of community outreach education events conducted	9	22	31
6	Estimated number of people reached by community outreach education events	595	51,979	52,574
7	Number of group education sessions for beneficiaries	91	15	106
8A	Number of beneficiaries who attended group education sessions	58,457	18,287	76,744
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	33	33
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	27	27
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	26	26
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	117	7	124
11	Total number of simple inquiries resolved	117	7	124
12	Number of inquiries involving complex issues received	54	8	62
13A	Number of inquiries involving complex issues referred for further action	8	1	9
13B	Total dollar amount referred for further action	\$17,117	\$1,560	\$18,677
14	Number of complex issues resolved	52	3	55
15	Number of complex issues pending further action	40	40	40
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Minnesota – Minnesota Board on Aging/Senior LinkAge Line, Saint Paul				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	42	49	78
2	Total number of volunteer training hours	216	378	594
3	Total number of volunteer work hours	227	168	395
4	Number of media outreach events	8	0	8
5	Number of community outreach education events conducted	18	19	37
6	Estimated number of people reached by community outreach education events	1,727	4,740	6,467
7	Number of group education sessions for beneficiaries	184	130	314
8A	Number of beneficiaries who attended group education sessions	1,918	1,325	3,243
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	40	25	65
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	53	23	76
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	14	14	28
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	125	88	213
10	Total number of simple inquiries received	201	235	436
11	Total number of simple inquiries resolved	201	235	436
12	Number of inquiries involving complex issues received	745	538	1,283
13A	Number of inquiries involving complex issues referred for further action	2	45	47
13B	Total dollar amount referred for further action	\$37,101	\$28,284	\$65,385
14	Number of complex issues resolved	705	545	1250
15	Number of complex issues pending further action	26	26	26
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,357	\$2,852	\$4,209
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,964	\$0	\$1,964
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$968	\$0	\$968
17A–17D	Total savings attributable to the projects	\$2,932	\$0	\$2,932

A P P E N D I X - D

Mississippi – Mississippi Department of Human Services, Division of Aging and Adult Services, Jackson				
In operation since: July 2000		Jan. – June	July – Dec.	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	30	25	45
2	Total number of volunteer training hours	117	358	475
3	Total number of volunteer work hours	1,084	1,006	2,090
4	Number of media outreach events	0	276,501	276,501
5	Number of community outreach education events conducted	66	65	131
6	Estimated number of people reached by community outreach education events	2,339	6,011	8,350
7	Number of group education sessions for beneficiaries	32	16	48
8A	Number of beneficiaries who attended group education sessions	755	624	1,379
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	17	17
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	15	15
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	3	3
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3	0	3
10	Total number of simple inquiries received	2	58	60
11	Total number of simple inquiries resolved	2	58	60
12	Number of inquiries involving complex issues received	234	145	379
13A	Number of inquiries involving complex issues referred for further action	11	1	12
13B	Total dollar amount referred for further action	\$250	\$0	\$250
14	Number of complex issues resolved	42	153	195
15	Number of complex issues pending further action	88	88	88
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Missouri – SORT Program Care Connection for Aging Services, Warrensburg				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	24	30	34
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	467	810	1,277
4	Number of media outreach events	1	4	5
5	Number of community outreach education events conducted	153	120	273
6	Estimated number of people reached by community outreach education events	4,860	5,177	10,037
7	Number of group education sessions for beneficiaries	21	36	57
8A	Number of beneficiaries who attended group education sessions	814	859	1,673
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	9	0	9
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	24	0	24
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	6	0	6
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	316	2	318
10	Total number of simple inquiries received	692	1,703	2,395
11	Total number of simple inquiries resolved	691	1,702	2,393
12	Number of inquiries involving complex issues received	30	22	52
13A	Number of inquiries involving complex issues referred for further action	6	4	10
13B	Total dollar amount referred for further action	\$4,766	\$840	\$5,606
14	Number of complex issues resolved	5	1	6
15	Number of complex issues pending further action	54	54	54
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$3,693	\$0	\$3,693
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$2,607	\$0	\$2,607
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$6,300	\$0	\$6,300

Montana – Missoula Aging Services, Missoula				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	47	52	52
2	Total number of volunteer training hours	188	130	318
3	Total number of volunteer work hours	300	181	481
4	Number of media outreach events	13,099	123	13,222
5	Number of community outreach education events conducted	18	14	32
6	Estimated number of people reached by community outreach education events	919	698	1,617
7	Number of group education sessions for beneficiaries	82	81	163
8A	Number of beneficiaries who attended group education sessions	2,387	2,377	4,764
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	101	30	131
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	176	66	242
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	71	34	105
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	272	183	455
10	Total number of simple inquiries received	4	1	5
11	Total number of simple inquiries resolved	4	1	5
12	Number of inquiries involving complex issues received	6	9	15
13A	Number of inquiries involving complex issues referred for further action	2	3	5
13B	Total dollar amount referred for further action	\$3,583	\$12,426	\$16,009
14	Number of complex issues resolved	3	6	9
15	Number of complex issues pending further action	20	20	20
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$10,256	\$382	\$10,638
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$10,256	\$382	\$10,638

A P P E N D I X - D

Nebraska – Nebraska Department of Health and Human Services-State Unit on Aging, Lincoln				
In operation since: July 2000		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	74	72	114
2	Total number of volunteer training hours	1,855	315	2,170
3	Total number of volunteer work hours	528	0	528
4	Number of media outreach events	49	2	51
5	Number of community outreach education events conducted	79	99	178
6	Estimated number of people reached by community outreach education events	6,531	10,655	17,186
7	Number of group education sessions for beneficiaries	24	46	70
8A	Number of beneficiaries who attended group education sessions	756	2,203	2,959
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	161	102	263
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	135	185	320
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	105	206	311
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	68	70
10	Total number of simple inquiries received	1,538	2,039	3,577
11	Total number of simple inquiries resolved	1,530	2,038	3,568
12	Number of inquiries involving complex issues received	12	18	30
13A	Number of inquiries involving complex issues referred for further action	0	2	2
13B	Total dollar amount referred for further action	\$53,740	\$18,288	\$72,028
14	Number of complex issues resolved	7	12	19
15	Number of complex issues pending further action	23	23	23
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$40,368	\$193	\$40,561
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$3,114	\$3,114
17A–17D	Total savings attributable to the projects	\$0	\$3,114	\$3,114

Nevada – State of Nevada Office of the Attorney General, Las Vegas				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	2	0	2
2	Total number of volunteer training hours	1	0	1
3	Total number of volunteer work hours	3	0	3
4	Number of media outreach events	1,733	3	1,736
5	Number of community outreach education events conducted	14	9	23
6	Estimated number of people reached by community outreach education events	1,410	1,345	2,755
7	Number of group education sessions for beneficiaries	21	3	24
8A	Number of beneficiaries who attended group education sessions	872	180	1,052
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	18	0	18
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	23	0	23
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	8	0	8
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	15	6	21
10	Total number of simple inquiries received	74	23	97
11	Total number of simple inquiries resolved	61	23	84
12	Number of inquiries involving complex issues received	20	3	23
13A	Number of inquiries involving complex issues referred for further action	4	1	5
13B	Total dollar amount referred for further action	\$18,844	\$1,000	\$19,844
14	Number of complex issues resolved	11	6	17
15	Number of complex issues pending further action	18	18	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

New Hampshire – New Hampshire Bureau of Elderly and Adult Services, Concord				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	1	30	30
2	Total number of volunteer training hours	0	200	200
3	Total number of volunteer work hours	5	117	122
4	Number of media outreach events	2,120	1,306	3,426
5	Number of community outreach education events conducted	28	25	53
6	Estimated number of people reached by community outreach education events	1,634	6,173	7,807
7	Number of group education sessions for beneficiaries	75	30	105
8A	Number of beneficiaries who attended group education sessions	1,922	802	2,724
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	84	41	125
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	162	89	251
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	68	54	122
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	2	2
10	Total number of simple inquiries received	1	3	4
11	Total number of simple inquiries resolved	1	3	4
12	Number of inquiries involving complex issues received	3	8	11
13A	Number of inquiries involving complex issues referred for further action	0	2	2
13B	Total dollar amount referred for further action	\$305	\$9,546	\$9,851
14	Number of complex issues resolved	0	3	3
15	Number of complex issues pending further action	15	15	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

New Jersey – Jewish Family & Vocational Services of Middlesex County, Inc., Edison				
In operation since: July 2001		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	8	4	10
2	Total number of volunteer training hours	0	4	4
3	Total number of volunteer work hours	58	27	85
4	Number of media outreach events	1,022	234	1,256
5	Number of community outreach education events conducted	28	13	41
6	Estimated number of people reached by community outreach education events	3,571	934	4,505
7	Number of group education sessions for beneficiaries	58	64	122
8A	Number of beneficiaries who attended group education sessions	1,875	1,931	3,806
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	349	381	730
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	587	568	1,155
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	261	224	485
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	50	66	116
10	Total number of simple inquiries received	126	95	221
11	Total number of simple inquiries resolved	126	94	220
12	Number of inquiries involving complex issues received	12	12	24
13A	Number of inquiries involving complex issues referred for further action	5	3	8
13B	Total dollar amount referred for further action	\$3,694	\$87,026	\$90,720
14	Number of complex issues resolved	5	4	9
15	Number of complex issues pending further action	44	44	44
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

New Mexico – New Mexico Aging and Long Term Services Department, Albuquerque				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	23	31	32
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	0	0	0
4	Number of media outreach events	0	0	0
5	Number of community outreach education events conducted	168	160	328
6	Estimated number of people reached by community outreach education events	5,447	15,039	20,486
7	Number of group education sessions for beneficiaries	0	0	0
8A	Number of beneficiaries who attended group education sessions	0	0	0
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	0	0
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	0	0
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	0	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	0	1	1
11	Total number of simple inquiries resolved	0	1	1
12	Number of inquiries involving complex issues received	53	43	96
13A	Number of inquiries involving complex issues referred for further action	6	4	10
13B	Total dollar amount referred for further action	\$41,366	\$183,677	\$225,043
14	Number of complex issues resolved	38	43	81
15	Number of complex issues pending further action	80	80	80
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$3,372	\$10,411	\$13,783
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$14,567	\$14,567
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$4,162	\$0	\$4,162
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$4,162	\$14,567	\$18,729

New York – Operation Restore Trust, Albany				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	384	415	420
2	Total number of volunteer training hours	1,071	208	1,279
3	Total number of volunteer work hours	412	1,668	2,080
4	Number of media outreach events	36	50	86
5	Number of community outreach education events conducted	38	127	165
6	Estimated number of people reached by community outreach education events	11,744	229,339	241,083
7	Number of group education sessions for beneficiaries	292	333	625
8A	Number of beneficiaries who attended group education sessions	12,242	11,896	24,138
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	115	47	162
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	626	29	655
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	111	7	118
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	42	1,775	1,817
10	Total number of simple inquiries received	44	42	86
11	Total number of simple inquiries resolved	44	39	83
12	Number of inquiries involving complex issues received	29	17	46
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$59,764	\$47,583	\$107,347
14	Number of complex issues resolved	11	16	27
15	Number of complex issues pending further action	84	84	84
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$2,193	\$0	\$2,193
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$2,193	\$0	\$2,193

North Carolina – Department of Insurance, Raleigh				
In operation since: July 2003		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	4	4	4
2	Total number of volunteer training hours	13	46	59
3	Total number of volunteer work hours	215	171	386
4	Number of media outreach events	56,275	102	56,377
5	Number of community outreach education events conducted	82	23	105
6	Estimated number of people reached by community outreach education events	16,650	3,738	20,388
7	Number of group education sessions for beneficiaries	90	33	123
8A	Number of beneficiaries who attended group education sessions	6,308	2,061	8,369
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	513	0	513
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	423	125	548
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	918	75	993
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1	0	1
10	Total number of simple inquiries received	0	0	0
11	Total number of simple inquiries resolved	0	0	0
12	Number of inquiries involving complex issues received	0	0	0
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

North Dakota – Minot State University, Minot				
In operation since: July 2003		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	16	15	28
2	Total number of volunteer training hours	16	28	44
3	Total number of volunteer work hours	64	87	151
4	Number of media outreach events	6	3	9
5	Number of community outreach education events conducted	13	18	31
6	Estimated number of people reached by community outreach education events	1,403	2,453	3,856
7	Number of group education sessions for beneficiaries	42	39	81
8A	Number of beneficiaries who attended group education sessions	930	989	1,919
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	177	108	285
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	273	104	377
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	62	50	112
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9	17	26
10	Total number of simple inquiries received	105	33	138
11	Total number of simple inquiries resolved	105	33	138
12	Number of inquiries involving complex issues received	2	7	9
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	2	5	7
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Ohio – Pro Seniors, Inc., Cincinnati

In operation since: July 2002		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	23	34	52
2	Total number of volunteer training hours	72	195	267
3	Total number of volunteer work hours	92	140	232
4	Number of media outreach events	23	22	45
5	Number of community outreach education events conducted	17	13	30
6	Estimated number of people reached by community outreach education events	1,490	1,156	2,646
7	Number of group education sessions for beneficiaries	29	37	66
8A	Number of beneficiaries who attended group education sessions	692	791	1,483
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	123	85	208
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	159	90	249
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	89	30	119
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	11	0	11
10	Total number of simple inquiries received	59	34	93
11	Total number of simple inquiries resolved	58	32	90
12	Number of inquiries involving complex issues received	7	8	15
13A	Number of inquiries involving complex issues referred for further action	2	3	5
13B	Total dollar amount referred for further action	\$3,615	\$2,109	\$5,724
14	Number of complex issues resolved	1	2	3
15	Number of complex issues pending further action	26	26	26
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Oklahoma – State of Oklahoma Department of Insurance, Oklahoma City				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	13	18	23
2	Total number of volunteer training hours	0	12	12
3	Total number of volunteer work hours	313	661	974
4	Number of media outreach events	7	422	429
5	Number of community outreach education events conducted	60	31	91
6	Estimated number of people reached by community outreach education events	3,903	5,115	9,018
7	Number of group education sessions for beneficiaries	59	90	149
8A	Number of beneficiaries who attended group education sessions	17,493	2,739	20,232
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	136	136
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	219	219
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	237	237
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	32	34
10	Total number of simple inquiries received	31	116	147
11	Total number of simple inquiries resolved	31	115	146
12	Number of inquiries involving complex issues received	3	3	6
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	1	2	3
15	Number of complex issues pending further action	3	3	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Oregon – Department of Human Services, State Unit on Aging, Salem

In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	103	115	139
2	Total number of volunteer training hours	1	0	1
3	Total number of volunteer work hours	704	925	1,629
4	Number of media outreach events	44	28	72
5	Number of community outreach education events conducted	9	78	87
6	Estimated number of people reached by community outreach education events	3,754	4,765	8,519
7	Number of group education sessions for beneficiaries	8	55	63
8A	Number of beneficiaries who attended group education sessions	259	1,566	1,825
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	63	19	82
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	52	16	68
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	71	13	84
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	487	2,006	2,493
10	Total number of simple inquiries received	77	710	787
11	Total number of simple inquiries resolved	76	707	783
12	Number of inquiries involving complex issues received	0	10	10
13A	Number of inquiries involving complex issues referred for further action	0	2	2
13B	Total dollar amount referred for further action	\$0	\$125	\$125
14	Number of complex issues resolved	1	1	2
15	Number of complex issues pending further action	11	11	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	43	33	49
2	Total number of volunteer training hours	47	0	47
3	Total number of volunteer work hours	536	467	1,003
4	Number of media outreach events	7	2	9
5	Number of community outreach education events conducted	29	51	80
6	Estimated number of people reached by community outreach education events	2,268	3,506	5,774
7	Number of group education sessions for beneficiaries	75	50	125
8A	Number of beneficiaries who attended group education sessions	1,974	1,160	3,134
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	43	66	109
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	83	93	176
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	30	34	64
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	89	453	542
10	Total number of simple inquiries received	7	10	17
11	Total number of simple inquiries resolved	7	10	17
12	Number of inquiries involving complex issues received	3	14	17
13A	Number of inquiries involving complex issues referred for further action	1	0	1
13B	Total dollar amount referred for further action	\$0	\$289	\$289
14	Number of complex issues resolved	0	10	10
15	Number of complex issues pending further action	9	9	9
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Puerto Rico – Office of the Ombudsman for the Elderly, San Juan				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	12	12	13
2	Total number of volunteer training hours	136	80	216
3	Total number of volunteer work hours	72	288	360
4	Number of media outreach events	1	1	2
5	Number of community outreach education events conducted	72	94	166
6	Estimated number of people reached by community outreach education events	5,399	11,431	16,830
7	Number of group education sessions for beneficiaries	14	20	34
8A	Number of beneficiaries who attended group education sessions	565	481	1,046
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	62	62
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	90	90
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	60	60
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	397	195	592
10	Total number of simple inquiries received	250	325	575
11	Total number of simple inquiries resolved	221	324	545
12	Number of inquiries involving complex issues received	1	0	1
13A	Number of inquiries involving complex issues referred for further action	1	0	1
13B	Total dollar amount referred for further action	\$21,659	\$0	\$21,659
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	2	2	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Rhode Island – Department of Elderly Affairs, Cranston				
In operation since: July 2006		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	138	12	139
2	Total number of volunteer training hours	1,297	11	1,308
3	Total number of volunteer work hours	1,712	300	2,012
4	Number of media outreach events	7	1	8
5	Number of community outreach education events conducted	149	127	276
6	Estimated number of people reached by community outreach education events	21,237	18,363	39,600
7	Number of group education sessions for beneficiaries	37	9	46
8A	Number of beneficiaries who attended group education sessions	1,817	608	2,425
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	888	0	888
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	805	0	805
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	812	0	812
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	446	378	824
10	Total number of simple inquiries received	766	994	1,760
11	Total number of simple inquiries resolved	735	941	1,676
12	Number of inquiries involving complex issues received	38	5	43
13A	Number of inquiries involving complex issues referred for further action	2	0	2
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	2	1	3
15	Number of complex issues pending further action	41	41	41
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

South Carolina – Lt. Governor’s Office on Aging, Columbia				
In operation since: July 2000		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	45	0	45
2	Total number of volunteer training hours	432	0	432
3	Total number of volunteer work hours	841	0	841
4	Number of media outreach events	13	0	13
5	Number of community outreach education events conducted	76	112	188
6	Estimated number of people reached by community outreach education events	15,413	4,560	19,973
7	Number of group education sessions for beneficiaries	38	13	51
8A	Number of beneficiaries who attended group education sessions	1,007	640	1,647
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	40	40
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	24	24
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	86	86
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	19	19
10	Total number of simple inquiries received	162	37	199
11	Total number of simple inquiries resolved	162	37	199
12	Number of inquiries involving complex issues received	7	3	10
13A	Number of inquiries involving complex issues referred for further action	1	2	3
13B	Total dollar amount referred for further action	\$25,002	\$1,615	\$26,617
14	Number of complex issues resolved	1	0	1
15	Number of complex issues pending further action	41	41	41
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

South Dakota – East River Legal Services Corporation, Sioux Falls				
In operation since: July 2000		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	29	94	103
2	Total number of volunteer training hours	0	533	533
3	Total number of volunteer work hours	101	83	184
4	Number of media outreach events	0	2	2
5	Number of community outreach education events conducted	2	4	6
6	Estimated number of people reached by community outreach education events	165	271	436
7	Number of group education sessions for beneficiaries	0	9	9
8A	Number of beneficiaries who attended group education sessions	0	340	340
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	168	168
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	161	161
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	175	175
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	11	163	174
10	Total number of simple inquiries received	72	83	155
11	Total number of simple inquiries resolved	72	83	155
12	Number of inquiries involving complex issues received	22	0	22
13A	Number of inquiries involving complex issues referred for further action	4	0	4
13B	Total dollar amount referred for further action	\$149	\$0	\$149
14	Number of complex issues resolved	19	4	23
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Tennessee – Upper Cumberland Development District, Cookeville				
In operation since: July 2001		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	13	35	40
2	Total number of volunteer training hours	9	311	320
3	Total number of volunteer work hours	118	156	274
4	Number of media outreach events	9	55	64
5	Number of community outreach education events conducted	140	61	201
6	Estimated number of people reached by community outreach education events	13,359	4,296	17,655
7	Number of group education sessions for beneficiaries	19	55	74
8A	Number of beneficiaries who attended group education sessions	263	1,510	1,773
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	42	3	45
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	27	3	30
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	19	0	19
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	79	74	153
10	Total number of simple inquiries received	103	148	251
11	Total number of simple inquiries resolved	98	148	246
12	Number of inquiries involving complex issues received	19	40	59
13A	Number of inquiries involving complex issues referred for further action	1	11	12
13B	Total dollar amount referred for further action	\$359	\$0	\$359
14	Number of complex issues resolved	9	21	30
15	Number of complex issues pending further action	44	44	44
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$133	\$386	\$518
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$133	\$386	\$518

Texas – Better Business Bureau Education Foundation, Houston				
In operation since: July 2002		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	3	8	10
2	Total number of volunteer training hours	0	4	4
3	Total number of volunteer work hours	16	63	79
4	Number of media outreach events	1	9	10
5	Number of community outreach education events conducted	5	22	27
6	Estimated number of people reached by community outreach education events	515	5,925	6,440
7	Number of group education sessions for beneficiaries	38	38	76
8A	Number of beneficiaries who attended group education sessions	1,569	900	2,469
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	45	70	115
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	224	82	306
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	23	39	62
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	1	1
10	Total number of simple inquiries received	68	98	166
11	Total number of simple inquiries resolved	68	98	166
12	Number of inquiries involving complex issues received	14	44	58
13A	Number of inquiries involving complex issues referred for further action	1	1	2
13B	Total dollar amount referred for further action	\$8,463	\$25,214	\$33,677
14	Number of complex issues resolved	23	3	26
15	Number of complex issues pending further action	62	62	62
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Texas – The National Hispanic Council on Aging, Washington, DC				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	166	148	200
2	Total number of volunteer training hours	1,987	603	2,590
3	Total number of volunteer work hours	20,832	7,030	27,862
4	Number of media outreach events	34	22	56
5	Number of community outreach education events conducted	76	21	97
6	Estimated number of people reached by community outreach education events	9,949	6,764	16,713
7	Number of group education sessions for beneficiaries	131	46	177
8A	Number of beneficiaries who attended group education sessions	3,833	1,652	5,485
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	2,128	897	3,025
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	2,186	841	3,027
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	1,646	1,008	2,654
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	6,234	4,321	10,555
10	Total number of simple inquiries received	11,159	4,378	15,537
11	Total number of simple inquiries resolved	11,153	4,377	15,530
12	Number of inquiries involving complex issues received	158	240	398
13A	Number of inquiries involving complex issues referred for further action	6	0	6
13B	Total dollar amount referred for further action	\$171,267	\$22,005	\$193,272
14	Number of complex issues resolved	241	113	354
15	Number of complex issues pending further action	78	78	78
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,670	\$1,720	\$4,389
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,085	\$0	\$1,085
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$130	\$130
17A–17D	Total savings attributable to the projects	\$1,085	\$130	\$1,215

Utah – Utah Legal Services, Inc., Salt Lake City				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	122	116	152
2	Total number of volunteer training hours	127	219	346
3	Total number of volunteer work hours	4,084	3,129	7,213
4	Number of media outreach events	53,656	122,920	176,576
5	Number of community outreach education events conducted	36	30	66
6	Estimated number of people reached by community outreach education events	5,322	2,363	7,685
7	Number of group education sessions for beneficiaries	49	41	90
8A	Number of beneficiaries who attended group education sessions	3,091	5,036	8,127
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	56	120	176
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	153	209	362
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	143	25	168
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	115	655	770
10	Total number of simple inquiries received	65	198	263
11	Total number of simple inquiries resolved	64	196	260
12	Number of inquiries involving complex issues received	23	56	79
13A	Number of inquiries involving complex issues referred for further action	4	0	4
13B	Total dollar amount referred for further action	\$8,306	\$0	\$8,306
14	Number of complex issues resolved	3	51	54
15	Number of complex issues pending further action	37	37	37
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,326	\$0	\$1,326
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$5,909	\$0	\$5,909
17A–17D	Total savings attributable to the projects	\$7,236	\$0	\$7,236

Vermont – Community of Vermont Elders, Montpelier				
In operation since: July 2003		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	29	21	34
2	Total number of volunteer training hours	265	101	366
3	Total number of volunteer work hours	282	390	672
4	Number of media outreach events	19	34	53
5	Number of community outreach education events conducted	1	0	1
6	Estimated number of people reached by community outreach education events	450	0	450
7	Number of group education sessions for beneficiaries	19	21	40
8A	Number of beneficiaries who attended group education sessions	358	631	989
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	10	54	64
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	21	72	93
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	6	36	42
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	0	1	1
11	Total number of simple inquiries resolved	0	1	1
12	Number of inquiries involving complex issues received	12	2	14
13A	Number of inquiries involving complex issues referred for further action	3	1	4
13B	Total dollar amount referred for further action	\$128	\$0	\$128
14	Number of complex issues resolved	10	2	12
15	Number of complex issues pending further action	16	16	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Virginia – Virginia Association of Area Agencies on Aging, Richmond				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	58	81	82
2	Total number of volunteer training hours	155	0	155
3	Total number of volunteer work hours	0	1,880	1,880
4	Number of media outreach events	30,704	27,006	57,710
5	Number of community outreach education events conducted	97	81	178
6	Estimated number of people reached by community outreach education events	13,104	7,189	20,293
7	Number of group education sessions for beneficiaries	65	94	159
8A	Number of beneficiaries who attended group education sessions	1,891	2,181	4,072
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	3	24	27
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	3	16	19
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	3	6	9
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1	0	1
10	Total number of simple inquiries received	58	88	146
11	Total number of simple inquiries resolved	53	83	136
12	Number of inquiries involving complex issues received	0	1	1
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$359	\$359
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	8	8	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Virgin Islands – Department of Human Services, Senior Citizens Affairs, St. Croix				
In operation since: July 2005		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	44	23	48
2	Total number of volunteer training hours	308	88	396
3	Total number of volunteer work hours	840	240	1,080
4	Number of media outreach events	0	139	139
5	Number of community outreach education events conducted	17	11	28
6	Estimated number of people reached by community outreach education events	1,613	768	2,381
7	Number of group education sessions for beneficiaries	0	40	40
8A	Number of beneficiaries who attended group education sessions	0	292	292
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	161	161
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	172	172
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	113	113
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	37	37
10	Total number of simple inquiries received	0	6	6
11	Total number of simple inquiries resolved	0	6	6
12	Number of inquiries involving complex issues received	0	0	0
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Washington – Office of the Insurance Counselor, Olympia				
In operation since: July 1999		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	57	72	72
2	Total number of volunteer training hours	1,026	67	1,093
3	Total number of volunteer work hours	4,751	753	5,504
4	Number of media outreach events	245	32	277
5	Number of community outreach education events conducted	20	82	102
6	Estimated number of people reached by community outreach education events	836	6,794	7,630
7	Number of group education sessions for beneficiaries	23	13	36
8A	Number of beneficiaries who attended group education sessions	824	200	1,024
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	2	11	13
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	2	15	17
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	4	0	4
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	77	77
10	Total number of simple inquiries received	0	63	63
11	Total number of simple inquiries resolved	0	63	63
12	Number of inquiries involving complex issues received	260	24	284
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$10,960	\$10,960
14	Number of complex issues resolved	1	35	36
15	Number of complex issues pending further action	24	24	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

West Virginia – AARP Foundation, Charleston				
In operation since: July 2003		Jan–June	July–Dec	Total for 2008
	OUTPUT MEASURES			
1	Total number of active volunteers	40	68	68
2	Total number of volunteer training hours	76	85	161
3	Total number of volunteer work hours	642	996	1,638
4	Number of media outreach events	177	359	536
5	Number of community outreach education events conducted	34	15	49
6	Estimated number of people reached by community outreach education events	16,436	15,112	31,548
7	Number of group education sessions for beneficiaries	26	20	46
8A	Number of beneficiaries who attended group education sessions	1,598	1,096	2,694
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	87	122	209
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	209	180	389
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	57	47	104
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	125	407	532
10	Total number of simple inquiries received	143	540	683
11	Total number of simple inquiries resolved	143	538	681
12	Number of inquiries involving complex issues received	34	51	85
13A	Number of inquiries involving complex issues referred for further action	2	29	31
13B	Total dollar amount referred for further action	\$1,665	\$16,853	\$18,518
14	Number of complex issues resolved	2	33	35
15	Number of complex issues pending further action	83	83	83
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Wisconsin – Coalition of Wisconsin Aging Groups, Madison				
In operation since: July 1997		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	35	34	47
2	Total number of volunteer training hours	17	99	116
3	Total number of volunteer work hours	224	250	474
4	Number of media outreach events	3,774	3,616	7,390
5	Number of community outreach education events conducted	61	42	103
6	Estimated number of people reached by community outreach education events	3,665	4,708	8,373
7	Number of group education sessions for beneficiaries	53	40	93
8A	Number of beneficiaries who attended group education sessions	1,668	1,056	2,724
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	49	139	188
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	58	105	163
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	28	34	62
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	31	4	35
10	Total number of simple inquiries received	217	239	456
11	Total number of simple inquiries resolved	194	221	415
12	Number of inquiries involving complex issues received	17	22	39
13A	Number of inquiries involving complex issues referred for further action	8	2	10
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	11	13	24
15	Number of complex issues pending further action	20	20	20
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Wyoming – Senior Citizens, Inc., Riverton				
In operation since: July 2000		Jan–June	July–Dec	Total for 2008
OUTPUT MEASURES				
1	Total number of active volunteers	10	2	12
2	Total number of volunteer training hours	160	16	176
3	Total number of volunteer work hours	0	10	10
4	Number of media outreach events	0	2	2
5	Number of community outreach education events conducted	15	30	45
6	Estimated number of people reached by community outreach education events	569	1,499	2,068
7	Number of group education sessions for beneficiaries	5	2	7
8A	Number of beneficiaries who attended group education sessions	247	50	297
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	16	16
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	16	16
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	12	12
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	4	4
10	Total number of simple inquiries received	24	48	72
11	Total number of simple inquiries resolved	24	48	72
12	Number of inquiries involving complex issues received	0	1	1
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance, Social Security)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Performance Measures Definitions

The following list includes the definitions of the performance measures for 2008.

Definitions

ACTIVE VOLUNTEER	An individual who donates time or resources and is trained to assist with implementing the project.
MEDIA OUTREACH EVENT	Any airing or publishing of media (e.g., print, radio, television, or electronic) to educate about Medicare/Medicaid fraud and the services of the project. ²
COMMUNITY OUTREACH EDUCATION EVENT	Any education activity conducted by project staff or volunteers that is not a group education session, one-on-one session, or media outreach activity.
GROUP EDUCATION SESSION	A formal gathering led by project staff or volunteers to educate beneficiaries, family members, caregivers, and others on detecting fraud, waste, and abuse in the health care system and services offered by the project.
ONE-ON-ONE COUNSELING SESSION	A meeting between project staff or volunteers and an individual beneficiary and/or his or her family for the purpose of discussing or gathering information about potential health care fraud, waste, or abuse. One-on-one counseling sessions may include beneficiary counseling, information gathering, or information sharing.
SIMPLE INQUIRY	A brief contact initiated by a consumer and/or beneficiary that is resolved with minimal time and research or review. Simple inquiries typically do not require individual demographic or private personal information, such as a Medicare number or information about a medical condition.
COMPLEX ISSUE	An inquiry that generally requires the project staff or volunteer to obtain beneficiary personal identifying information and detailed information related to the issue, complaint, or allegation in order to conduct further investigation or referral.

² For 2008, the Administration on Aging clarified that the Senior Medicare Patrol projects should count each time an event was aired or an article published.

**COMPLEX ISSUE
REFERRED FOR FURTHER
ACTION**

A complex issue referred to a Medicare contractor, an investigative agency, or other appropriate organization.

**COMPLEX ISSUE
RESOLVED**

A complex issue successfully closed by a project, a Medicare contractor, an investigative agency, or another appropriate organization.

**COMPLEX ISSUE PENDING
FURTHER ACTION**

Any complex issue—irrespective of when it was received—that remains unresolved.

COST AVOIDANCE

Health care expenditures for which the Medicare program, the Medicaid program, a beneficiary, or other entity (e.g., secondary health insurer, pharmacy) was relieved of responsibility for payment as a result of the projects.

**MEDICARE FUNDS
RECOVERED**

Money saved or recouped to the Medicare Trust Fund as a result of the projects. This applies to money recouped through a Medicare contractor, a law enforcement agency, or directly to Medicare at the provider level.

**MEDICAID FUNDS
RECOVERED**

Money saved or recouped to Medicaid as a result of the projects. This applies to money recouped through a Medicaid Fraud Control Unit, a law enforcement agency, or directly to Medicaid at the provider level.

**SAVINGS TO THE
BENEFICIARY**

Money saved or recouped to an individual as a result of the projects (e.g., copayments, deductibles, or any other out-of-pocket expenses).

OTHER SAVINGS

Money saved or recouped to an entity other than the Medicare program, the Medicaid program, or beneficiaries (e.g., secondary health insurance, pharmacy) as a result of the projects.