

# 2018 SMP/SHIP

NATIONAL CONFERENCE

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## State of the Programs

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# Office of Healthcare Information and Counseling (OHIC)

- Focus on programs for people with Medicare
  - Senior Medicare Patrol (SMP) Program
  - State Health Insurance Assistance Program (SHIP)
  - Medicare Improvements for Patients and Providers Act (MIPPA) Program

# What are we working on together?

- OHIC initiatives to support SMP and SHIP grantees
  - Increased coordination of Resource Centers
  - Connection of SMP and SHIP Data Systems
  - Joint SMP/SHIP/MIPPA Reporting Guidance
  - Customer Satisfaction Survey (Year 1 of 3)

# SMP Customer Satisfaction Survey

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

# SHIP Customer Satisfaction Survey

Question	Text	Average Score	Percent who “Agreed” or “Strongly Agreed”
Q4	I was able to find and contact SHIP in a timely fashion.	4.41	92%
Q6	The information provided to me was accurate.	4.41	91%
Q7	SHIP provided me with useful information.	4.44	92%
Q9	Overall, I was satisfied with my interaction with SHIP.	4.48	91%
Q10	I would contact SHIP again for assistance.	4.51	92%
Q11	I would recommend SHIP’s service to others.	4.52	92%

# Coming in 2019

- Emphasis on helping you strengthen and manage your programs
  - Technical assistance and closer monitoring to help you stay on track with spending
  - Tools to help you better track and manage training for your team members
  - Improved reports to help you oversee your program

# Coming in 2019

- Focus on data and data collection
  - Working on continuing to ease the burden of reporting
  - Continue to clarify and coordinate work and data crossover between programs
  - Focus on how to strategically use our data to describe the work of the programs

# What's new with SMP?

- Two new performance measures
  - Additional expected Medicare recoveries
    - \$53.2M in documented savings in 2017
  - Additional expected Medicaid recoveries
    - \$1.8M in documented savings in 2017
- Continued research to measure the value of prevention in the SMP program



# 2017 OIG Report on SMP Program

Performance measures	Total for 2017
Total number of active SMP team members	6,130
Total number of SMP team member hours	433,728
Number of group outreach and education events	26,429
Estimated number of people reached through group outreach and education events	1,895,594
Number of individual interactions with, or on behalf of, a Medicare beneficiary	226,261

# 2017 OIG Report on SMP Program

Performance measures	Total for 2017
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$211,749
Expected Medicare recoveries attributable to the projects	\$2,010,475
Additional expected Medicare recoveries attributable to the projects**	\$53,248,830
Expected Medicaid recoveries attributable to the projects	\$0
Additional expected Medicaid recoveries attributable to the projects**	\$1,789,200
Savings to beneficiaries attributable to the projects	\$43,726
Other savings attributable to the projects (e.g., savings to supplemental insurance)	\$741

# Increasing SMP Visibility

- OIG/ACL Medical Identity Theft Project
  - Brochure, PPT, video testimonial from Arkansas SMP client
- ACL-funded mattee releases
- SMP brochures and bookmarks

**PROTECT** **Protect yourself against Medicare fraud.**  
Protecting your personal information is your best defense against health care fraud and abuse.  
**Steps to protect yourself and your health care benefits:**

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

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

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

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

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

**Protect Yourself & Medicare**

**THREE SIMPLE STEPS**

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

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

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

**Senior Medicare Patrol (SMP) can help you prevent, detect, and report Medicare fraud.**

**CONTACT YOUR LOCAL SMP**  
1-877-808-2468  
[www.smpresource.org](http://www.smpresource.org)  
[info@smpresource.org](mailto:info@smpresource.org)

Part of the U.S. Department of Health and Human Services.

# What's new with SHIP?

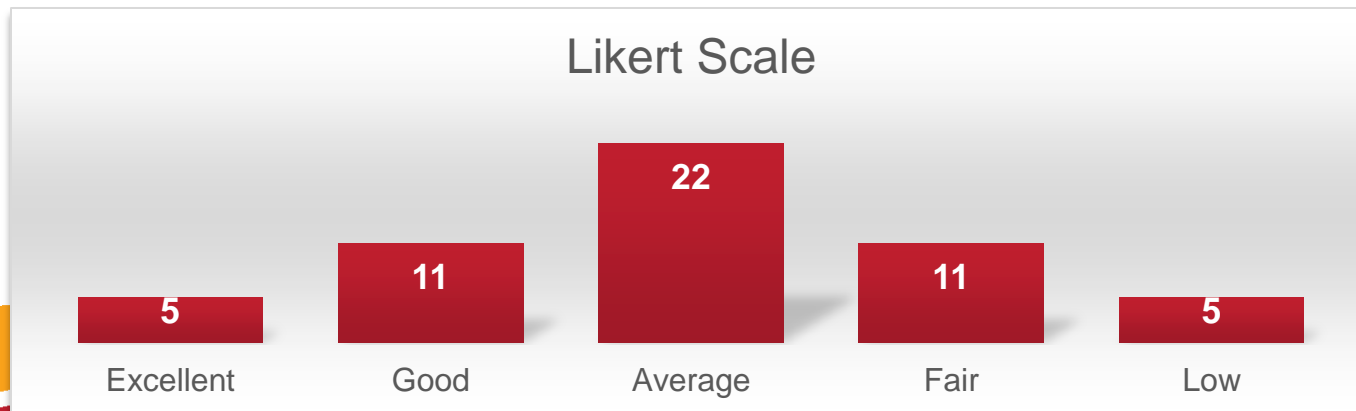
- SHIP Report to Congress
- VRPM
- SHIP Tracking And Reporting System (STARS)
- New SHIP Performance Measures

# STARS

- Developed on the same platform as SIRS
- Eases data collection:
  - Collects data for SMP and Duals Demo programs whenever there is overlap with SHIP
- Includes MIPPA
  - MIPPA- only grantees will have their own accounts
- Roll-out will be complete October 1, 2018

# New SHIP Performance Measures

- Reduced the number of PMs from 8 to 5
- Uses penetration rate to calculate performance
- Likert rating system to illustrate each program's performance against their peers



# New Cost Data

- Collecting Enrollment Cost Information
  - Reported anytime we assist with Part D or MAPD enrollment
  - Used to calculate potential savings to the beneficiary
- Is not a performance measure
- Is encouraged; not required