



DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF INSPECTOR GENERAL

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TO: Edwin L. Walker
Deputy Assistant Secretary for the Administration on Aging
Administration for Community Living

/S/

FROM: Stuart Wright
Deputy Inspector General
for Evaluation and Inspections

SUBJECT: Memorandum Report: *Performance Data for the Senior Medicare Patrol
Projects: June 2012 Performance Report, OEI-02-12-00190*

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 July 2010, the Administration on Aging (AoA), which is now part of the Administration for Community Living, 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 currently collects performance data every 6 months and reports the data on an annual basis.

SUMMARY

In 2011, the 54 Senior Medicare Patrol Projects had 5,671 active volunteers, a 14-percent increase from 2010. These volunteers conducted 66,303 one-on-one counseling sessions and 11,109 group education sessions. In 2011, 431,128 beneficiaries attended group education sessions, an increase from 298,097 in 2010. At the same time, Medicare funds recovered that were attributable to the projects in 2011 were \$19,283. Total savings to Medicare, Medicaid, beneficiaries, and others were \$32,941. Additionally, cost avoidance on behalf of the Medicare program, the Medicaid program, beneficiaries, and others, totaled \$247,850. One of the projects, however, reported referring two large-dollar cases to a Medicare contractor. In one of these cases, the Medicare contractor is seeking to recover \$2.9 million in overpayments from a provider who was identified by the project.

We continue to emphasize that referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the Senior Medicare Patrol Projects cannot be always 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 by Medicare beneficiaries' scrutiny of their bills.

BACKGROUND

The Senior Medicare Patrol Projects receive grants from AoA to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. 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 2011, funding for the Senior Medicare Patrol Projects totaled \$21.7 million. The projects received \$9.4 million from AoA. In addition, AoA was allocated an additional \$3.3 million in Health Care Fraud and Abuse Control Program funding to support infrastructure, technical assistance, and other Senior Medicare Patrol Project activities. Also, in November 2011, the Centers for Medicare & Medicaid Services (CMS) awarded an additional \$9 million in grants to the projects to increase outreach and education to Medicare beneficiaries, particularly in targeted cities with high risks for fraud.¹ CMS had awarded the projects \$9 million in similar grants in October 2010.²

Performance Measures

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 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 collecting 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,

¹ U.S. Department of Health & Human Services (HHS), *HHS expands initiative to protect Medicare and seniors from fraud*. Accessed at <http://www.hhs.gov/news/press/2011pres/11/20111122b.html> on April 5, 2012.

² CMS, *Medicare Awards Grants to More than 50 Senior Medicare Patrol Programs*. Accessed at http://www.aoa.gov/AoARoot/Press_Room/For_The_Press/pr/archive/2010/october/CMS_grants_to_SMPs_10_01_2010.pdf on April 5, 2012.

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

AoA has 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 are required to use SMART FACTS to track and report activities and complaints and to refer cases directly to an investigative agency.

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 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 of cost avoidance. We did not review documentation for the other performance measures. The results for all of the performance measures are presented in detail in the appendixes.

Standards

This study was conducted in accordance with the *Quality Standards for Inspection and Evaluation* issued by the Council of the Inspectors General on Integrity and Efficiency.

RESULTS

Results for 2011

In 2011, the 54 Senior Medicare Patrol Projects had a total of 5,671 active volunteers. These volunteers conducted 66,303 one-on-one counseling sessions and 11,109 group education sessions. In total, 431,128 beneficiaries attended these group education sessions. The projects also reported conducting 592,687 media airings and 8,800 community outreach education events. As a result of these training sessions and events, the projects received 75,290 simple inquiries. They also received 2,077 inquiries involving complex issues, of which 819 were referred for further action. Medicare funds recovered that were attributable to the projects were \$19,283. Savings to beneficiaries attributable to the projects were \$13,182. Total savings to Medicare, Medicaid, beneficiaries, and others were \$32,941. Additionally, cost avoidance on behalf of the Medicare program, the Medicaid program, beneficiaries, and others, totaled \$247,850.

Results Since 1997

Since the program's inception 15 years ago, 72 projects have reported performance data.³ In total, these projects reported conducting 1,179,190 one-on-one sessions and 94,077 group education sessions. A total of 3,529,437 beneficiaries attended these group education sessions. The projects also reported conducting 1,913,909 media airings and 83,862 community outreach education events. Actual Medicare funds recovered attributable to the projects were \$4,639,121. Total savings to Medicare, Medicaid, beneficiaries, and other payers were approximately \$106 million. Most of the \$106 million in savings was the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare.⁴

Comparison With Results for 2010

The projects had a 14-percent increase in the number of active volunteers in 2011, compared to the number in 2010. The projects conducted more group education sessions, 11,109 in 2011, compared to 8,300 in 2010. Also, the number of beneficiaries who attended group education sessions increased significantly, from 298,097 in 2010 to 431,128 in 2011. At the same time, the projects conducted fewer one-on-one counseling sessions; they conducted 66,303 sessions in 2011, a drop from 70,789 sessions in 2010.

In addition, Medicare funds recovered and total savings to Medicare, Medicaid, beneficiaries, and others were somewhat less in 2011, compared to totals in 2010. In 2011, Medicare funds recovered attributable to the projects were \$19,283, compared to \$22,262 in 2010. Total savings to Medicare, Medicaid, beneficiaries, and others decreased by almost 16 percent, from \$39,031 in 2010 to \$32,941 in 2011. In addition, cost avoidance on behalf of the Medicare program, the Medicaid program, beneficiaries, and others, totaled \$247,850, compared to \$248,064 in 2010. One of the projects, however, reported referring two large-dollar cases to a Medicare contractor. In one of these cases, the Medicare contractor is seeking to recover \$2.9 million in overpayments from a provider who was identified by the project.

CONCLUSION

In 2011, the 54 Senior Medicare Patrol Projects had 5,671 active volunteers, a 14-percent increase from 2010. These volunteers conducted 66,303 one-on-one counseling sessions and 11,109 group education sessions. In 2011, 431,128 beneficiaries attended group education sessions, an increase from 298,097 in 2010. At the same time, Medicare funds recovered that were attributable to the projects in 2011 were \$19,283. Total savings to Medicare, Medicaid, beneficiaries, and others were \$32,941. Additionally, cost avoidance on behalf of the Medicare

³ Seventeen of these projects had closed as of December 2008 and one project is now focused solely on providing support to the other projects.

⁴ The project reported these savings between 2001 and 2003. Prior to 2007, OIG reviewed documentation on savings to Medicare only and included self-reported data on savings to Medicaid, beneficiaries, and other entities.

program, the Medicaid program, beneficiaries, and others, totaled \$247,850. One of the projects, however, reported referring two large-dollar cases to a Medicare contractor. In one of these cases, the Medicare contractor is seeking to recover \$2.9 million in overpayments from a provider who was identified by the project.

We continue to emphasize that referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the Senior Medicare Patrol Projects cannot be always 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 by 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 OEI-02-12-00190 in all correspondence.

cc: Olen Clybourn, Deputy Director of the Office of Strategic Operations and Regulatory Affairs, CMS

Senior Medicare Patrol Projects' Performance Measure Results

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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.

Performance measures labeled with an asterisk (*) are reported as of 2007.

For performance measure #15, “Number of complex issues pending further action,” the same issue can continue through numerous reporting periods for a project. The number of issues is not a unique count and therefore the data cannot be added to the number from prior years.

Summary of Performance for All Projects Since 1997		
		Total Since 1997
PERFORMANCE MEASURES		
1	Total number of active volunteers*	30,102
2	Total number of volunteer training hours*	383,644
3	Total number of volunteer work hours*	761,635
4	Number of media airings	1,913,909
5	Number of community outreach education events conducted	83,862
6	Estimated number of people reached by community outreach education events	26,987,165
7	Number of group education sessions for beneficiaries	94,077
8	Number of beneficiaries who attended group education sessions	3,529,437
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,179,190
10	Total number of simple inquiries received*	337,168
11	Total number of simple inquiries resolved*	323,816
12	Number of inquiries involving complex issues received*	29,085
13A	Number of inquiries involving complex issues referred for further action*	7,152
13B	Total dollar amount referred for further action*	\$14,474,999
14	Number of complex issues resolved*	13,596
15	Number of complex issues pending further action*	6,394
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$8,582,215
17A	Actual Medicare funds recovered attributable to the projects	\$4,639,121
17B	Actual Medicaid funds recovered attributable to the projects	\$555,720
17C	Actual savings to beneficiaries attributable to the projects	\$3,245,421
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$97,568,658
17A –17D	Total savings attributable to the projects	\$106,008,919

APPENDIX B

Summary of Performance for All Projects for 2011

The following table provides data for the 54 Senior Medicare Patrol Projects that operated in 2011.

Summary of Performance for All Projects for 2011

		Total for 2011
PERFORMANCE MEASURES		
1	Total number of active volunteers	5,671
2	Total number of volunteer training hours	42,612
3	Total number of volunteer work hours	88,169
4	Number of media airings	592,687
5	Number of community outreach education events conducted	8,800
6	Estimated number of people reached by community outreach education events	1,667,752
7	Number of group education sessions for beneficiaries	11,109
8	Number of beneficiaries who attended group education sessions	431,128
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	66,303
10	Total number of simple inquiries received	75,290
11	Total number of simple inquiries resolved	74,809
12	Number of inquiries involving complex issues received	2,077
13A	Number of inquiries involving complex issues referred for further action	819
13B	Total dollar amount referred for further action	\$5,367,902
14	Number of complex issues resolved	1,415
15	Number of complex issues pending further action	2,290
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$247,850
17A	Actual Medicare funds recovered attributable to the projects	\$19,283
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$13,182
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$475
17A –17D	Total savings attributable to the projects	\$32,941

APPENDIX C

Projects' Results for Each Performance Measure for 2011

The following tables provide the results for each performance measure for each of the 54 Senior Medicare Patrol Projects operating in 2011.

PERFORMANCE MEASURE 1: Total Number of Active Volunteers				
	Total for 2011			Total for 2011
Alabama	90		Montana	56
Alaska	61		Nebraska	117
Arizona	90		Nevada	28
Arkansas	27		New Hampshire	18
California	451		New Jersey	34
Colorado	93		New Mexico	61
Connecticut	185		New York	547
Delaware	29		North Carolina	257
District of Columbia	53		North Dakota	37
Florida	254		Ohio	73
Georgia	331		Oklahoma	2
Guam	19		Oregon	107
Hawaii	60		Pennsylvania	69
Idaho	152		Puerto Rico	28
Illinois	74		Rhode Island	40
Indiana	148		South Carolina	25
Iowa	81		South Dakota	60
Kansas	3		Tennessee	264
Kentucky	156		Texas	237
Louisiana	42		Utah	118
Maine	124		Vermont	54
Maryland	128		Virginia	28
Massachusetts	57		Virgin Islands	30
Michigan	266		Washington	18
Minnesota	90		West Virginia	39
Mississippi	22		Wisconsin	117
Missouri	96		Wyoming	25

PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours

	Total for 2011			Total for 2011
Alabama	157		Montana	625
Alaska	311		Nebraska	494
Arizona	1,218		Nevada	278
Arkansas	56		New Hampshire	51
California	1,081		New Jersey	282
Colorado	1,085		New Mexico	852
Connecticut	446		New York	1,859
Delaware	222		North Carolina	808
District of Columbia	491		North Dakota	108
Florida	1,501		Ohio	416
Georgia	1,152		Oklahoma	0
Guam	279		Oregon	0
Hawaii	1,525		Pennsylvania	353
Idaho	1,976		Puerto Rico	976
Illinois	408		Rhode Island	1,388
Indiana	564		South Carolina	313
Iowa	772		South Dakota	44
Kansas	2		Tennessee	2,581
Kentucky	596		Texas	1,462
Louisiana	264		Utah	961
Maine	1,489		Vermont	95
Maryland	2,608		Virginia	342
Massachusetts	579		Virgin Islands	161
Michigan	6,115		Washington	255
Minnesota	870		West Virginia	80
Mississippi	73		Wisconsin	545
Missouri	801		Wyoming	644

PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours				
	Total for 2011			Total for 2011
Alabama	4,066		Montana	1,219
Alaska	97		Nebraska	2,153
Arizona	2,360		Nevada	523
Arkansas	580		New Hampshire	33
California	5,797		New Jersey	479
Colorado	352		New Mexico	6,546
Connecticut	4,451		New York	1,564
Delaware	836		North Carolina	2,617
District of Columbia	1,100		North Dakota	517
Florida	2,871		Ohio	804
Georgia	4,472		Oklahoma	27
Guam	378		Oregon	863
Hawaii	920		Pennsylvania	878
Idaho	2,173		Puerto Rico	2,976
Illinois	593		Rhode Island	717
Indiana	755		South Carolina	143
Iowa	1,281		South Dakota	151
Kansas	27		Tennessee	2,738
Kentucky	1,457		Texas	695
Louisiana	1,132		Utah	6,374
Maine	4,931		Vermont	1,856
Maryland	6,482		Virginia	434
Massachusetts	314		Virgin Islands	745
Michigan	1,328		Washington	1,044
Minnesota	647		West Virginia	496
Mississippi	662		Wisconsin	782
Missouri	284		Wyoming	451

PERFORMANCE MEASURE 4: Number of Media Airings

	Total for 2011			Total for 2011
Alabama	550		Montana	549
Alaska	145		Nebraska	1,661
Arizona	52		Nevada	1,594
Arkansas	18		New Hampshire	1,637
California	282		New Jersey	2,535
Colorado	8		New Mexico	821
Connecticut	252		New York	1,397
Delaware	299,024		North Carolina	37,005
District of Columbia	5,569		North Dakota	35
Florida	197		Ohio	43,194
Georgia	1,482		Oklahoma	53
Guam	7,759		Oregon	39
Hawaii	383		Pennsylvania	45
Idaho	1,699		Puerto Rico	0
Illinois	147		Rhode Island	62
Indiana	5,222		South Carolina	9,442
Iowa	210		South Dakota	5
Kansas	1		Tennessee	554
Kentucky	964		Texas	636
Louisiana	2,641		Utah	113
Maine	50		Vermont	19
Maryland	16,067		Virginia	116,433
Massachusetts	56		Virgin Islands	186
Michigan	55		Washington	3
Minnesota	25		West Virginia	415
Mississippi	223		Wisconsin	8,084
Missouri	159		Wyoming	22,930

PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted

	Total for 2011			Total for 2011
Alabama	347		Montana	27
Alaska	30		Nebraska	273
Arizona	17		Nevada	51
Arkansas	16		New Hampshire	56
California	391		New Jersey	70
Colorado	91		New Mexico	303
Connecticut	91		New York	415
Delaware	170		North Carolina	118
District of Columbia	62		North Dakota	115
Florida	323		Ohio	129
Georgia	973		Oklahoma	111
Guam	38		Oregon	20
Hawaii	58		Pennsylvania	100
Idaho	109		Puerto Rico	666
Illinois	262		Rhode Island	90
Indiana	205		South Carolina	349
Iowa	60		South Dakota	3
Kansas	14		Tennessee	516
Kentucky	212		Texas	98
Louisiana	79		Utah	167
Maine	207		Vermont	42
Maryland	392		Virginia	217
Massachusetts	56		Virgin Islands	33
Michigan	177		Washington	120
Minnesota	46		West Virginia	30
Mississippi	60		Wisconsin	78
Missouri	81		Wyoming	36

PERFORMANCE MEASURE 6: Estimated Number of People Reached by Community Outreach Education Events

	Total for 2011			Total for 2011
Alabama	16,585		Montana	2,988
Alaska	10,430		Nebraska	13,964
Arizona	1,553		Nevada	5,474
Arkansas	1,548		New Hampshire	7,960
California	50,008		New Jersey	8,855
Colorado	5,710		New Mexico	47,442
Connecticut	10,075		New York	68,641
Delaware	6,185		North Carolina	819,781
District of Columbia	7,985		North Dakota	5,198
Florida	38,137		Ohio	9,769
Georgia	38,506		Oklahoma	9,725
Guam	2,465		Oregon	775
Hawaii	5,307		Pennsylvania	10,602
Idaho	7,547		Puerto Rico	25,734
Illinois	32,296		Rhode Island	4,223
Indiana	24,413		South Carolina	77,977
Iowa	5,775		South Dakota	515
Kansas	1,857		Tennessee	52,920
Kentucky	14,296		Texas	10,322
Louisiana	10,853		Utah	15,121
Maine	10,946		Vermont	1,547
Maryland	36,293		Virginia	14,113
Massachusetts	4,391		Virgin Islands	2,818
Michigan	40,585		Washington	26,144
Minnesota	11,186		West Virginia	5,131
Mississippi	9,760		Wisconsin	5,764
Missouri	5,662		Wyoming	3,895

PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries

	Total for 2011			Total for 2011
Alabama	280		Montana	222
Alaska	36		Nebraska	236
Arizona	207		Nevada	32
Arkansas	92		New Hampshire	85
California	1,052		New Jersey	512
Colorado	112		New Mexico	25
Connecticut	75		New York	402
Delaware	71		North Carolina	191
District of Columbia	113		North Dakota	116
Florida	560		Ohio	73
Georgia	1,006		Oklahoma	130
Guam	187		Oregon	2
Hawaii	33		Pennsylvania	154
Idaho	119		Puerto Rico	0
Illinois	481		Rhode Island	56
Indiana	178		South Carolina	109
Iowa	421		South Dakota	23
Kansas	2		Tennessee	219
Kentucky	156		Texas	228
Louisiana	261		Utah	226
Maine	115		Vermont	99
Maryland	287		Virginia	327
Massachusetts	111		Virgin Islands	33
Michigan	405		Washington	419
Minnesota	371		West Virginia	41
Mississippi	110		Wisconsin	163
Missouri	124		Wyoming	21

PERFORMANCE MEASURE 8: Number of Beneficiaries Who Attended Group Education Sessions				
	Total for 2011			Total for 2011
Alabama	9,212		Montana	7,223
Alaska	71,211		Nebraska	5,829
Arizona	7,743		Nevada	853
Arkansas	3,174		New Hampshire	1,494
California	31,976		New Jersey	19,321
Colorado	2,949		New Mexico	902
Connecticut	2,255		New York	14,081
Delaware	980		North Carolina	15,929
District of Columbia	2,580		North Dakota	2,416
Florida	24,175		Ohio	1,583
Georgia	26,332		Oklahoma	7,402
Guam	3,698		Oregon	16
Hawaii	737		Pennsylvania	4,590
Idaho	4,343		Puerto Rico	0
Illinois	13,229		Rhode Island	753
Indiana	5,956		South Carolina	3,156
Iowa	10,526		South Dakota	593
Kansas	109		Tennessee	6,760
Kentucky	3,012		Texas	8,981
Louisiana	9,789		Utah	8,776
Maine	2,408		Vermont	2,106
Maryland	4,845		Virginia	9,733
Massachusetts	2,667		Virgin Islands	584
Michigan	14,776		Washington	12,818
Minnesota	4,126		West Virginia	20,760
Mississippi	2,612		Wisconsin	3,852
Missouri	3,919		Wyoming	1,269

**PERFORMANCE MEASURE 9: Number of One-on-One Counseling Sessions Held With
or on Behalf of a Beneficiary**

	Total for 2011			Total for 2011
Alabama	84		Montana	476
Alaska	5		Nebraska	2,530
Arizona	44		Nevada	23
Arkansas	113		New Hampshire	2,404
California	48		New Jersey	235
Colorado	16		New Mexico	730
Connecticut	509		New York	6,392
Delaware	167		North Carolina	6,043
District of Columbia	36		North Dakota	108
Florida	131		Ohio	41
Georgia	949		Oklahoma	29
Guam	29		Oregon	973
Hawaii	62		Pennsylvania	2,223
Idaho	5,220		Puerto Rico	856
Illinois	4,254		Rhode Island	1,759
Indiana	472		South Carolina	7,630
Iowa	185		South Dakota	381
Kansas	17		Tennessee	1,032
Kentucky	1,618		Texas	132
Louisiana	415		Utah	4,363
Maine	2,669		Vermont	0
Maryland	3,076		Virginia	706
Massachusetts	170		Virgin Islands	68
Michigan	590		Washington	2,610
Minnesota	162		West Virginia	713
Mississippi	1,960		Wisconsin	98
Missouri	23		Wyoming	724

PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received

	Total for 2011			Total for 2011
Alabama	458		Montana	322
Alaska	19		Nebraska	452
Arizona	477		Nevada	35
Arkansas	172		New Hampshire	882
California	524		New Jersey	551
Colorado	70		New Mexico	1,480
Connecticut	1,180		New York	43
Delaware	411		North Carolina	5,950
District of Columbia	110		North Dakota	148
Florida	296		Ohio	64
Georgia	1,572		Oklahoma	75
Guam	1,076		Oregon	76
Hawaii	215		Pennsylvania	818
Idaho	1,358		Puerto Rico	0
Illinois	6,721		Rhode Island	8,016
Indiana	37		South Carolina	4,687
Iowa	147		South Dakota	79
Kansas	55		Tennessee	67
Kentucky	495		Texas	642
Louisiana	151		Utah	9,046
Maine	1,744		Vermont	17
Maryland	10,148		Virginia	747
Massachusetts	784		Virgin Islands	15
Michigan	0		Washington	1,429
Minnesota	1,252		West Virginia	1,560
Mississippi	217		Wisconsin	1,027
Missouri	7,301		Wyoming	72

PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved

	Total for 2011			Total for 2011
Alabama	500		Montana	322
Alaska	19		Nebraska	452
Arizona	476		Nevada	35
Arkansas	172		New Hampshire	882
California	515		New Jersey	550
Colorado	58		New Mexico	1,328
Connecticut	1,180		New York	39
Delaware	407		North Carolina	5,887
District of Columbia	110		North Dakota	148
Florida	296		Ohio	64
Georgia	1,572		Oklahoma	75
Guam	1,075		Oregon	76
Hawaii	215		Pennsylvania	818
Idaho	1,295		Puerto Rico	0
Illinois	6,721		Rhode Island	7,978
Indiana	37		South Carolina	4,685
Iowa	147		South Dakota	78
Kansas	55		Tennessee	67
Kentucky	493		Texas	639
Louisiana	151		Utah	9,046
Maine	1,743		Vermont	17
Maryland	10,109		Virginia	646
Massachusetts	783		Virgin Islands	14
Michigan	0		Washington	1,426
Minnesota	1,252		West Virginia	1,560
Mississippi	217		Wisconsin	1,022
Missouri	7,285		Wyoming	72

PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received

	Total for 2011			Total for 2011
Alabama	4		Montana	26
Alaska	7		Nebraska	17
Arizona	11		Nevada	3
Arkansas	23		New Hampshire	13
California	157		New Jersey	32
Colorado	96		New Mexico	41
Connecticut	14		New York	1
Delaware	49		North Carolina	18
District of Columbia	17		North Dakota	2
Florida	47		Ohio	9
Georgia	50		Oklahoma	29
Guam	5		Oregon	3
Hawaii	17		Pennsylvania	54
Idaho	27		Puerto Rico	0
Illinois	112		Rhode Island	16
Indiana	63		South Carolina	11
Iowa	26		South Dakota	7
Kansas	3		Tennessee	51
Kentucky	11		Texas	78
Louisiana	100		Utah	49
Maine	41		Vermont	6
Maryland	81		Virginia	36
Massachusetts	15		Virgin Islands	2
Michigan	52		Washington	180
Minnesota	255		West Virginia	19
Mississippi	25		Wisconsin	37
Missouri	25		Wyoming	4

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

	Total for 2011			Total for 2011
Alabama	0		Montana	21
Alaska	2		Nebraska	14
Arizona	9		Nevada	4
Arkansas	18		New Hampshire	7
California	82		New Jersey	2
Colorado	69		New Mexico	5
Connecticut	2		New York	1
Delaware	31		North Carolina	13
District of Columbia	8		North Dakota	0
Florida	26		Ohio	9
Georgia	29		Oklahoma	5
Guam	3		Oregon	1
Hawaii	7		Pennsylvania	5
Idaho	6		Puerto Rico	0
Illinois	77		Rhode Island	6
Indiana	8		South Carolina	5
Iowa	19		South Dakota	0
Kansas	4		Tennessee	33
Kentucky	7		Texas	73
Louisiana	32		Utah	51
Maine	10		Vermont	3
Maryland	13		Virginia	30
Massachusetts	14		Virgin Islands	1
Michigan	15		Washington	7
Minnesota	7		West Virginia	3
Mississippi	1		Wisconsin	7
Missouri	13		Wyoming	1

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

	Total for 2011			Total for 2011
Alabama	\$0		Montana	\$4,929
Alaska	\$0		Nebraska	\$162,227
Arizona	\$319		Nevada	\$16,644
Arkansas	\$184		New Hampshire	\$370
California	\$129,349		New Jersey	\$3,613
Colorado	\$72,324		New Mexico	\$111,130
Connecticut	\$407		New York	\$0
Delaware	\$107,477		North Carolina	\$0
District of Columbia	\$1,069		North Dakota	\$0
Florida	\$8,831		Ohio	\$9,305
Georgia	\$4,016,331		Oklahoma	\$0
Guam	\$451		Oregon	\$0
Hawaii	\$2,180		Pennsylvania	\$0
Idaho	\$809		Puerto Rico	\$0
Illinois	\$48,324		Rhode Island	\$12,260
Indiana	\$6,659		South Carolina	\$397
Iowa	\$13,850		South Dakota	\$0
Kansas	\$2,379		Tennessee	\$5,661
Kentucky	\$10,439		Texas	\$105,535
Louisiana	\$9,834		Utah	\$157,697
Maine	\$25,983		Vermont	\$1,922
Maryland	\$3,108		Virginia	\$1,207
Massachusetts	\$29,595		Virgin Islands	\$3,398
Michigan	\$245,151		Washington	\$0
Minnesota	\$4,866		West Virginia	\$193
Mississippi	\$27,217		Wisconsin	\$533
Missouri	\$0		Wyoming	\$3,744

PERFORMANCE MEASURE 14: Number of Complex Issues Resolved				
	Total for 2011			Total for 2011
Alabama	1		Montana	21
Alaska	8		Nebraska	31
Arizona	2		Nevada	0
Arkansas	23		New Hampshire	9
California	81		New Jersey	9
Colorado	81		New Mexico	29
Connecticut	17		New York	0
Delaware	24		North Carolina	2
District of Columbia	15		North Dakota	3
Florida	6		Ohio	6
Georgia	38		Oklahoma	13
Guam	4		Oregon	4
Hawaii	11		Pennsylvania	33
Idaho	20		Puerto Rico	0
Illinois	55		Rhode Island	6
Indiana	5		South Carolina	4
Iowa	3		South Dakota	5
Kansas	0		Tennessee	57
Kentucky	12		Texas	56
Louisiana	45		Utah	61
Maine	28		Vermont	5
Maryland	69		Virginia	10
Massachusetts	10		Virgin Islands	0
Michigan	35		Washington	175
Minnesota	230		West Virginia	1
Mississippi	19		Wisconsin	16
Missouri	14		Wyoming	3

PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action

	Total for 2011			Total for 2011
Alabama	27		Montana	10
Alaska	0		Nebraska	12
Arizona	25		Nevada	11
Arkansas	36		New Hampshire	3
California	360		New Jersey	39
Colorado	80		New Mexico	16
Connecticut	16		New York	126
Delaware	30		North Carolina	16
District of Columbia	8		North Dakota	0
Florida	226		Ohio	9
Georgia	32		Oklahoma	18
Guam	7		Oregon	4
Hawaii	5		Pennsylvania	25
Idaho	16		Puerto Rico	2
Illinois	83		Rhode Island	34
Indiana	77		South Carolina	34
Iowa	58		South Dakota	2
Kansas	75		Tennessee	36
Kentucky	4		Texas	101
Louisiana	66		Utah	6
Maine	17		Vermont	5
Maryland	33		Virginia	60
Massachusetts	11		Virgin Islands	3
Michigan	24		Washington	82
Minnesota	37		West Virginia	160
Mississippi	31		Wisconsin	18
Missouri	72		Wyoming	2

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

	Total for 2011			Total for 2011
Alabama	\$0		Montana	\$1,567
Alaska	\$0		Nebraska	\$543
Arizona	\$0		Nevada	\$0
Arkansas	\$4,030		New Hampshire	\$0
California	\$0		New Jersey	\$9,670
Colorado	\$26,791		New Mexico	\$135,598
Connecticut	\$0		New York	\$0
Delaware	\$18,872		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$249		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$28,511		Puerto Rico	\$0
Illinois	\$1,240		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$260
Kentucky	\$9,217		Texas	\$0
Louisiana	\$0		Utah	\$7,229
Maine	\$3,044		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$1,030		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

PERFORMANCE MEASURE 17A: Actual Medicare Funds Recovered Attributable to the Projects				
	Total for 2011			Total for 2011
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$247
Arizona	\$0		Nevada	\$0
Arkansas	\$543		New Hampshire	\$413
California	\$5,071		New Jersey	\$0
Colorado	\$1,512		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$796
Georgia	\$386		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$3,495		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$409		Texas	\$0
Louisiana	\$510		Utah	\$0
Maine	\$2,628		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$3,242		Virgin Islands	\$0
Michigan	\$0		Washington	\$33
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

PERFORMANCE MEASURE 17B: Actual Medicaid Funds Recovered Attributable to the Projects				
	Total for 2011			Total for 2011
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$0		New Jersey	\$0
Colorado	\$0		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$0		Texas	\$0
Louisiana	\$0		Utah	\$0
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

PERFORMANCE MEASURE 17C: Actual Savings to Beneficiaries Attributable to the Projects

	Total for 2011			Total for 2011
Alabama	\$0		Montana	\$114
Alaska	\$0		Nebraska	\$2,658
Arizona	\$0		Nevada	\$0
Arkansas	\$141		New Hampshire	\$0
California	\$0		New Jersey	\$0
Colorado	\$4,917		New Mexico	\$1,158
Connecticut	\$0		New York	\$0
Delaware	\$86		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$65		Oregon	\$0
Hawaii	\$131		Pennsylvania	\$0
Idaho	\$47		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$125
Kentucky	\$98		Texas	\$0
Louisiana	\$0		Utah	\$817
Maine	\$121		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$2,705		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

PERFORMANCE MEASURE 17D: Other Savings Attributable to the Projects

	Total for 2011			Total for 2011
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$0		New Jersey	\$0
Colorado	\$12		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$0		Texas	\$0
Louisiana	\$0		Utah	\$0
Maine	\$463		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

APPENDIX D

Individual Project Results for 2011

The following tables provide the results for each performance measure for each of the 54 Senior Medicare Patrol Projects operating in 2011.

Alabama – Department of Senior Services, Montgomery		
In operation since: July 2006		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	90
2	Total number of volunteer training hours	157
3	Total number of volunteer work hours	4,066
4	Number of media airings	550
5	Number of community outreach education events conducted	347
6	Estimated number of people reached by community outreach education events	16,585
7	Number of group education sessions for beneficiaries	280
8	Number of beneficiaries who attended group education sessions	9212
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	84
10	Total number of simple inquiries received	458
11	Total number of simple inquiries resolved	500
12	Number of inquiries involving complex issues received	4
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	27
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Alaska – Health and Social Services, Medicare Information Office, Anchorage		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	61
3	Total number of volunteer work hours	311
4	Number of media airings	97
5	Number of community outreach education events conducted	145
6	Estimated number of people reached by community outreach education events	30
7	Number of group education sessions for beneficiaries	10,430
8	Number of beneficiaries who attended group education sessions	36
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	71,211
10	Total number of simple inquiries received	5
11	Total number of simple inquiries resolved	19
12	Number of inquiries involving complex issues received	19
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	2
14	Number of complex issues resolved	\$0
15	Number of complex issues pending further action	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Arizona – Arizona Division of Aging and Adult Services, Phoenix		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	90
2	Total number of volunteer training hours	1,218
3	Total number of volunteer work hours	2,360
4	Number of media airings	52
5	Number of community outreach education events conducted	17
6	Estimated number of people reached by community outreach education events	1,553
7	Number of group education sessions for beneficiaries	207
8	Number of beneficiaries who attended group education sessions	7,743
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	44
10	Total number of simple inquiries received	477
11	Total number of simple inquiries resolved	476
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	9
13B	Total dollar amount referred for further action	\$319
14	Number of complex issues resolved	2
15	Number of complex issues pending further action	25
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Arkansas – Arkansas Department of Human Services, Division of Aging and Adult Services, Little Rock		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	27
2	Total number of volunteer training hours	56
3	Total number of volunteer work hours	580
4	Number of media airings	18
5	Number of community outreach education events conducted	16
6	Estimated number of people reached by community outreach education events	1,548
7	Number of group education sessions for beneficiaries	92
8	Number of beneficiaries who attended group education sessions	3,174
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	113
10	Total number of simple inquiries received	172
11	Total number of simple inquiries resolved	172
12	Number of inquiries involving complex issues received	23
13A	Number of inquiries involving complex issues referred for further action	18
13B	Total dollar amount referred for further action	\$184
14	Number of complex issues resolved	23
15	Number of complex issues pending further action	36
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,030
17A	Actual Medicare funds recovered attributable to the projects	\$543
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$141
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$684

California – California Health Advocates, Santa Ana		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	451
3	Total number of volunteer work hours	1,081
4	Number of media airings	5,797
5	Number of community outreach education events conducted	282
6	Estimated number of people reached by community outreach education events	391
7	Number of group education sessions for beneficiaries	50,008
8	Number of beneficiaries who attended group education sessions	1,052
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	31,976
10	Number of simple inquiries received	48
11	Total number of simple inquiries resolved	524
12	Number of inquiries involving complex issues received	515
13A	Number of inquiries involving complex issues referred for further action	157
13B	Total dollar amount referred for further action	82
14	Number of complex issues resolved	\$129,349
15	Number of complex issues pending further action	81
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	360
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$5,071
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$5,071

Colorado – Colorado Department of Regulatory Agencies, Division of Insurance, Denver		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	93
2	Total number of volunteer training hours	1,085
3	Total number of volunteer work hours	352
4	Number of media airings	8
5	Number of community outreach education events conducted	91
6	Estimated number of people reached by community outreach education events	5,710
7	Number of group education sessions for beneficiaries	112
8	Number of beneficiaries who attended group education sessions	2,949
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	16
10	Total number of simple inquiries received	70
11	Total number of simple inquiries resolved	58
12	Number of inquiries involving complex issues received	96
13A	Number of inquiries involving complex issues referred for further action	69
13B	Total dollar amount referred for further action	\$72,324
14	Number of complex issues resolved	81
15	Number of complex issues pending further action	80
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$26,791
17A	Actual Medicare funds recovered attributable to the projects	\$1,512
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$4,917
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$12
17A –17D	Total savings attributable to the projects	\$6,440

Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	185
2	Total number of volunteer training hours	446
3	Total number of volunteer work hours	4,451
4	Number of media airings	252
5	Number of community outreach education events conducted	91
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	10,075 ⁷⁵
8	Number of beneficiaries who attended group education sessions	2,255
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	509
10	Total number of simple inquiries received	1,180
11	Total number of simple inquiries resolved	1,180
12	Number of inquiries involving complex issues received	14
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$407
14	Number of complex issues resolved	17
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Delaware – Delaware Partners of Senior Medicare Patrol, New Castle		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	29
3	Total number of volunteer work hours	222
4	Number of media airings	836
5	Number of community outreach education events conducted	299,024
6	Estimated number of people reached by community outreach education events	170
7	Number of group education sessions for beneficiaries	6,185
8	Number of beneficiaries who attended group education sessions	71
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	980
10	Total number of simple inquiries received	167
11	Total number of simple inquiries resolved	411
12	Number of inquiries involving complex issues received	407
13A	Number of inquiries involving complex issues referred for further action	49
13B	Total dollar amount referred for further action	31
14	Number of complex issues resolved	\$107,477
15	Number of complex issues pending further action	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	30
17A	Actual Medicare funds recovered attributable to the projects	\$18,872
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$86
17A –17D	Total savings attributable to the projects	\$0

District of Columbia – AARP Legal Counsel for the Elderly, Washington, DC		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	53
2	Total number of volunteer training hours	491
3	Total number of volunteer work hours	1,100
4	Number of media airings	5,569
5	Number of community outreach education events conducted	62
6	Estimated number of people reached by community outreach education events	7,985
7	Number of group education sessions for beneficiaries	113
8	Number of beneficiaries who attended group education sessions	2,580
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	36
10	Total number of simple inquiries received	110
11	Total number of simple inquiries resolved	110
12	Number of inquiries involving complex issues received	17
13A	Number of inquiries involving complex issues referred for further action	8
13B	Total dollar amount referred for further action	\$1,069
14	Number of complex issues resolved	15
15	Number of complex issues pending further action	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Florida – Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	254
2	Total number of volunteer training hours	1,501
3	Total number of volunteer work hours	2,871
4	Number of media airings	197
5	Number of community outreach education events conducted	323
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	38,137 560
8	Number of beneficiaries who attended group education sessions	
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	24,175 131
10	Total number of simple inquiries received	296
11	Total number of simple inquiries resolved	296
12	Number of inquiries involving complex issues received	47
13A	Number of inquiries involving complex issues referred for further action	26
13B	Total dollar amount referred for further action	\$8,831
14	Number of complex issues resolved	6
15	Number of complex issues pending further action	226
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Georgia – GeorgiaCares Senior Medicare Patrol, Atlanta		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	331
2	Total number of volunteer training hours	1,152
3	Total number of volunteer work hours	4,472
4	Number of media airings	1,482
5	Number of community outreach education events conducted	973
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	38,506 1,006
8	Number of beneficiaries who attended group education sessions	
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	26,332 949
10	Total number of simple inquiries received	1,572
11	Total number of simple inquiries resolved	1,572
12	Number of inquiries involving complex issues received	
13A	Number of inquiries involving complex issues referred for further action	50
13B	Total dollar amount referred for further action	29 \$ 4,016,331
14	Number of complex issues resolved	
15	Number of complex issues pending further action	38 32
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$386
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$386

Guam – Division of Senior Citizens, Department of Public Health & Social Services, Mangilao		
In operation since: July 2005		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	19
2	Total number of volunteer training hours	279
3	Total number of volunteer work hours	378
4	Number of media airings	7,759
5	Number of community outreach education events conducted	38
6	Estimated number of people reached by community outreach education events	2,465
7	Number of group education sessions for beneficiaries	187
8	Number of beneficiaries who attended group education sessions	3,698
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	29
10	Total number of simple inquiries received	1,076
11	Total number of simple inquiries resolved	1,075
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$451
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$249
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$65
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$65

Hawaii – State of Hawaii Executive Office on Aging, Honolulu		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	60
3	Total number of volunteer work hours	1,525
4	Number of media airings	920
5	Number of community outreach education events conducted	383
6	Number of community outreach education events conducted	58
6	Estimated number of people reached by community outreach education events	5,307
7	Number of group education sessions for beneficiaries	33
8	Number of beneficiaries who attended group education sessions	737
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	62
10	Total number of simple inquiries received	215
11	Total number of simple inquiries resolved	215
12	Number of inquiries involving complex issues received	17
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$2,180
14	Number of complex issues resolved	11
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$131
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$131

Idaho – Idaho Department of Insurance, Boise		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	152
3	Total number of volunteer work hours	1,976
4	Number of media airings	2,173
5	Number of community outreach education events conducted	1,699
6	Estimated number of people reached by community outreach education events	109
7	Number of group education sessions for beneficiaries	7,547
8	Number of beneficiaries who attended group education sessions	149
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,343
10	Total number of simple inquiries received	5,220
11	Total number of simple inquiries resolved	1,358
12	Number of inquiries involving complex issues received	1,295
13A	Number of inquiries involving complex issues referred for further action	27
13B	Total dollar amount referred for further action	6
14	Number of complex issues resolved	\$809
15	Number of complex issues pending further action	20
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	16
17A	Actual Medicare funds recovered attributable to the projects	\$28,511
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$47
17A –17D	Total savings attributable to the projects	\$0

Illinois – AgeOptions, Oak Park		
In operation since: July 2006		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	74
3	Total number of volunteer work hours	408
4	Number of media airings	593
5	Number of community outreach education events conducted	147
6	Estimated number of people reached by community outreach education events	262
7	Number of group education sessions for beneficiaries	32,296 481
8	Number of beneficiaries who attended group education sessions	
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	13,229 4,254
10	Total number of simple inquiries received	6,721
11	Total number of simple inquiries resolved	6,721
12	Number of inquiries involving complex issues received	112
13A	Number of inquiries involving complex issues referred for further action	
13B	Total dollar amount referred for further action	77 \$48,324
14	Number of complex issues resolved	
15	Number of complex issues pending further action	55 83
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,240
17A	Actual Medicare funds recovered attributable to the projects	\$3,495
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$3,495

Indiana – Indiana Association of Area Agencies on Aging, Education Institute, Indianapolis		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	148
2	Total number of volunteer training hours	564
3	Total number of volunteer work hours	755
4	Number of media airings	5,222
5	Number of community outreach education events conducted	205
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	24,413 78
8	Number of beneficiaries who attended group education sessions	5,956
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	472
10	Total number of simple inquiries received	37
11	Total number of simple inquiries resolved	37
12	Number of inquiries involving complex issues received	63
13A	Number of inquiries involving complex issues referred for further action	8
13B	Total dollar amount referred for further action	\$6,659
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	77
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Iowa – Hawkeye Valley Area Agency on Aging, Waterloo		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	81
3	Total number of volunteer work hours	772
4	Number of media airings	1,281
5	Number of community outreach education events conducted	210
6	Estimated number of people reached by community outreach education events	60
7	Number of group education sessions for beneficiaries	5,775
8	Number of beneficiaries who attended group education sessions	421
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	10,526
10	Total number of simple inquiries received	185
11	Total number of simple inquiries resolved	147
12	Number of inquiries involving complex issues received	
13A	Number of inquiries involving complex issues referred for further action	26
13B	Total dollar amount referred for further action	19
14	Number of complex issues resolved	\$13,850
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	58
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Kansas – Department on Aging, Topeka		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	3
2	Total number of volunteer training hours	2
3	Total number of volunteer work hours	27
4	Number of media airings	1
5	Number of community outreach education events conducted	14
6	Estimated number of people reached by community outreach education events	1,857
7	Number of group education sessions for beneficiaries	2
8	Number of beneficiaries who attended group education sessions	109
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	17
10	Total number of simple inquiries received	55
11	Total number of simple inquiries resolved	55
12	Number of inquiries involving complex issues received	3
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$2,379
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	75
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Kentucky – Louisville Metro Department of Public Health and Wellness, Louisville		
In operation since: July 2001		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	156
2	Total number of volunteer training hours	596
3	Total number of volunteer work hours	1,457
4	Number of media airings	964
5	Number of community outreach education events conducted	212
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	14,296 156
8	Number of beneficiaries who attended group education sessions	3,012
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,618
10	Total number of simple inquiries received	495
11	Total number of simple inquiries resolved	493
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$10,439
14	Number of complex issues resolved	12
15	Number of complex issues pending further action	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$9,217
17A	Actual Medicare funds recovered attributable to the projects	\$409
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$98
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$507

Louisiana – EQ Health Solutions, Baton Rouge		
In operation since: June 2009		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	42
3	Total number of volunteer work hours	264
4	Number of media airings	1,132
5	Number of community outreach education events conducted	2,641
6	Number of community outreach education events	79
7	Estimated number of people reached by community outreach education events	10,853
8	Number of group education sessions for beneficiaries	261
9	Number of beneficiaries who attended group education sessions	9,789
10	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	415
11	Total number of simple inquiries received	151
12	Total number of simple inquiries resolved	151
13	Number of inquiries involving complex issues received	100
13A	Number of inquiries involving complex issues referred for further action	
13B	Total dollar amount referred for further action	32
14	Number of complex issues resolved	\$9,834
15	Number of complex issues pending further action	45
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	66
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$510
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$510

Maine – Legal Services for the Elderly, Augusta		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	124
2	Total number of volunteer training hours	1,489
3	Total number of volunteer work hours	4,931
4	Number of media airings	50
5	Number of community outreach education events conducted	207
6	Estimated number of people reached by community outreach education events	10,946
7	Number of group education sessions for beneficiaries	115
8	Number of beneficiaries who attended group education sessions	2,408
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,669
10	Total number of simple inquiries received	1,744
11	Total number of simple inquiries resolved	1,743
12	Number of inquiries involving complex issues received	41
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$25,983
14	Number of complex issues resolved	28
15	Number of complex issues pending further action	17
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$3,044
17A	Actual Medicare funds recovered attributable to the projects	\$2,628
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$121
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$463
17A –17D	Total savings attributable to the projects	\$3,212

Maryland – Maryland Department of Aging, Baltimore		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	128
3	Total number of volunteer work hours	2,608
4	Number of media airings	6,482
5	Number of community outreach education events conducted	16,067
6	Number of community outreach education events conducted	392
7	Estimated number of people reached by community outreach education events	36,293
8	Number of group education sessions for beneficiaries	287
9	Number of beneficiaries who attended group education sessions	4,854
10	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,076
11	Total number of simple inquiries received	10,148
12	Total number of simple inquiries resolved	10,109
13A	Number of inquiries involving complex issues received	81
13B	Number of inquiries involving complex issues referred for further action	13
14	Total dollar amount referred for further action	\$3,108
15	Number of complex issues resolved	69
16	Number of complex issues pending further action	33
17A	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17B	Actual Medicare funds recovered attributable to the projects	\$0
17C	Actual Medicaid funds recovered attributable to the projects	\$0
17D	Actual savings to beneficiaries attributable to the projects	\$0
17E	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Massachusetts – Elder Services of Merrimack Valley, Inc., Lawrence		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	57
2	Total number of volunteer training hours	579
3	Total number of volunteer work hours	314
4	Number of media airings	56
5	Number of community outreach education events conducted	56
6	Estimated number of people reached by community outreach education events	4,391
7	Number of group education sessions for beneficiaries	111
8	Number of beneficiaries who attended group education sessions	2,667
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	170
10	Total number of simple inquiries received	784
11	Total number of simple inquiries resolved	783
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$29,595
14	Number of complex issues resolved	10
15	Number of complex issues pending further action	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$3,242
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$3,242

Michigan – Michigan Medicare/Medicaid Assistance Program, Inc., Lansing		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	266
2	Total number of volunteer training hours	6,115
3	Total number of volunteer work hours	1,328
4	Number of media airings	55
5	Number of community outreach education events conducted	177
6	Estimated number of people reached by community outreach education events	40,585
7	Number of group education sessions for beneficiaries	405
8	Number of beneficiaries who attended group education sessions	14,776
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	590
10	Total number of simple inquiries received	0
11	Total number of simple inquiries resolved	0
12	Number of inquiries involving complex issues received	52
13A	Number of inquiries involving complex issues referred for further action	15
13B	Total dollar amount referred for further action	\$245,151
14	Number of complex issues resolved	35
15	Number of complex issues pending further action	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Minnesota – Minnesota Board on Aging, Dept. of Human Services, Aging and Adult Services Div., Saint Paul		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	90
2	Total number of volunteer training hours	870
3	Total number of volunteer work hours	647
4	Number of media airings	25
5	Number of community outreach education events conducted	46
6	Estimated number of people reached by community outreach education events	11,186
7	Number of group education sessions for beneficiaries	371
8	Number of beneficiaries who attended group education sessions	4,126
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	162
10	Total number of simple inquiries received	1,252
11	Total number of simple inquiries resolved	1,252
12	Number of inquiries involving complex issues received	255
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$4,866
14	Number of complex issues resolved	230
15	Number of complex issues pending further action	37
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,030
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$2,705
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$2,705

Mississippi – Mississippi Department of Human Services, Division of Aging and Adult Services, Jackson		
In operation since: July 2000		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	22
2	Total number of volunteer training hours	73
3	Total number of volunteer work hours	
4	Number of media airings	662
5	Number of community outreach education events conducted	223
6	Estimated number of people reached by community outreach education events	60
7	Number of group education sessions for beneficiaries	9,760
8	Number of beneficiaries who attended group education sessions	110
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,612
10	Total number of simple inquiries received	1,960
11	Total number of simple inquiries resolved	217
12	Number of inquiries involving complex issues received	217
13A	Number of inquiries involving complex issues referred for further action	25
13B	Total dollar amount referred for further action	1
14	Number of complex issues resolved	\$27,217
15	Number of complex issues pending further action	19
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	31
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Missouri – Care Connection for Aging Services, Warrensburg		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	96
2	Total number of volunteer training hours	801
3	Total number of volunteer work hours	284
4	Number of media airings	159
5	Number of community outreach education events conducted	81
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	5,662 124
8	Number of beneficiaries who attended group education sessions	
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,919 23
10	Total number of simple inquiries received	
11	Total number of simple inquiries resolved	7,301
12	Number of inquiries involving complex issues received	7,285 25
13A	Number of inquiries involving complex issues referred for further action	13
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	14
15	Number of complex issues pending further action	72
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Montana – Missoula Aging Services, Missoula		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	56
2	Total number of volunteer training hours	625
3	Total number of volunteer work hours	1,219
4	Number of media airings	549
5	Number of community outreach education events conducted	27
6	Estimated number of people reached by community outreach education events	2,988
7	Number of group education sessions for beneficiaries	222
8	Number of beneficiaries who attended group education sessions	7,223
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	476
10	Total number of simple inquiries received	322
11	Total number of simple inquiries resolved	322
12	Number of inquiries involving complex issues received	26
13A	Number of inquiries involving complex issues referred for further action	21
13B	Total dollar amount referred for further action	\$4,929
14	Number of complex issues resolved	21
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,567
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$114
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$114

Nebraska – Nebraska Department of Health and Human Services, Lincoln		
In operation since: July 2000		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	117
2	Total number of volunteer training hours	494
3	Total number of volunteer work hours	2,153
4	Number of media airings	1,661
5	Number of community outreach education events conducted	273
6	Estimated number of people reached by community outreach education events	13,964
7	Number of group education sessions for beneficiaries	236
8	Number of beneficiaries who attended group education sessions	5,829
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,530
10	Total number of simple inquiries received	452
11	Total number of simple inquiries resolved	452
12	Number of inquiries involving complex issues received	17
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$162,227
14	Number of complex issues resolved	31
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$543
17A	Actual Medicare funds recovered attributable to the projects	\$247
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$2,658
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$2,904

Nevada – Office of the Nevada Attorney General, Las Vegas		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	28
2	Total number of volunteer training hours	278
3	Total number of volunteer work hours	523
4	Number of media airings	1,594
5	Number of community outreach education events conducted	51
6	Estimated number of people reached by community outreach education events	5,474
7	Number of group education sessions for beneficiaries	32
8	Number of beneficiaries who attended group education sessions	853
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	23
10	Total number of simple inquiries received	35
11	Total number of simple inquiries resolved	35
12	Number of inquiries involving complex issues received	3
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$16,644
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

New Hampshire – Health and Human Services – Bureau of Elderly and Adult Services, Concord		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	18
3	Total number of volunteer work hours	51
4	Number of media airings	33 1,637
5	Number of community outreach education events conducted	
6	Estimated number of people reached by community outreach education events	56 7,960
7	Number of group education sessions for beneficiaries	85
8	Number of beneficiaries who attended group education sessions	1,494
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,404
10	Total number of simple inquiries received	882
11	Total number of simple inquiries resolved	882
12	Number of inquiries involving complex issues received	
13A	Number of inquiries involving complex issues referred for further action	13 7
13B	Total dollar amount referred for further action	\$370
14	Number of complex issues resolved	9
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$413
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$413

New Jersey – Jewish Family & Vocational Services of Middlesex County, Inc., Milltown		
In operation since: July 2001		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	34
2	Total number of volunteer training hours	282
3	Total number of volunteer work hours	479
4	Number of media airings	2,535
5	Number of community outreach education events conducted	70
6	Estimated number of people reached by community outreach education events	8,855
7	Number of group education sessions for beneficiaries	512
8	Number of beneficiaries who attended group education sessions	19,321
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	235
10	Total number of simple inquiries received	551
11	Total number of simple inquiries resolved	550
12	Number of inquiries involving complex issues received	32
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$3,613
14	Number of complex issues resolved	9
15	Number of complex issues pending further action	39
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$9,670
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

New Mexico – New Mexico Aging and Long-Term Services Department, Albuquerque		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	61
2	Total number of volunteer training hours	852
3	Total number of volunteer work hours	6,546
4	Number of media airings	821
5	Number of community outreach education events conducted	303
6	Estimated number of people reached by community outreach education events	47,442
7	Number of group education sessions for beneficiaries	25
8	Number of beneficiaries who attended group education sessions	902
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	730
10	Total number of simple inquiries received	1,480
11	Total number of simple inquiries resolved	1,328
12	Number of inquiries involving complex issues received	41
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$111,730
14	Number of complex issues resolved	29
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$135,598
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,158
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$1,158

New York – New York State Office of the Aging, Albany		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	547
2	Total number of volunteer training hours	1,859
3	Total number of volunteer work hours	1,564
4	Number of media airings	1,397
5	Number of community outreach education events conducted	415
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	68,641
8	Number of beneficiaries who attended group education sessions	402
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	14,081
10	Total number of simple inquiries received	6,392
11	Total number of simple inquiries resolved	43
12	Number of inquiries involving complex issues received	39
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	126
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

North Carolina – Department of Insurance, Raleigh		
In operation since: July 2003		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	257
2	Total number of volunteer training hours	808
3	Total number of volunteer work hours	2,617
4	Number of media airings	37,005
5	Number of community outreach education events conducted	118
6	Estimated number of people reached by community outreach education events	819,781
7	Number of group education sessions for beneficiaries	191
8	Number of beneficiaries who attended group education sessions	15,929
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	6,043
10	Total number of simple inquiries received	5,950
11	Total number of simple inquiries resolved	5,887
12	Number of inquiries involving complex issues received	18
13A	Number of inquiries involving complex issues referred for further action	13
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	2
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

North Dakota – North Dakota Center for Persons with Disabilities, Minot State University, Minot		
In operation since: July 2003		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	37
3	Total number of volunteer work hours	108
4	Number of media airings	517
5	Number of community outreach education events conducted	35
6	Estimated number of people reached by community outreach education events	115
7	Number of group education sessions for beneficiaries	5,198
8	Number of beneficiaries who attended group education sessions	116
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,416
10	Total number of simple inquiries received	108
11	Total number of simple inquiries resolved	148
12	Number of inquiries involving complex issues received	148
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	0
14	Number of complex issues resolved	\$0
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Ohio – Pro Seniors, Inc., Cincinnati		
In operation since: July 2002		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	73
3	Total number of volunteer work hours	416
4	Number of media airings	804
5	Number of community outreach education events conducted	43,194
6	Number of community outreach education events	129
7	Estimated number of people reached by community outreach education events	9,769
8	Number of group education sessions for beneficiaries	73
9	Number of beneficiaries who attended group education sessions	1,583
10	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	41
11	Total number of simple inquiries received	64
12	Total number of simple inquiries resolved	64
13A	Number of inquiries involving complex issues received	9
13B	Number of inquiries involving complex issues referred for further action	9
14	Total dollar amount referred for further action	\$9,305
15	Number of complex issues resolved	6
16	Number of complex issues pending further action	9
17A	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17B	Actual Medicare funds recovered attributable to the projects	\$796
17C	Actual Medicaid funds recovered attributable to the projects	\$0
17D	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$796

Oklahoma – State of Oklahoma Insurance Department, Oklahoma City		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	2
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	27
4	Number of media airings	53
5	Number of community outreach education events conducted	111
6	Estimated number of people reached by community outreach education events	9,725
7	Number of group education sessions for beneficiaries	130
8	Number of beneficiaries who attended group education sessions	7,402
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	29
10	Total number of simple inquiries received	75
11	Total number of simple inquiries resolved	75
12	Number of inquiries involving complex issues received	29
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	13
15	Number of complex issues pending further action	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Oregon – Department of Human Services, Seniors and People with Disabilities, Salem		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	107
3	Total number of volunteer work hours	0
4	Number of media airings	863
5	Number of community outreach education events conducted	39
6	Estimated number of people reached by community outreach education events	20
7	Number of group education sessions for beneficiaries	775
8	Number of beneficiaries who attended group education sessions	2
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	16
10	Total number of simple inquiries received	973
11	Total number of simple inquiries resolved	76
12	Number of inquiries involving complex issues received	76
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	1
14	Number of complex issues resolved	\$0
15	Number of complex issues pending further action	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	4
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	69
2	Total number of volunteer training hours	353
3	Total number of volunteer work hours	878
4	Number of media airings	45
5	Number of community outreach education events conducted	100
6	Estimated number of people reached by community outreach education events	10,602
7	Number of group education sessions for beneficiaries	154
8	Number of beneficiaries who attended group education sessions	4,590
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,223
10	Total number of simple inquiries received	818
11	Total number of simple inquiries resolved	818
12	Number of inquiries involving complex issues received	54
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	33
15	Number of complex issues pending further action	25
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Puerto Rico – Office of the Ombudsman for the Elderly, Santurce		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	28
2	Total number of volunteer training hours	976
3	Total number of volunteer work hours	2,976 0
4	Number of media airings	666
5	Number of community outreach education events conducted	25,734 0
6	Estimated number of people reached by community outreach education events	0
7	Number of group education sessions for beneficiaries	856 0
8	Number of beneficiaries who attended group education sessions	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0
10	Total number of simple inquiries received	0
11	Total number of simple inquiries resolved	0
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Rhode Island – Department of Elderly Affairs, Cranston		
In operation since: July 2006		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	40
2	Total number of volunteer training hours	1,388
3	Total number of volunteer work hours	717
4	Number of media airings	
5	Number of community outreach education events conducted	62
6	Estimated number of people reached by community outreach education events	90
7	Number of group education sessions for beneficiaries	4,223
8	Number of beneficiaries who attended group education sessions	56
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	753
10	Total number of simple inquiries received	1,759
11	Total number of simple inquiries resolved	8,016
12	Number of inquiries involving complex issues received	7,978
13A	Number of inquiries involving complex issues referred for further action	16
13B	Total dollar amount referred for further action	6
14	Number of complex issues resolved	\$12,260
15	Number of complex issues pending further action	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	34
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

South Carolina – Lt. Governor’s Office on Aging, Columbia		
In operation since: July 2000		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	25
2	Total number of volunteer training hours	313
3	Total number of volunteer work hours	143
4	Number of media airings	9,442
5	Number of community outreach education events conducted	349
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	77,977 109
8	Number of beneficiaries who attended group education sessions	3,156
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,630
10	Total number of simple inquiries received	4,687
11	Total number of simple inquiries resolved	4,685
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$397
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	34
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

South Dakota – East River Legal Services, Sioux Falls		
In operation since: July 2000		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	60
3	Total number of volunteer work hours	44 151
4	Number of media airings	5
5	Number of community outreach education events conducted	3
6	Estimated number of people reached by community outreach education events	515
7	Number of group education sessions for beneficiaries	23
8	Number of beneficiaries who attended group education sessions	593
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	381
10	Total number of simple inquiries received	79
11	Total number of simple inquiries resolved	78
12	Number of inquiries involving complex issues received	7
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Tennessee – Upper Cumberland Development District, Cookeville		
In operation since: July 2001		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	264
2	Total number of volunteer training hours	2,581
3	Total number of volunteer work hours	2,738
4	Number of media airings	554
5	Number of community outreach education events conducted	516
6	Estimated number of people reached by community outreach education events	52,920
7	Number of group education sessions for beneficiaries	219
8	Number of beneficiaries who attended group education sessions	
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	6,760
10	Total number of simple inquiries received	1,032
11	Total number of simple inquiries resolved	67
12	Number of inquiries involving complex issues received	51
13A	Number of inquiries involving complex issues referred for further action	33
13B	Total dollar amount referred for further action	\$5,661
14	Number of complex issues resolved	57
15	Number of complex issues pending further action	36
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$260
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$125
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$125

Texas – Better Business Bureau Education, Houston		
In operation since: July 2002		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	237
3	Total number of volunteer work hours	1,462
4	Number of media airings	695
5	Number of community outreach education events conducted	636
6	Estimated number of people reached by community outreach education events	98
7	Number of group education sessions for beneficiaries	10,322
8	Number of beneficiaries who attended group education sessions	228
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	8,981
10	Total number of simple inquiries received	132
11	Total number of simple inquiries resolved	642
12	Number of inquiries involving complex issues received	639
13A	Number of inquiries involving complex issues referred for further action	78
13B	Total dollar amount referred for further action	73
14	Number of complex issues resolved	\$105,535
15	Number of complex issues pending further action	56
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	101
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Utah – Utah Division of Aging and Adult Services, Salt Lake City		
In operation since: June 2009		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	118
3	Total number of volunteer work hours	961
4	Number of media airings	6,374
5	Number of community outreach education events conducted	113
6	Estimated number of people reached by community outreach education events	167
7	Number of group education sessions for beneficiaries	15,121
8	Number of beneficiaries who attended group education sessions	226
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	8,776
10	Total number of simple inquiries received	4,363
11	Total number of simple inquiries resolved	9,046
12	Number of inquiries involving complex issues received	9,046
13A	Number of inquiries involving complex issues referred for further action	49
13B	Total dollar amount referred for further action	51
14	Number of complex issues resolved	\$157,697
15	Number of complex issues pending further action	61
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	6
17A	Actual Medicare funds recovered attributable to the projects	\$7,229
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$817
17A –17D	Total savings attributable to the projects	\$0
		\$817

Vermont – Community of Vermont Elders, Berlin		
In operation since: July 2003		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	54
2	Total number of volunteer training hours	95
3	Total number of volunteer work hours	
4	Number of media airings	1,856 19
5	Number of community outreach education events conducted	42
6	Estimated number of people reached by community outreach education events	
7	Number of group education sessions for beneficiaries	1,547 99
8	Number of beneficiaries who attended group education sessions	
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,106 0
10	Total number of simple inquiries received	17
11	Total number of simple inquiries resolved	17
12	Number of inquiries involving complex issues received	
13A	Number of inquiries involving complex issues referred for further action	6
13B	Total dollar amount referred for further action	3 \$1,922
14	Number of complex issues resolved	
15	Number of complex issues pending further action	5 5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Virginia – Virginia Association of Area Agencies on Aging, Richmond		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	28
2	Total number of volunteer training hours	342
3	Total number of volunteer work hours	434
4	Number of media airings	116,433
5	Number of community outreach education events conducted	217
6	Estimated number of people reached by community outreach education events	14,113
7	Number of group education sessions for beneficiaries	327
8	Number of beneficiaries who attended group education sessions	9,733
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	706
10	Total number of simple inquiries received	747
11	Total number of simple inquiries resolved	646
12	Number of inquiries involving complex issues received	36
13A	Number of inquiries involving complex issues referred for further action	30
13B	Total dollar amount referred for further action	\$1,207
14	Number of complex issues resolved	10
15	Number of complex issues pending further action	60
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Virgin Islands – Department of Human Services, Senior Citizens Affairs, St. Croix		
In operation since: July 2005		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	30
2	Total number of volunteer training hours	161
3	Total number of volunteer work hours	745
4	Number of media airings	186
5	Number of community outreach education events conducted	33
6	Estimated number of people reached by community outreach education events	2,818
7	Number of group education sessions for beneficiaries	33
8	Number of beneficiaries who attended group education sessions	584
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	68
10	Total number of simple inquiries received	15
11	Total number of simple inquiries resolved	14
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$3,398
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	30
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Washington – Office of the Insurance Commissioner, Tumwater		
In operation since: July 1999		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	18
3	Total number of volunteer work hours	255
4	Number of media airings	1,044
5	Number of community outreach education events conducted	3
6	Estimated number of people reached by community outreach education events	120
7	Number of group education sessions for beneficiaries	26,144
8	Number of beneficiaries who attended group education sessions	419
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	12,818
10	Total number of simple inquiries received	2,610
11	Total number of simple inquiries resolved	1,429
12	Number of inquiries involving complex issues received	1,426
13A	Number of inquiries involving complex issues referred for further action	180
13B	Total dollar amount referred for further action	7
14	Number of complex issues resolved	\$0
15	Number of complex issues pending further action	82
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$33
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$33

West Virginia – AARP Foundation, Charleston		
In operation since: July 2003		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	
2	Total number of volunteer training hours	39
3	Total number of volunteer work hours	80
4	Number of media airings	496
5	Number of community outreach education events conducted	415
6	Estimated number of people reached by community outreach education events	30
7	Number of group education sessions for beneficiaries	5,131
8	Number of beneficiaries who attended group education sessions	41
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	20,760
10	Total number of simple inquiries received	713
11	Total number of simple inquiries resolved	1,560
12	Number of inquiries involving complex issues received	1,560
13A	Number of inquiries involving complex issues referred for further action	19
13B	Total dollar amount referred for further action	3
14	Number of complex issues resolved	\$193
15	Number of complex issues pending further action	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	160
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Wisconsin – Coalition of Wisconsin Aging Groups, Madison		
In operation since: July 1997		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	117
2	Total number of volunteer training hours	545
3	Total number of volunteer work hours	782
4	Number of media airings	8,084
5	Number of community outreach education events conducted	78
6	Estimated number of people reached by community outreach education events	5,764
7	Number of group education sessions for beneficiaries	163
8	Number of beneficiaries who attended group education sessions	3,852
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	98
10	Total number of simple inquiries received	1,027
11	Total number of simple inquiries resolved	1,022
12	Number of inquiries involving complex issues received	37
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$533
14	Number of complex issues resolved	16
15	Number of complex issues pending further action	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Wyoming – Senior Citizens, Inc., Riverton		
In operation since: July 2000		Total for 2011
	PERFORMANCE MEASURES	
1	Total number of active volunteers	25
2	Total number of volunteer training hours	644
3	Total number of volunteer work hours	451
4	Number of media airings	22,930
5	Number of community outreach education events conducted	36
6	Estimated number of people reached by community outreach education events	3,895
7	Number of group education sessions for beneficiaries	21
8	Number of beneficiaries who attended group education sessions	1,269
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	724
10	Total number of simple inquiries received	72
11	Total number of simple inquiries resolved	72
12	Number of inquiries involving complex issues received	4
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$3,744
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

APPENDIX E

Performance Measures Definitions

The following list includes the definitions of the performance measures for 2011.

Definitions

ACTIVE VOLUNTEERS

Individuals who donate their time to assist with implementing the Senior Medicare Patrol projects. Volunteers are trained to perform Senior Medicare Patrol work, which is conducted during their own personal time. They are not paid by anyone during the time they perform this work.

VOLUNTEER TRAINING

Formal gatherings (e.g., in person, by teleconference, or by Web conference) sponsored for the purpose of teaching or retraining Senior Medicare Patrol project staff and/or volunteers who in turn will educate individuals to identify and report health care fraud, waste, and abuse. Training reportable to the Office of Inspector General does not include informal training mechanisms such as email updates or newsletters.

MEDIA AIRINGS

Any individual airing or publishing of media (e.g., print, radio, television, or electronic) to educate about Medicare/Medicaid fraud and the services of the Senior Medicare Patrol projects.

COMMUNITY OUTREACH/ EDUCATION EVENT

Any education activity conducted by Senior Medicare Patrol project staff or volunteer that is not a group education session, one-on-one session, or media outreach activity.

GROUP EDUCATION SESSIONS

Formal gatherings led by Senior Medicare Patrol 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 Senior Medicare Patrol projects.

ONE-ON-ONE COUNSELING SESSION	A meeting between Senior Medicare Patrol project staff or volunteer 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 ISSUES	An inquiry that generally requires the Senior Medicare Patrol 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.
COMPLEX ISSUES REFERRED FOR FURTHER ACTION	A complex issue referred to a Medicare contractor, an investigative agency, or other appropriate organization.
COMPLEX ISSUES RESOLVED	A complex issue successfully resolved by a Senior Medicare Patrol project, a Medicare contractor, an investigative agency, or another appropriate organization.
COMPLEX ISSUES PENDING FURTHER ACTION	All complex issues—irrespective of when they were received—that are still being investigated by either the Senior Medicare Patrol project or an entity to which the case was referred.
COST AVOIDANCE	Health care expenditures for which the Government, a beneficiary, or other entity (e.g., secondary health insurer) was relieved of responsibility for payment as a result of the project.
MEDICARE FUNDS RECOVERED	Money saved or recouped to the Medicare Trust Fund as a result of the project. 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 project. 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), as a result of the project.