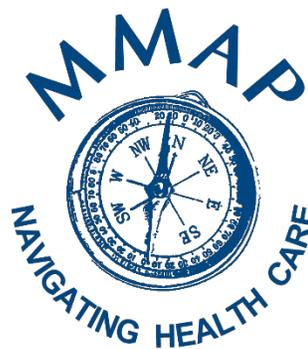


MMAP Service Provider Manual

Updated November 2017



MMAP Mission –
To educate, counsel and empower Michigan's older adults
and individuals with disabilities and those serve them, so that they can
make informed health benefit decisions.

| | |
|---|----|
| The History of MMAP-Michigan Medicare/Medicaid Assistance Program | 9 |
| 1.1 Scope of MMAP Policies and Policy Revisions | 11 |
| 1.2 Definitions | 12 |
| 1.3 MMAP Service Contracts | 16 |
| Subcontracts | 16 |
| Contract Revisions or Amendments | 16 |
| Corrective Action Process | 17 |
| Withholding of Funds, Reprogramming and Redistribution | 18 |
| Contract Probation | 18 |
| Contract Termination | 18 |
| Contract Termination Appeals Procedure | 20 |
| 1.4 Assessment of MMAP Service Contractors | 22 |
| 1.5 Technical Assistance | 24 |
| 1.6 “MMAP Service Providers” and “Volunteer Host Organizations” | 25 |
| 1.7 Scope of MMAP Team Member Service | 26 |
| 1.8 MMAP Services Definitions | 27 |
| MMAP State Health Insurance Assistance Program (SHIP) Service Definition | 27 |
| MMAP Senior Medicare Patrol (SMP) Service Definition | 28 |
| 1.9 MMAP Clients | 30 |
| 1.10 One-on-One Client Counseling | 31 |
| 1.11 Program Accessibility | 33 |
| Phones/Internet Access/Website | 33 |
| 2.1 Risk Management | 38 |
| 2.2 Risk Assessment | 39 |
| 2.3 Staffing | 40 |
| 2.4 Overall Policy on Engagement of Volunteers | 41 |
| 2.5 MMAP Counseling Locations | 42 |
| MMAP Site | 42 |
| Partner Counseling Location | 42 |
| Facility Partner | 42 |
| MMAP Counseling Locations | 43 |
| 2.6 Oversight of Local MMAP Service Providers and Counseling Locations | 44 |
| 2.7 MMAP Counseling Location Sub-contracts and Memorandums of Understanding | 45 |
| Instructions for Memorandums of Understanding | 46 |
| 2.8 Standard of Promptness | 57 |

| | |
|--|-----|
| 2.9 Mileage Reimbursement | 58 |
| MMAP, Inc. Mileage Reimbursement Policy..... | 58 |
| Area Agency on Aging Mileage Reimbursement Policy..... | 58 |
| 2.10 Reimbursement of Volunteers’ Expenses | 59 |
| 2.11 Fees for Services-Honoraria | 60 |
| 2.12 Gifts from Clients to MMAP Team Members | 61 |
| 2.13 Insurance | 62 |
| Liability Insurance Coverage..... | 62 |
| Automobile Insurance Coverage..... | 62 |
| 2.14 Safe Work Environment | 64 |
| 2.15 Reporting of Abuse | 65 |
| 2.16 Home Visits by Volunteers | 69 |
| 2.17 Incident Reporting and Response | 70 |
| 3.1 Team Member Roles | 74 |
| 3.1a Regional Coordinator | 75 |
| 3.1b Site Coordinators | 77 |
| 3.1c MMAP Counselors..... | 78 |
| 3.1d Outreach Technician | 79 |
| 3.1e Administrative Assistants..... | 80 |
| 3.1f Regional Coordinator Job Description: | 81 |
| 3.1g Site Coordinator Job Description: | 83 |
| 3.1h Counselor Job Description:..... | 85 |
| | 86 |
| 3.1i Outreach Technician Job Description:..... | 87 |
| 3.1j Administrative Assistant Job Description: | 89 |
| 3.2 Team Member Application | 91 |
| 3.4 Team Member Agreement | 99 |
| 3.4 Team Member Role Development..... | 103 |
| 3.5 Team Members’ Compliance with MMAP Policies and Procedures | 104 |
| 3.6 Positions of Trust | 106 |
| 3.7 Screening of Potential MMAP Team Members..... | 107 |
| 3.8 Applicant Rights | 109 |
| 3.9 Screening-Incomplete or False Information | 110 |
| 3.10 Conflict of Interest | 111 |
| 3.11 Certificate of Ability..... | 112 |

| | |
|---|-----|
| 3.12 Criminal History Background Checks | 113 |
| Criminal History Background Checks Conducted on Potential MMAP Team Members | 115 |
| Criminal History Background Checks Conducted on Current, Non-Exited MMAP Team Members Registered in SHIPTools | 116 |
| 3.13 Persons Excluded From Participation with MMAP..... | 117 |
| 3.14 Screening-Confidentiality and Record Retention | 121 |
| 3.15 Screening of Current and Returning MMAP Team Members..... | 122 |
| 3.16 MMAP Disclosure Authorization & Release of Information Form | 123 |
| 3.17 Team Member Certification/Recertification..... | 124 |
| 3.17a Counselor Certification & Recertification | 126 |
| Counselor Certification..... | 126 |
| Counselor Recertification | 127 |
| Counselor and Outreach Technician Certification Updated 3.16.2016..... | 130 |
| 3.17b Outreach Technician Certification & Recertification..... | 131 |
| Outreach Technician Certification..... | 131 |
| Outreach Technician Recertification | 131 |
| 3.17c Administrative Assistant Certification & Recertification..... | 134 |
| Administrative Assistant Certification..... | 134 |
| Administrative Assistant Recertification | 134 |
| Administrative Assistant Certification..... | 136 |
| 3.18 SHIP and SMP Unique IDs..... | 137 |
| SHIP Unique ID Prerequisites | 137 |
| SMP Unique ID Prerequisites..... | 138 |
| 4.1 Reporting MMAP Activities..... | 141 |
| 4.2 On-Line Reporting Systems..... | 142 |
| SHIPTools..... | 142 |
| National Performance Report (NPR)..... | 142 |
| SMP Information and Referral System (SIRS)..... | 143 |
| 4.3 Reporting MMAP Counseling Activities..... | 144 |
| 4.4 Entering Comments/Case Notes into NPR/SHIPTools | 145 |
| 4.5 Reporting MMAP Community Outreach and Education Activities..... | 147 |
| 4.6 Reporting MMAP Team Member Training..... | 148 |
| 4.7 Other Reports and Requests for Information | 149 |
| 4.8 MMAP Reporting Guide..... | 150 |
| 5.1 Procedures for Reprogramming or Redistribution of Captured Funds..... | 154 |
| 5.2 Under Spending of MMAP Funds | 156 |

| | |
|--|-----|
| Capture of MMAP Funds-Under Spending | 157 |
| 5.3 Under Performance: MMAP Contract Goals..... | 158 |
| Capture of MMAP Funds-Under Performance: Contract Goals..... | 159 |
| 5.4 Revised Budgets..... | 161 |
| 5.5 Overtime Compensation on Contract and Grant Funds | 164 |
| 6.1 MMAP Training..... | 169 |
| 6.2 Orientation | 170 |
| 6.3 Initial Training | 172 |
| 6.4 Update Training | 175 |
| 6.5 Specialist Training | 176 |
| 6.6 MMAP Trainers | 177 |
| 6.7 Reporting Training Activities | 178 |
| 7.1 Team Member Supervision and Support | 182 |
| 7.2 MMAP Team Member Case Resolution/Assistance Protocol..... | 183 |
| Medicare Advantage and Prescription Drug Plan Case Resolution/Assistance Protocol. | 184 |
| Medicaid Case Resolution/Assistance Protocol..... | 184 |
| Local Protocol Chart 11-04-2010 | 185 |
| 7.2 Instructions for Using the MMAP Client Assistance Agreement..... | 187 |
| Client Assistance Agreement..... | 188 |
| 7.3 Instructions for Using the MMAP Release of Information | 190 |
| MMAP Release of Information | 191 |

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Section 1.0

Definitions

and

Introductory

Policies

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The History of MMAP

Michigan Medicare/Medicaid Assistance Program

In 1984 Michigan implemented AARP's model insurance counseling program for older adults. In the beginning, the Michigan Medicare/Medicaid Assistance Program (MMAP) operated under the auspices of the Michigan Office of Services to the Aging (OSA) and was administered by the Area Agencies on Aging Association of Michigan (AAAAM) with the direction of a state level Steering Committee. Organizations represented on the MMAP Steering Committee were: AARP, OSA, AAAAM, Blue Cross Blue Shield of Michigan (BCBSM), and the Medicare fiscal intermediary/carrier for Michigan. The first State Coordinator worked for AARP.

Initial funding was provided by AARP and OSA and in-kind staff support was provided by all partner organizations. MMAP volunteers were enrolled in the Retired Senior Volunteer Program (RSVP). RSVP provided travel expense reimbursement for MMAP volunteers who were 60 years and over.

The first training session took place in January 1985 in Detroit for twenty-eight volunteers. Between January 1985 and August 1986 fourteen training sessions were conducted and approximately 300 MMAP volunteers participated in the three-day training program. Training was provided by AARP.

In 1988 a formal agreement among the four co-sponsoring organizations outlining responsibilities and designating in-kind and monetary assistance was executed. Funding was actively sought for the State Coordinator position. In 1989, multi-year funding was secured for the position of State Coordinator from BCBSM, The Mott Foundation, OSA, and AAAAM.

In 1990 Congress appropriated \$10.3 million to fund State Health Insurance Assistance Programs (SHIP). OSA submitted Michigan's first SHIP Grant application in July of 1992 and MMAP became Michigan's SHIP. The initial grant award to Michigan (and MMAP) was \$214,000.

In December 1995 the 'smart' 1-800 MMAP number was established for Medicare beneficiaries and their family members in Michigan. In 1998 MMAP received its first grant under the Senior Medicare Patrol (SMP) program and the newly created position of Assistant State Coordinator (state-wide trainer) was filled.

A Leadership Council was established in 1997 composed of twelve geographically diverse MMAP Coordinators who were charged with providing the Steering Committee input on MMAP policy. In 2007 this became the Coordinator Advisory

Council whose members are the sixteen Area Agency on Aging appointed Regional Coordinators.

The first annual MMAP Counselor Recognition Conference was held in the spring of 1998. This has become an annual event that provides an opportunity for networking, education on Medicare and Medicaid changes, and recognition for all MMAP Team members.

In January 2007 MMAP, Inc. a 501(c)3 non-profit was formed. The MMAP, Inc. Board of Directors consists of representatives from the former MMAP Steering Committee and equal numbers of Area Agency on Aging Executive Directors.

MMAP, Inc. is now the grantee of the Aging and Adult Services Agency (formerly Office of Services to the Aging) to administer Michigan's SHIP grant and the grantee of the Administration for Community Living to provide the SMP services in Michigan.

In the thirty years of its existence, funding for MMAP has grown to almost \$2,000,000.00. In 2014, MMAP had 226 Counseling Locations serving 83 counties with over 600 trained MMAP team members available to serve Michigan's 1.9 million Medicare beneficiaries.

1.1 Scope of MMAP Policies and Policy Revisions

- These policies are designed to establish and organize the structure and operation of MMAP within the network of MMAP Service Providers. They describe the governing principles and values that shape and guide the program. They set out expectations regarding program and team member management and associated key staff roles. They delineate core expectations of MMAP team members and broadly describe what team members may expect from MMAP.
- MMAP, Inc. reserves the exclusive right to change any aspect of these policies and to expect adherence by MMAP Contractors and Service Providers and their MMAP Team members to any changed policy. MMAP, Inc. will provide notification of change(s) and a timeline for implementation.
- Alterations to or exceptions from MMAP policies and procedures may be granted only by the MMAP, Inc. Executive Director and must be obtained in advance in writing.
- Matters related to MMAP program management not specifically covered in these policies are determined by MMAP, Inc. The MMAP, Inc. Executive Director may seek the guidance of the MMAP, Inc. Board of Directors.

1.2 Definitions

Active

See “Active Team Member”

Active Team Member

MMAP team member who has completed the MMAP Team Member Application and Agreement forms, passed a criminal history background check, attended Orientation, and completed the Certification or Recertification requirements for his/her job description

Administrative Assistant

A MMAP team member who has completed the MMAP Team Member Application and Agreement forms, passed a criminal history background check, attended Orientation, and completed the certification/recertification requirements for an Administrative Assistant

Counselor

A MMAP team member who has completed the MMAP Team Member Application and Agreement forms, passed a criminal history background check, attended Orientation, completed Initial Training, and has met the reporting and on-line review requirements for Counselor certification/recertification

Counseling Location

Place where a certified MMAP Counselor is available to provide one-on-one counseling. See “MMAP Site”, “Partner Counseling Location”, and “Partner Facility”

Initial Training

The core MMAP training that covers: Original Medicare, Medicare Advantage, Medicare Prescription Coverage (Part D), Medigap/Supplemental Insurance, Medicaid, Long-Term Care Insurance, and Medicare Fraud & Abuse. It is conducted by the MMAP Training Manager or Regional Trainer for individuals who want to become a MMAP Counselor or Outreach Technician

MMAP Funds

Grant funding received by MMAP, Inc. from the federal and state government, or other funder, to provide State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), or other specified services

MMAP-Paid

MMAP team member who is paid, in whole or in part, with MMAP Funds

MMAP Services

Services contracted by MMAP, Inc., or their subcontractor, to be provided under the terms and conditions of the SHIP grant, SMP grant, or other MMAP grant. These services include counseling and assistance to Medicare and Medicaid beneficiaries and their families or caregivers, and outreach activities to increase understanding of Medicare programs and raise awareness of assistance available through MMAP

MMAP Service Provider

Agency or organization who has agreed by contract or Memorandum of Understanding to provide MMAP services

MMAP Site

An agency with a physical location where clients from the general public can walk-in to receive one-on-one counseling from a certified MMAP Counselor. MMAP counseling may also be provided by telephone, internet, or home visit

MMAP Team Member

An individual trained and certified to provide MMAP services: administrative and program support, outreach/community education, or one-on-one client counseling. (Regional Coordinator, Site Coordinator, Counselor, Outreach Technician, or Administrative Assistant) A Team member may be MMAP paid, paid in-kind, or volunteer

Orientation

Orientation gives potential team members information about MMAP: its structure and mission; the local agency; the site where they will be working; training, certification, and recertification requirements; and other expectations and responsibilities of their job. Orientation is conducted by the Coordinator who will oversee the work of the team member, or by a team member designated by the Regional Coordinator to conduct training

Outreach Technician

A MMAP team member who has completed the MMAP Team Member Application and Agreement forms, passed a criminal history background check, attended

Orientation, completed Initial Training, and has met the reporting and on-line review requirements for Outreach Technician certification/recertification

Paid In-Kind

MMAP team member who provides MMAP Services as part of his/her employment and is paid with funds other than MMAP funds

Partner Counseling Location

A Partner Counseling Location is an agency/organization that has at least one staff person who is a certified MMAP Counselor who is available to provide one-on-one counseling to members of the agency's service population

Partner Facility

A Partner Facility is a community partner who donates space where a certified MMAP Counselor provides one-on-one counseling to the general population

Positions of Trust

MMAP team member roles that involve access to at least one of the following:

- Beneficiaries
- Personal or confidential information
- Money or other valuables

Of the standard MMAP team member roles, the following are positions of trust:

- Regional Coordinator
- Site Coordinator
- Counselor
- Outreach Technician
- Administrative Assistant, if the team member's responsibilities involves access to at least one of the following:
 - Beneficiaries
 - Personal or confidential information
 - Money or other valuables

Update Training

Update Training is an organized, planned meeting or training session for the purpose of providing team members with continuing education on topics that include, but are not limited to: Medicare and Medicaid changes, health insurance plan choices, team member skills development, and MMAP program procedures.

Volunteer

Individuals who donate their time to assist to MMAP

- They are trained to perform MMAP work,
- Their MMAP work is conducted during their own personal time, and
- They do not get paid by anyone during the time they perform this work

Volunteer Host Organization

An agency or organization engaged in the recruitment and/or management of volunteers who perform MMAP duties

1.3 MMAP Service Contracts

MMAP, Inc. may contract with a non-profit corporation, a for-profit corporation, or a unit of general purpose government or agency thereof. Contracts are only for services associated with MMAP and the service must conform to policies and procedures contained in the MMAP Service Provider Manual.

Subcontracts

A MMAP Service Contractor (Contractor) shall not assign its contract to provide MMAP services to another party without prior written approval from MMAP, Inc. An unsigned copy of the agreement must be sent to MMAP, Inc. for approval prior to implementation. Following approval, a copy of the signed agreement must be sent to MMAP, Inc.

A Contractor may subcontract or enter into a Memorandum of Understanding with another party to provide MMAP services. A copy of the signed agreement must be sent to MMAP, Inc.

Assignees or subcontractors shall be subject to all conditions and provisions of the Contractor's agreement with MMAP, Inc. The Contractor shall be responsible for the performance of all its assignees or subcontractors however, MMAP, Inc. retains the right to monitor and assess or otherwise determine performance.

The Contractor must assess each of its subcontractors for contract compliance.

Contract Revisions or Amendments

The contract will contain all terms and conditions agreed upon by MMAP, Inc. and the Contractor. No other understanding, oral or otherwise, regarding the subject matter of the contract shall be deemed to exist or bind to any of the parties.

Whenever there is any material change in the content or administration of an approved contract or in the operation of either MMAP, Inc. or the Contractor affecting the contract, the contract document shall be appropriately revised.

If the Contractor requests a revision to its contract, the nature and extent of the request for revision will determine the action to be taken by MMAP, Inc.

Revisions may be either a substantive amendment or an administrative revision.

A substantive amendment is defined as any alteration in the contract which substantially affects the character of the contract such that it is essentially different from what was originally approved by MMAP, Inc. and the Contractor.

Substantive amendments shall include the following:

- Significant changes in the project objectives including projection of performance goals
- Any addition of a new service category or deletion of service category
- A change in the project period and budget year dates
- Supplemental awards or reduction in funding
- Any change that would affect compliance with federal or state procedures
- Other changes specified by MMAP, Inc.

Requests from the Contractor for a contract amendment must be received by MMAP, Inc. at least ninety (90) calendar days in advance of the contract completion date. The notification of the amendment supersedes all other notification relating to the budget year. The contract shall only be amended by the written consent of all parties.

Administrative revisions are defined as changes in the contract which are made for the purpose of facilitating implementation of the project, but are minor in nature and do not change the essence of the contract. Requests from the Contractor for an administrative revision must be received by MMAP, Inc. at least thirty (30) calendar days in advance of the contract completion date. MMAP, Inc. shall review and respond in writing, to administrative revisions within thirty (30) calendar days of a written request.

Corrective Action Process

MMAP, Inc. will employ a corrective action process that is progressive. This process is intended to be success-oriented and the corrective action will match the seriousness of the performance issue. MMAP, Inc. will provide Contractors with regular performance reports, will communicate with Contractors if program or financial deficiencies are identified, and will be available to provide technical assistance to Contractors and Regional Coordinators as needed or requested.

Withholding of Funds, Reprogramming and Redistribution

A MMAP Service Contractor is responsible for fulfilling its obligations as stated in the MMAP Service Provider Manual and contracts. Failure to meet these obligations in a timely and accurate manner may result in the withholding of funds until such obligations are met. Withheld funds may be reprogrammed or redistributed. The withholding, reprogramming, and redistribution of funds will be in a manner consistent with MMAP policy and approved by the MMAP, Inc. Board of Directors.

Contract Probation

When a Contractor has failed to comply with the terms of a contract, MMAP, Inc. may place the Contractor on probation in whole or in part. Probation will commence upon MMAP, Inc. giving the Contractor written notice of probation. The notice of probation shall contain reasons for probation, any corrective action required, the effective date, and length of probation. During the probationary period, the Contractor will receive reimbursement for allowable expenses incurred as part of the contract. If, during the probationary time frame, the Contractor does not comply with the corrective actions, termination may be initiated.

Contract Termination

If, through any cause, the Contractor fails to fulfill its obligation in a timely and proper manner under this contract, or if the Contractor violates any of the covenants, agreements, or stipulations of this contract, MMAP, Inc. shall have the right to terminate this contract in whole, or in part, at any time before the date of expiration by giving written notice by certified United States mail to the Contractor of such termination and the effective date of termination. This will be done at least thirty (30) calendar days, prior to the effective date of the termination. The notice from MMAP, Inc. will include reports to be completed, the right of the Contractor to appeal and the procedures to be followed for appeal. Causes shall include but not be limited to:

- Lack of availability of funds
- The Contractor violates conditions, under which the contract was approved
- Program performance is inadequate as documented through monitoring visits
- Other resources were unavailable
- Response to assessment findings is inadequate for two (2) semi-annual assessments

- If the MMAP, Inc. Board of Director's changes grant funding to purchase of service agencies
- Under extreme conditions (gross negligence, misappropriation of funds, etc.) immediate termination may occur

The Contractor, for adequate cause, may terminate the contract at any time by giving written notice to MMAP, Inc. by certified United States mail at least thirty (30) calendar days, preferably 90 days, before the effective date of such termination and specifying the effective date of termination.

The Contractor shall not be relieved of liability to MMAP, Inc. for damages sustained by MMAP, Inc. by virtue of any breach of the contract by the Contractor. MMAP, Inc. may withhold any payments to the Contractor for the purpose of setoff until such time as the exact amount of damages due MMAP, Inc. from the Contractor is determined.

If the contract is terminated as provided here, the Contractor shall be entitled to receive just and equitable compensation for any satisfactory work completed. Upon termination of this contract, the Contractor shall return to MMAP, Inc., upon demand, any unencumbered funds and any equipment or personal property purchased with funds provided under this contract. Any equipment, supplies or personal property purchased with contract funds must be disposed of in accordance with procedures prescribed by 45 CFR Part 74, Subpart O (74.139). Any funds realized from the sale of such equipment, supplies or personal property must be returned to MMAP, Inc. or will be an adjustment to the projected costs.

If, any cause, alteration or changes take place in the rules, regulations, laws, or policies to which MMAP, Inc. is subject, or if there is any termination or reduction in the allocation or allotment of funds provided to MMAP, Inc. for the purposes of this contract, MMAP, Inc. shall have the right to terminate or reduce the amount to be paid to the Contractor under this contract. Such termination or reduction in the amount to be paid shall take effect immediately upon receipt of written notice to the Contractor, unless a different effective date is specified in the notice.

When financial support of a contract terminates on completion of the approved contract period or earlier, the Contractor shall complete and submit a final project and financial report to MMAP, Inc. by the date established by MMAP, Inc. pursuant to the contract.

Contract Termination Appeals Procedure

A Service Contractor may appeal the decision of the MMAP, Inc. Board of Directors to terminate the Contractor's contract. Unresolved differences pertaining to contract termination will be reconciled through the following appeals process:

An appeals proceeding shall be conducted within an aggregate time frame of sixty (60) calendar days, when all of the following shall occur:

- Within seven (7) calendar days of Board action, MMAP, Inc. shall provide written notice to the affected party, of action to terminate, or not renew, including a notice of right to appeal. The written notice shall state that information and/or criteria on which the decision was based shall be available for review and that to be considered for an appeal, the affected party must file a request for an appeal within ten (10) calendar days of the receipt of the written notification of MMAP, Inc. action. The request for an appeal must be sent to the President of the MMAP, Inc. Board of Directors. The request for an appeal must be signed by the legal chairperson or chief executive. The written notice from MMAP, Inc. shall include a statement that the affected party may appeal in person or may designate a representative to appeal the MMAP, Inc. decision.
- The President of the MMAP, Inc. Board of Directors or their designee must respond to the request for an appeal, and set the time and place for the hearing, and send written notice of the hearing to the affected party, within thirty (30) calendar days of receiving the request for a hearing. The President of the MMAP, Inc. Board of Directors or his/her designee will preside at the hearing. The President of the MMAP, Inc. Board of Directors may change the time and place of a hearing if ten (10) calendar days written notice is given to the parties involved.
- At the discretion of the President of the MMAP, Inc. Board of Directors, MMAP, Inc. may secure records, books of accounts, and other pertinent information from the affected party. A record of the hearing shall be maintained.
- Testimony may be given orally but not under oath. The President of the MMAP, Inc. Board of Directors can require written testimony.
- The decision on an appeal will be rendered in writing within ten (10) calendar days after the hearing by the President of the MMAP, Inc. Board of Directors. The affected party shall be sent a written notice with the hearing decision

A request for an appeal hearing may be refused by the President of MMAP, Inc. Board of Directors for the following reasons:

- Appellant's failure to comply with the appeals procedures and time frames as outlined above.
- Failure to show standing
- Appellant's requesting an appeal for actions by MMAP, Inc. other than those listed above.

1.4 Assessment of MMAP Service Contractors

MMAP, Inc. will conduct one program assessment and one fiscal assessment of a MMAP Service Contractor's (Contractor) performance each SHIP grant year, April 1st through March 31st. A subsequent assessment is not required, but may be conducted for any Contractor found to be out of compliance with these Policies and Procedures.

Assessments may be conducted as an on-site visit and review or by means of electronic survey with follow up through telephone, internet, fax, or postal mail.

MMAP, Inc. will develop an assessment schedule by April 1st of each calendar year.

The assessment tool used by MMAP, Inc. and approved by AASA will address compliance with:

- Contract specifications;
- Approved service definitions;
- Generally accepted and required accounting principles;
- Quality of service;
- Licensure requirements;
- Pertinent State and Federal statutes;
- Michigan Commission on Services to the Aging policies and procedures;
- Policies and standards adopted by MMAP, Inc.; and
- Progress on resolving corrective actions required by prior assessments.

MMAP, Inc. will provide each Contractor with written feedback outlining findings of each assessment, any corrective action, and recommendations within 60 calendar days after the completion of the assessment. In cases where corrective action is needed, MMAP, Inc. shall:

- Determine due dates by which the Contractor must be in compliance.

- Approve a corrective action plan which must be developed and submitted by the Contractor to MMAP, Inc. detailing the dates the program must be in compliance.
- Monitor the Contractor's performance in accomplishing the necessary corrective action.
- Indicate perceived technical assistance needs and identification of resources available from MMAP, Inc. and other sources for use in developing a plan to address those needs.

If due dates extend beyond the contract period, completion of the corrective action may be made a condition of any further contracts with the Contractor.

The Contractor must respond in writing to MMAP, Inc. in order to acknowledge the intent to resolve compliance items. A response to recommendations for improving operations need not be required.

1.5 Technical Assistance

MMAP, Inc. and its staff are available and willing to provide technical assistance to the MMAP Service Contractors (Contractor) upon request. Technical assistance may also be provided by MMAP, Inc. when MMAP, Inc. determines that a Contractor needs assistance in a particular area. MMAP, Inc. will also provide technical assistance to MMAP Service Providers who are not Contractors in association with or approval of the Contractor's staff person assigned to MMAP.

Examples of technical assistance include, but are not limited to:

- Assistance with financial or program reporting,
- Clarification of service definitions,
- Improving quality of service delivery,
- Assistance in complying with MMAP, Inc. assessment recommendations, and
- Assistance in meeting the objectives of the contract.

To request assistance, the Contractor may contact the MMAP, Inc. Executive Director. MMAP, Inc. will provide the assistance at a time and place convenient to both the Contractor and MMAP, Inc., and will continue to provide the particular assistance until both the Contractor and MMAP, Inc. are satisfied the subject in question has been resolved.

In certain circumstances, MMAP, Inc. may find it necessary to refer the Contractor to a third party for specialized assistance. In such cases, the Contractor will be responsible for all costs incurred, unless otherwise stated in a written agreement with MMAP, Inc.

Finally, during the contract year, MMAP, Inc. may survey Contractors or the Regional Coordinators to determine appropriate state-wide subject areas for technical assistance which may be provided to groups in a training format at various locations within the state, by webinar, or through TelePresence.

1.6 “MMAP Service Providers” and “Volunteer Host Organizations”

- MMAP, Inc. contracts with organizations to provide MMAP services. These MMAP Service Contractors may in turn subcontract with other service providers in their service area to provide MMAP Services. The Contractor may also have less formal arrangements with community partners to provide MMAP Services. The parties to these agreements with Contractors are also MMAP Service Providers. It is the responsibility of the Contractor to ensure that their MMAP subcontractors and service partners comply with all relevant policies governing MMAP.
- A MMAP Service Provider may also act as a Volunteer Host Organization (VHO). A VHO is an agency or organization engaged in the recruitment and/or management of volunteers who perform MMAP duties. A VHO organization is expected to comply with all relevant policies governing the management and engagement of volunteers performing MMAP duties through or under the auspices of the host organization. It is the responsibility of MMAP Service Contractors to ensure that their MMAP subcontractors and service partners who are also Volunteer Host Organizations comply with all policies governing the management and engagement of volunteer MMAP team members.

1.7 Scope of MMAP Team Member Service

- MMAP team members receive training from MMAP, Inc. on Medicare eligibility and benefits. Team members will also receive training on Medicaid eligibility and benefits for Medicare beneficiaries eligible for Medicaid due to age or disability.
- A MMAP team member who provides counseling or conducts outreach on subjects for which s/he has not received training from MMAP, Inc. is acting outside the scope of his/her responsibility as a MMAP team member. Acting outside the scope of responsibility is grounds for dismissal.
- MMAP Service Providers may not permit their MMAP team members to provide counseling or conduct outreach on topics for which they have not been trained. If a Service Provider expects their MMAP team members to provide counseling or conduct outreach to individuals not eligible for Medicare or on topics not covered by the MMAP training program, the Service Provider has the responsibility to ensure that the team member has the appropriate training.

1.8 MMAP Services Definitions

As MMAP service providers, MMAP Service Contractors, and their subcontractors, are responsible for providing accurate and objective information, counseling, and assistance to Medicare beneficiaries on a wide range of Medicare and Medicaid topics. In addition, they will conduct community outreach and education events to increase understanding of Medicare and Medicaid program benefits and to raise awareness of the opportunity for assistance from MMAP team members with benefit and plan selection.

MMAP State Health Insurance Assistance Program (SHIP) Service Definition

MMAP SHIP service providers offer and provide free, confidential health benefits counseling and assistance to people with Medicare, their families and their caregivers.

Certified team members offer accurate and objective information, counseling, and assistance to Medicare beneficiaries on a wide range of Medicare and Medicaid matters, including:

- Enrollment in Medicare and Medicaid
- Medicare prescription drug plans,
- Medicare Advantage options,
- Medicare supplemental/Medigap options,
- Long-term care insurance,
- Medicare claims and billing problem resolution,
- Information and referral on other public health benefit and assistance programs for those with limited income and assets, and
- Medicare, Medicaid, and other health care fraud and abuse identification and prevention.

MMAP SHIP service providers conduct targeted community outreach to beneficiaries in public forums in order to provide health insurance information, counseling, and assistance to eligible individuals. Outreach activities may be conducted under their own sponsorship or with community-based partners or coalitions to increase

understanding of Medicare program benefits and to raise awareness of the opportunities for assistance from MMAP with benefit and plan selection.

SHIP service providers are responsible for capturing and reporting program activity data, including:

- Counseling
- Program support activities
- Community outreach, education, and media events
- Team member training activities

MMAP Senior Medicare Patrol (SMP) Service Definition

MMAP SMP service providers actively work to disseminate Medicare fraud and abuse prevention and identification information through the media, outreach campaigns, community events, and other means. As a result of these efforts, beneficiaries/consumers contact the service provider with inquiries and complaints regarding Medicare, Medicaid, and other health care related consumer fraud issues. Service providers are expected to target their community education efforts to isolated and hard-to-reach populations.

The MMAP SMP service provider is to address Medicare fraud and abuse inquires and complaints, either by resolving matters directly or by referrals to appropriate entities. Service providers refer beneficiary complaints to state and national fraud control/consumer protection entities, including Medicare contractors, state Medicaid fraud control units, the state attorney general, the state insurance regulatory agency, Office of the Inspector General, and the Centers for Medicare & Medicaid Services.

The SMP program encourages the recruitment and training of volunteers who will serve as expert resources and educators to older adults and persons with disabilities in their community. These volunteers can be the means by which service providers can accomplish the tasks of disseminating information and responding to concerns about Medicare fraud and abuse.

MMAP SMP service providers are also responsible for capturing and reporting program activity data, including:

- Community outreach and education,
- Beneficiary counseling

- Referrals of complex issues, and
- Savings and recoveries

1.9 MMAP Clients

- MMAP Service Providers and their MMAP team members provide free, confidential health benefits counseling and assistance to any Medicare beneficiary, their family members, and caregivers without discrimination on the basis of race, color, national origin, religious beliefs, disability, age, sex, or income.
- If a MMAP Service Contractor has an agreement with an agency for that agency to provide MMAP services and the agency does not serve Medicare beneficiaries under the age of 60, the subcontracted agency should refer these individuals to the Contractor to receive counseling.
- Any action taken on the beneficiary's behalf by a MMAP team member at the direction of someone other than the beneficiary must be with the beneficiary's permission or the permission of their legal representative.
- In the absence of legal documents granting an individual authority to act, MMAP team members should communicate with the beneficiary and confirm that an individual seeking assistance on behalf of the beneficiary is doing so with the beneficiary's permission.
- A team member should report in the case notes that they have or have not seen documents granting authority to act or that he/she has communicated with the beneficiary and the individual seeking assistance does or does not have authority to act on the beneficiary's behalf.
- If a MMAP client would like a team member to discuss information about their case with a third party, e.g. health care provider, family member, DHS, the team member should ask the client to sign a Release of Information. At a minimum, the team member should record in the case notes that he/she has communicated with the beneficiary and the beneficiary has given the team member permission to discuss his/her case.

A copy of the MMAP Release of Information and the MMAP Client Assistance Agreement is located in Section 7: Casework/Advocacy.

1.10 One-on-One Client Counseling

- The array of health benefit options is complex and interrelated. To be able to explain and counsel beneficiaries about Medicare, Medicaid, and other health benefits requires not only a familiarity with these benefits, but a certain level of counseling skill. To help ensure that information provided to MMAP clients is accurate and provided in a helpful and useful manner, one-on-one client counseling will only be provided by MMAP team members who have successfully completed Initial Training and have been certified to provide one-on-one client counseling.
- It is the role of MMAP team members to provide accurate, unbiased information so that beneficiaries can make informed decisions based on their own needs and preferences. MMAP team members do not make decisions for clients, offer advice, or recommend a specific course of action. Team members help beneficiaries accomplish their own goals and preferred outcomes.
- Face-to-face work with beneficiaries takes place primarily at MMAP counseling locations. Where beneficiaries are unable to travel to the counseling location, volunteers must discuss with their regional coordinator alternate meeting arrangements. Off-site counseling work is not undertaken by volunteers without prior approval.
- Beneficiaries or their family members may request one-on-one counseling following a public presentation or at senior fairs or similar events. Team members need to respect the privacy of persons seeking assistance and should not gather personal, financial, or other confidential information from the beneficiary unless there is a private space available. If a secure location is not available at the event, inquiries that involve the collection of such personal, financial, or other confidential information are referred for a more formal counseling session in an appropriately private location.
- MMAP team members should use the Client Assistance Agreement when helping a client to enroll in:
 - Medicare,
 - Medicare Part D plans,
 - Medicare Advantage plans,
 - Low-Income Subsidy,
 - Medicaid/MSP,

- Medicare Supplemental insurance,
- Long-term care insurance, or
- Other program or benefit where eligibility is determined by a third party
- A signed copy of the MMAP Client Assistance Agreement should be kept and placed in the beneficiary's file.
- A MMAP team member should never sign an application or enrollment form on behalf of a client.
- It is important that team members document their work. Documentation allows the team member to record the client's concerns and issues and the steps taken to help the client.
- Case notes must be included for each client contact, even if the note is brief. Case notes should be objective, concise and respectful.

A copy of the MMAP Release of Information and the MMAP Client Assistance Agreement is located in Section 7: Casework/Advocacy.

1.11 Program Accessibility

- The MMAP Service Contractors and their sub-contractors are expected to assure full accessibility of MMAP services to all categories of Medicare eligible individuals, including the aged, disabled, and end stage renal disease patients. MMAP services are to be provided without discrimination on the basis of race, color, national origin, religious beliefs, disability, age, sex, or income.
- Reasonable efforts must be made to accommodate eligible individuals with existing barriers that limit their access to information, e.g., language; visual, hearing or speech impairments; physical accessibility; literacy; and location.

Phones/Internet Access/Website

- Client/Beneficiary assistance is allowed to be provided over the telephone, however clients should be offered in-person face-to-face counseling either at a MMAP Counseling Location or at the Client's home.
- There must be at least one MMAP Counseling Location in the Contractor's service area where a caller using the MMAP toll-free number can talk with a MMAP team member
- MMAP Counseling Locations that are connected with the toll-free MMAP number may create a recorded greeting for their voicemail system that is specific to their site or agency
- A Counseling Location's voicemail message must:
 - Tell the caller that they have reached MMAP
 - Tell the hours of operation, and
 - Provide the Medicare customer service number 1-800-MEDICARE, as well as its numerical counter-part, 1-800-633-4227, for callers who need immediate assistance
- Contractors are expected to have a written plan for handling MMAP calls at each of its Counseling Locations that are connected to the MMAP toll-free number. At a minimum the plan should address how calls not immediately answered are documented and the call back process
- A copy of the plan should be kept on file with the Contractor and made available to MMAP, Inc. staff for review upon request

- If there are routing or other problems with the 1-800-803-7174 telephone line at the regional or local level, the Contractor should notify MMAP, Inc. within 24 hours
- The Contractor must provide MMAP, Inc. with a telephone number for each Counseling Location in their service area to which the MMAP toll-free number will be assigned
- Because enrollment in many health benefits has become internet-based, MMAP team members must have access to the Internet.
- MMAP Service Contractors are expected to maintain a web-site that includes basic MMAP information. The MMAP information should be consumer friendly and easy to locate on the Contractor's website. A Contractor's website should include a link to the Medicare website (www.Medicare.gov) and the website for the Social Security Administration (www.ssa.gov)

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Section 2.0

Program

Management

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2.1 Risk Management

- The safety of MMAP team members and MMAP clients is very important. MMAP is committed to the operation of a health and safety conscious workplace and delivering safe and reliable services to beneficiaries.
- Risk management is a vital part of team member management at MMAP. It is an aspect of effective and safe role development; appropriately thorough team member screening and placement; comprehensive team member orientation, training and certification; and ongoing team member supervision and support.
- The consideration of risks involved in the delivery of MMAP services and the control of those risks underlies the development of MMAP policies that govern both program management and the behavior and performance of team members.

Rationale

This is a general policy that is, itself, the rationale for the other risk management-oriented policies. It sets out the “why” of risk management – health and well-being of persons and safe and effective services to beneficiaries – all of which are both ethical and legal obligations of service providers. It notes that risk management pertains both to the organization’s coordination of team member involvement (management systems and infrastructure) and to the behavior of team members themselves. Both of these areas are subject to policy provisions.

2.2 Risk Assessment

- The MMAP, Inc. Executive Director, along with MMAP staff and regional coordinators, will conduct an annual risk assessment of MMAP, including the roles, work, and activities of MMAP team members.
- A risk assessment identifies risks, assesses their magnitude, and re-examines measures MMAP, Inc., MMAP Service Contractors, and other MMAP Service Providers already have in place to control and mitigate risks. Both volunteers and in-kind staff may be invited to participate in this process. Risk management strategies will be implemented as needed, including local-level procedures that identify, prevent, and reduce the incidence and impact of risk.
- Any local-level policies developed by a local or regional MMAP service provider for its MMAP program and team members must be consistent with both the letter and the spirit of MMAP policies.
- Also assessed regularly, in connection with risk, are training and qualification procedures, team member performance management, team member program management processes and activities, and team member worksite(s).

2.3 Staffing

- Funding provided by MMAP, Inc. to MMAP Service Contractors is for the express purpose of providing MMAP services.
- Personnel paid with MMAP funds that do not provide MMAP services, must be budgeted as part of “administrative costs”. All other personnel paid in whole or in part with MMAP funds are expected to provide MMAP services, abide by MMAP policies and procedures, and document and report their activities to MMAP, Inc.
- A MMAP Service Contractor, or their subcontractor, must establish a sufficient number of staff positions to provide the service of health benefits information counseling, and outreach. This includes having sufficient supervisory staff positions to oversee and be of assistance to their MMAP team members.
- A MMAP Service Contractor, or their subcontractor(s), is expected to recruit and screen potential, new MMAP team members to serve the Medicare beneficiaries in their service area.
- The Contractor’s Regional Coordinator will supervise the activities of all MMAP team members in the Contractor’s service area to ensure that MMAP policies and procedures are adhered to including the documentation and reporting of all MMAP activities.
- MMAP Service Contractors, or their subcontractor(s), are *not* required to accept all applicants for any of the MMAP team member roles.
- A MMAP Service Contractor, or their subcontractor(s), may discharge MMAP team members for not actively participating with MMAP or for failure to abide by MMAP policies and procedures.

2.4 Overall Policy on Engagement of Volunteers

- The achievement of the MMAP Mission is best served by the active participation of citizens in the community. Volunteers are an integral part of the MMAP team and are essential to effective delivery of MMAP services to beneficiaries. Volunteers contribute unique talents, time, and knowledge complementing the skills and dedication of MMAP paid and in-kind staff.
- To this end, MMAP accepts and encourages the involvement of volunteers at a range of levels and within all appropriate projects and activities.
- Involvement of volunteers is a key component of MMAP's management and operations plan.

2.5 MMAP Counseling Locations

- MMAP Service Contractors must have at least one Counseling Location in its service region connected with the MMAP 1-800 number, 1-800-803-7174 See 1.11 Program Accessibility, page 30.
- A MMAP Service Contractor must have at least one MMAP Site within its service region. The MMAP Site may be located within the Contractor's agency, but it does not need to be.

MMAP Site

A MMAP Site is an agency with a physical location where clients from the general public can walk-in to receive one-on-one counseling from a certified MMAP Counselor. MMAP counseling may also be provided by telephone, internet, or home visit.

Partner Counseling Location

A Partner Counseling Location is an agency/organization that has at least one employee who is a certified MMAP Counselor. The agency's certified MMAP Counselor(s) use their MMAP training to provide one-on-one counseling to members of the agency's service population and not to the general public.

Facility Partner

MMAP services may also be provided by MMAP Team members at locations made available to MMAP by a community partner, e.g. library, church, senior center. A Partner Facility is a community partner who donates space where a certified MMAP Counselor provides one-on-one counseling to the general population.

MMAP Counseling Locations

MMAP Site

A physical location where clients from the general public can walk-in to receive one-on-one counseling services from a certified MMAP Counselor. MMAP Counselors are also available to provide one-on-one counseling to the general public by telephone, internet, or home visits

Examples:

- AAA
- COA
- CAP
- Senior Center

OR

Partner Counseling Location

An agency that has at least one staff person who is a certified MMAP Counselor who is available to provide one-on-one counseling to members of the agencies' service population. MMAP counseling may be provided in-person at the agency, by telephone, internet, or home visits

Examples:

- CIL
- Dialysis Unit
- LTC Ombudsman
- Senior Center
- CMH Agency
- ELM

OR

Partner Facility

Community partner who donates space where a certified MMAP Counselor provides one-on-one counseling to the general population

Examples:

- Public Library
- Church
- Senior Center

2.6 Oversight of Local MMAP Service Providers and Counseling Locations

- The MMAP Service Contractor is responsible for monitoring the MMAP activities of its MMAP subcontractors and community partners, at all the counseling locations in its service area and of the MMAP team members associated with these agencies and locations. Contractors are expected to make sure that MMAP services are provided in a way consistent with MMAP program requirements.
- Regional Coordinators are expected to communicate at least quarterly with local service providers and counseling locations to provide technical assistance and guidance for meeting contract or Memorandum of Understanding (MOU) requirements.
- If a counseling location has a Site Coordinator, the Regional Coordinator remains responsible for ensuring that the counseling location is providing MMAP services consistent with MMAP program requirements and MMAP team members have adequate supervision and support.

2.7 MMAP Counseling Location Sub-contracts and Memorandums of Understanding

- A sub-contract or Memorandum of Understanding (MOU) is required between a MMAP Service Contractor its local MMAP service subcontractors and community partners, any MMAP Sites that are not located in the Contractor's agency, and its Partner Counseling Locations and Partner Facilities.
- The MMAP Service Contractor must provide MMAP, Inc. with a copy of any sub-contracts or MOUs between itself and its MMAP service subcontractors, community partners, and counseling locations whenever they are updated.

Instructions for Memorandums of Understanding

A Memorandum of Understanding (MOU) is a written agreement used to establish a clear understanding of how an arrangement will practically function and each party's role and responsibilities.

A reason for using a MOU is to allow all involved to concretely see what has been agreed to and to have tangible reference to review should any troubles arise during the arrangement.

MOUs should be used with MMAP Service Providers and MMAP Counseling Locations that are not being funded to provide MMAP services¹. A MMAP service provider may also consider using MOUs with other local partners when working together on other MMAP activities, such as enrollment events and other community outreach activities.

- MOUs for MMAP services and with MMAP Counseling Locations that are MMAP Sites or Partner Counseling Locations need to include at a minimum the expectation that:
 - When engaged in MMAP activities, MMAP team members will be in compliance with MMAP program requirements, including, but not limited to:
 - Health benefits counseling provided without conflict of interest
 - Confidential beneficiary information is safeguarded
 - MMAP activities are appropriately documented and reported
 - The MMAP Service Contractor or its subcontractor will provide supervision, support, and technical assistance to MMAP team members, including but not limited to:
 - On-going training (Update Training)
 - MMAP program updates
 - Access to a Coordinator whenever team members are engaged in MMAP activities

The sample MOUs are a template of a format that you may choose to use. See pages 44-51. If your Agency has a format that it uses for similar documents, you may use that format.

¹ A sub-contract is required if the Counseling Location receives either MMAP funding, Older American Act (OAA) funding, county millage funds, or other funding for providing MMAP services. See Section 2.5

The non-italicized sections are considered mandatory elements for MMAP Sites and Partner Counseling Locations. You may use other language, as long as it reflects the minimum expectations as shown above.

The contents of a MOU between your Agency and a Facility Partner will vary from situation to situation. The basic format will remain the same: what is expected of the Partner Facility and what is expected of your Agency.

If you choose to use this form as the template for your document, please delete those parts that do not apply to your situation. *You may also add conditions that meet your circumstances.*

SAMPLE 1: Memorandum of Understanding Between [MMAP Service Contractor/Provider] and [AGENCY/COUNSELING LOCATION]

Purpose of the Agreement

The purpose of this agreement is to ensure the implementation of MMAP services throughout the communities of ___ served by the [MMAP].

MMAP is a statewide program that provides health benefits counseling free of charge to Medicare beneficiaries and their families, and conducts community outreach and education about Medicare health benefits and MMAP services.

MMAP team members are trained, supervised, and supported locally by [AAA] at local MMAP Counseling Locations.

[MMAP], located at [ADDRESS] and [AGENCY] located at [ADDRESS] agree to work cooperatively for the program year beginning [DATE] and ending [DATE].

[AGENCY] agrees to do the following:

- Be responsible for support of MMAP team members within its agency and to notify the Regional Coordinator of any issues that would affect the delivery of MMAP services, including any changes in the availability of or changes in status of MMAP team members.
- Assure that MMAP services are provided in a manner consistent with program policies and guidelines as stated in the MMAP Service Providers Manual, including the protection of confidential beneficiary information and avoidance of conflict of interest when providing health benefits information, counseling, and assistance.
- Assure that MMAP counseling activities are documented in the NPR/SHIPTools. A month's counseling activities should be entered into NPR/SHIPTools by the 10th of the following month.
- Assure that required reports and forms are submitted to the Regional Coordinator by the date due.

[OPTIONAL: remove conditions that do not apply]

- Maintain a phone line for the MMAP 800 number and provide suitable message service for incoming callers (i.e. answering machine or voice- mail).

- Provide MMAP team members with access to a desk, telephone for incoming and outgoing calls; copier, paper, and postage for outgoing mail; and a computer with internet access and a printer.
- Assist the Regional Coordinator and/or Site Coordinator with arranging public presentations related to health care and insurance options.
- Provide suitable space to assure privacy when MMAP team members are meeting with beneficiaries on site.
- Assure that the MMAP team members attend mandatory MMAP training
- Continuously publicize MMAP services and availability of MMAP Counselors in agency newsletters and public presentations.
- **[OTHER]**

[MMAP] agrees to do the following:

- Provide for the coordination, maintenance, and supervision of regional MMAP Counseling Locations and MMAP Team members according to the MMAP Service Providers Manual.
- Arrange for continuous education training and certification for MMAP team members.
- Provide supervision, support, and technical assistance for MMAP team members.
- Periodically update all member agencies about the regional and state MMAP plans for the fiscal year and progress to date.
- Submit reports and forms to MMAP, Inc. as required.
- 6. **[OTHER]**

[MMAP] and [AGENCY] agree to the following:

- Modifications to this agreement will be in writing and be made by mutual agreement.
- Either party, upon giving thirty (30) days written notice to the other party, may terminate this agreement without cause.
- **[OTHER]**

By signing this agreement both parties acknowledge they will actively abide by its terms.

[MMAP]

[AGENCY]

Regional Coordinator Date

[MMAP] Executive Director Date

Agency/Site Director Date

SAMPLE 2: Memorandum of Understanding for Community Partner Agencies/Partner Counseling Locations

(This sample consists of 3 parts: the rationale for using an MOU, an overview of MMAP training and certification requirements, and the MOU. These documents helpful in explaining MMAP requirements and expectations to a potential community partner agency)

Part I

MMAP is funded by federal grants to serve Michigan's Medicare and Medicaid beneficiaries. These funders expect that MMAP will have Counselors who have been screened, trained, and certified. It is also expected that MMAP Counselors receive regular update training, are supervised and supported, and recertify annually.

MMAP, Inc. appreciates the value its training may have for staff associated with agencies who partner with the Area Agencies on Aging and our other MMAP partners. Staff from partner agencies may be trained as MMAP Counselors. However, at this time MMAP, Inc. will only train partner agency employees who are willing to participate in MMAP and abide by MMAP policies and procedures required for all MMAP team members.

When partner agencies request MMAP training for their staff it is recommended that the agency and the Area Agency on Aging or other MMAP Service Contractor sign a Memorandum of Understanding (MOU). The MOU should include each party's role and responsibilities. The reason for using a MOU is to allow all involved to see what has been agreed to and to have a tangible reference to review should any disagreements arise. An MOU for partner agencies should clearly indicate that partner agency employees who receive MMAP Initial Training will follow MMAP policies and procedures and will meet all requirements to insure the quality of service to any client seeking MMAP service at the partner agency.

Part II

MMAP team member Training and Certification/Recertification Requirements

All new MMAP Counselors are required to complete a Team Member Application, sign a Team Member Agreement, provide MMAP with a copy of a driver license or other government issued identification, and sign a Disclosure Authorization and Release of Information so that MMAP, Inc. can complete a national criminal history background check.

Prior to taking the MMAP Initial Training, Counselors will attend an Orientation that is scheduled by the Regional Coordinator. The Orientation will cover the mission and structure of MMAP along with job expectations and responsibilities. The Counselor should anticipate that the Orientation will last at least four hours.

MMAP Initial Training may be either an in-person, classroom training, 36-hour training over five days, or online study combined with a three day in-person classroom component with hands on learning activities. Each classroom training day is approximately six hours and consists of discussion and hands on learning activities. The training covers Medicare, Medicaid, and MMAP reporting requirements. All MMAP team members who wish to provide MMAP counseling are required to attend and complete Initial Training.

After Counselors conclude Initial Training they must complete the MMAP Certification process. Counselors who do not complete the certification process may be offered the opportunity to retake Initial Training or may be exited from MMAP. To become certified a Counselor must complete and pass two on-line reviews within 60 days of completing of the Initial Training. A score of 80% on each review is considered passing. The Counselor must also report a minimum of 18 counseling hours within six months of completing Initial Training.

MMAP Counselors are expected to maintain their certification and will be re-certified annually. To maintain their certification Counselors must attend a minimum of two Update Trainings and report a minimum of 60 hours of MMAP activities between April 1st and March 31st. A Counselor must also complete the on-line recertification review that is posted April 1st through June 31st. A Counselor who does not recertify may be exited from MMAP or given the opportunity to take Initial Training and certify again as a MMAP Counselor.

Update Trainings will be provided by the regional coordinator. MMAP, Inc. will also offer statewide Update Trainings for MMAP team members. Update trainings are

intended to keep the Counselor current on Medicare and Medicaid topics and MMAP program requirements.

Part III

Memorandum of Understanding Between [MMAP] and [Partner Agency]

Purpose of the Agreement

The purpose of this agreement is to ensure the implementation of MMAP services throughout the communities of Region ____ served by the **[MMAP]**.

MMAP is a statewide program that provides health benefits counseling free of charge to Medicare beneficiaries and their families, and conducts community outreach and education about Medicare health benefits and MMAP services.

MMAP team members are trained, supervised, and supported locally by **[MMAP]** at local MMAP counseling locations.

[MMAP], located at **[ADDRESS]** and **[AGENCY]** located at **[ADDRESS]** agree to work cooperatively for the program year beginning **[DATE]** and ending **[DATE]**.

[AGENCY] agrees to do the following:

Be responsible for support of MMAP team members within its agency and to notify the Regional Coordinator of any issues that would affect the delivery of MMAP services, including any changes in the availability of or changes in status of MMAP Team members.

Assure that MMAP services are provided in a manner consistent with program policies and guidelines as stated in the MMAP Service Providers Manual, including the protection of confidential beneficiary information and avoidance of conflict of interest when providing health benefits information, counseling, and assistance.

Assure that MMAP Counselors document MMAP counseling activities in NPR/SHIPTools. A month's counseling activities should be entered into NPR/SHIPTools by the 10th of the following month.

Assure that required reports and forms are submitted to the Regional Coordinator by the date due.

[OPTIONAL: remove conditions that do not apply]

Maintain a phone line for the MMAP 800 number and provide suitable message service for incoming callers (i.e. answering machine or voice- mail).

Provide MMAP team members with access to a desk, telephone for incoming and outgoing calls; copier, paper, and postage for outgoing mail; and a computer with internet access and a printer.

Assist the Regional Coordinator and/or Site Coordinator with arranging public presentations related to health care and insurance options.

Provide suitable space to assure privacy when MMAP team members are meeting with beneficiaries on site.

Assure that the MMAP team members attend mandatory MMAP training

Continuously publicize MMAP services and availability of MMAP Counselors in agency newsletters and public presentations.

[OTHER]

[MMAP] agrees to do the following:

Provide for the coordination, maintenance, and supervision of regional MMAP Counseling Locations and MMAP team members according to the MMAP Service Providers Manual.

Arrange for continuous education training and certification for MMAP team members.

Provide supervision, support, and technical assistance for MMAP team members.

Periodically update all member agencies about the regional and state MMAP plans for the fiscal year and progress to date.

Submit reports and forms to MMAP, Inc. as required.

[OTHER]

[MMAP] and **[AGENCY]** agree to the following:

Modifications to this agreement will be in writing and be made by mutual agreement.

Either party, upon giving thirty (30) days written notice to the other party, may terminate this agreement without cause.

If the partner agency fails to ensure that their staff (trained as a MMAP Counselor) meets all requirements as outlined in the MOU they may be required to pay MMAP, Inc. \$600 for the MMAP Initial Training.

[OTHER]

By signing this agreement both parties acknowledge they will actively abide by its terms.

[AAA]

[AGENCY]

Regional Coordinator Date

[MMAP] Executive Director Date

Agency/Site Director Date

2.8 Standard of Promptness

- Beneficiaries, their families or caregivers, should be contacted by a MMAP team member within two (2) business days of receiving the initial request for assistance.
- When a client is referred to MMAP by another agency or organization, a MMAP team member should follow-up with the agency to confirm that the referral was received and the client has been contacted or served. A follow-up to the referring agency should be made within 10 business days.
- Any time A MMAP Service Contractor or any of its MMAP service providers are unable to handle their call volume, the Contractor must notify the MMAP, Inc. Executive Director.

2.9 Mileage Reimbursement

MMAP, Inc. Mileage Reimbursement Policy

- MMAP, Inc. will reimburse each MMAP Service Contractor or their subcontract for MMAP team member travel to mandatory statewide MMAP events.
- Mileage reimbursement will be paid directly to the Contractor based on round-trip mileage from the Contractor's agency to the location of the event. The Contractor will be reimbursed for one vehicle for each four team members from their service area who attends the event. Example: if 10 team members attend an event, MMAP, Inc. will reimburse the Contractor for three vehicles traveling round trip from the Contractor's agency to the event.

Area Agency on Aging Mileage Reimbursement Policy

- Each MMAP Service Contractor must have a written policy on mileage reimbursement for all MMAP team members in their service area, including volunteers, in-kind staff, and MMAP-paid staff members.
- The Contractor's policy must, at a minimum, provide assurance that MMAP *volunteers* will be offered mileage reimbursement for MMAP related activities.

2.10 Reimbursement of Volunteers' Expenses

- Volunteers may be eligible for reimbursement of reasonable expenses incurred while undertaking volunteer work for MMAP. Eligibility for reimbursement of expenses is based on the policy of the agency or organization overseeing the volunteer's MMAP activities.
- Regional coordinators, or other appropriate MMAP supervisor, are expected to inform their volunteers of their agency's or organization's policy on reimbursement of expenses and if appropriate to distribute information to all MMAP volunteers regarding specific reimbursable items.
- Volunteers are expected receive approval from their regional coordinator, or other appropriate MMAP supervisor, prior to incurring any major expenditures.

2.11 Fees for Services - Honoraria

- MMAP services are provided free of charge.
- A MMAP service provider, or their sub-contractor, may not request any payment or cost share for MMAP services from a MMAP client, their family member or caregiver, or other individuals acting on behalf of the client.
- A MMAP client, their family member or caregiver, or other individual(s) acting on behalf of the client may not be solicited to make a donation or gift to MMAP for the MMAP services they receive.
- MMAP service providers, or their sub-contractors, may not solicit a MMAP client, their family member or caregiver, or other individuals acting on behalf of the client to make a donation or gift to the agency or organization hosting the MMAP Counseling Location where the client received services.
- MMAP clients who would like to make a gift or payment for the service received, should be directed to the Director of the agency or organization hosting the MMAP Counseling Location where the client received service.
- MMAP team members provide other services in addition to one-on-one counseling (e.g., presentations, training, etc.) which may, from time to time, attract honoraria. It is not appropriate for team members to benefit materially from their work duties. Honoraria are respectfully and tactfully declined, citing, as needed, this policy as the basis for their action.
- Exempted from this policy are one-time speaker's gifts which can reasonably be regarded as small or token and where the nominal value received by any one person is under \$15.00.
- If a MMAP team member is offered payment, the team member should direct the person or organization making the offer to the Director of the agency or organization overseeing the team members MMAP work.

2.12 Gifts from Clients to MMAP Team Members

- MMAP team members may not accept any monetary gift in any form, including cash, check, gift card, or gift certificate, from MMAP clients, their family members or caregivers, or other individuals acting on behalf of a client.
- MMAP team members may not accept any non-monetary gift of more than token value from MMAP clients, their family members or caregivers, or other individuals acting on behalf of a client.
- MMAP team members found in violation of this policy are subject to immediate dismissal from MMAP.
- MMAP team members may accept non-monetary gifts of token value (goods or service valued at \$15.00 or less).
- MMAP team members should inform their Regional Coordinator when they receive a gift of token value from a client.

2.13 Insurance

Liability Insurance Coverage

- It is recommended that MMAP Service Contractors and other MMAP Service Providers who are Volunteer Host Organizations evaluate their insurance needs annually and ensure that their insurance providers are well aware and up to date on the work done by MMAP volunteers.
- If insurance coverage is extended to volunteers, Volunteer Host Organizations must ensure that “volunteers” are explicitly identified in the relevant policies as “named insureds.”
- Volunteers are encouraged to consult with their own insurance agents regarding the extension of their personal insurance to include community volunteer work.

Automobile Insurance Coverage

- In the event of an accident or damage while a volunteer is driving their own car while engaged in MMAP work, it is the volunteer’s automobile insurance that will provide coverage. Volunteers are advised to notify their own automobile insurance provider about their MMAP driving activities and ensure coverage is in place and provides adequate protection.

Note that “engaged in MMAP work” or “drive their own vehicle for MMAP work” does *not* include driving to or from their assigned counseling location because the volunteer is not “on duty” during those periods. A volunteer driving to meet a beneficiary somewhere other than a designated counseling location or driving to give a presentation or take part in other outreach activity, however, would qualify as “on duty.”

- MMAP volunteers who regularly drive their own vehicle for MMAP work are required to carry liability coverage on that vehicle. The cost of this insurance is borne by the volunteer.
- On acceptance of a volunteer role with MMAP that may involve driving their own vehicle, volunteers must sign a certification of automobile insurance coverage. The signed certification is retained in the volunteer’s personnel file by the agency or organization overseeing the volunteer, i.e. Volunteer Host

Organization. Automobile insurance coverage is verified at least annually by the volunteer's regional coordinator, signed off by the volunteer, and the signed certification is retained in the volunteer's personnel file.

- A volunteer must immediately notify their regional coordinator if their automobile insurance coverage lapses. The regional coordinator should adapt work assignments to exclude driving. If driving is essential to the role and automobile insurance coverage is not obtainable, an alternate assignment should be offered to the volunteer where appropriate.

Rationale

The nature of the work undertaken by MMAP volunteers is important, responsible work that has inherent risks including, for example, driving; carrying display materials; having access to vulnerable people, their personal information, and valuables; use of expensive equipment; and working with members of the public. Despite best efforts at prevention, things can, and do, go wrong. Humans make errors. Accidents happen. Equipment fails. Weather intervenes. As a consequence, people can be harmed and people and organizations can suffer losses. While insurance is not an organization's first defense in risk management (prevention is), it is an important backup in the event that prevention measures fail.

While the MMAP Service Providers will purchase insurance to cover its own operations, volunteers must provide their own automobile insurance for MMAP related driving. Because volunteer driving activities might affect a volunteer's coverage or premium, volunteers must be advised to let their insurer know about their volunteer driving activities.

Because volunteers' own automobile insurance policies apply when a volunteer is driving their own vehicle, it is critical that MMAP volunteers have automobile coverage. Hence, volunteers who drive their vehicles while conducting MMAP business are required to provide proof of automobile insurance coverage on the vehicle they will use in their volunteer work. This proof is renewed by the regional coordinator or their designee each year and retained on file at the Volunteer Host Organization.

A Volunteer Host Organization may, at its discretion, set a minimum level of automobile insurance to be carried by its driving volunteers. It is suggested that a minimum amount of coverage be set by the Volunteer Host Organization. To do so, consultation with insurance providers is recommended to determine the specific amount to be established.

2.14 Safe Work Environment

- MMAP Service Providers are expected to comply with all safety and health standards established by relevant local, state, and federal authorities and keep their MMAP team members informed about these standards as needed. Safety of team members and beneficiaries is a prime consideration in all activities.
- MMAP team members are expected to comply with all relevant federal, state, or local laws and regulations regarding public health and safety, including those regarding speed limits, seat belt use, and use of cell phones while driving; management of confidential information; and communicable disease protocols.

Rationale

Safety is paramount to MMAP. Part of the commitment to safety includes safe working environments for volunteers and other team members. MMAP team members also have a responsibility to maintain safety in their own work environments, including obeying all laws and other health and safety regulations that might pertain to their work for MMAP. It is important to note on this policy team members are to act safely and according to their training but at all times remain inside their role boundaries as well. So, while it may be important to know how to deal with bodily fluid spills, in the case of an emergency during a presentation, the protocol at most AAAs will probably require the team member to first contact a staff person from the venue and have them take over emergency response procedures.

2.15 Reporting of Abuse

- MMAP team members who believe that they have witnessed an instance of abuse while performing their assigned duties should report this to their appropriate supervisor.
 - MMAP volunteers will report to their regional coordinators.
 - In-kind team members should follow their agency/organization's protocol for reporting incidents of suspected abuse.
- Appropriate follow-up action will be determined by policies established by the MMAP Service Provider overseeing the work of MMAP paid, in-kind, or volunteer MMAP team members.

Rationale

A Team member may be in a position to witness or discover instances of abuse or exploitation of persons they work with while engaged in their MMAP work. In many jurisdictions, reporting abuse of vulnerable persons (older adults, children, etc.) is mandatory by law for people in certain professions or positions.

In Michigan, individuals who are a part of the professions listed below have an obligation to report any suspicions regarding vulnerable adults they believe have been harmed or are at risk from abuse, neglect, or exploitation.

- Health Care Services, including, but not limited to:
 - Physicians
 - Nurses
 - Psychologists
 - Counselors
 - Aides
 - Hospital Administrators and Staff
- Educational Services, including, but not limited to:
 - Teachers
 - Administrators
 - Counselors
- Public Services, including, but not limited to:
 - Social Workers (administrator, supervisors, caseworkers, etc.)
 - Law Enforcement Officers

- County Medical Examiners and employees of the County Medical Examiner
- Adult Day Care Providers

To make a report, call 1-855-444-3911

THE SOCIAL WELFARE ACT (EXCERPT)

Act 280 of 1939

400.11 Definitions

Sec. 11. As used in this section and sections 11a to 11f:

(a) “Abuse” means harm or threatened harm to an adult's health or welfare caused by another person.

Abuse includes, but is not limited to, non-accidental physical or mental injury, sexual abuse, or maltreatment.

(b) “Adult in need of protective services” or “adult” means a vulnerable person not less than 18 years of age who is suspected of being or believed to be abused, neglected, or exploited.

(c) “Exploitation” means an action that involves the misuse of an adult's funds, property, or personal dignity by another person.

(d) “Neglect” means harm to an adult's health or welfare caused by the inability of the adult to respond to a harmful situation or by the conduct of a person who assumes responsibility for a significant aspect of the adult's health or welfare. Neglect includes the failure to provide adequate food, clothing, shelter, or medical care. A person shall not be considered to be abused, neglected, or in need of emergency or protective services for the sole reason that the person is receiving or relying upon treatment by spiritual means through prayer alone in accordance with the tenets and practices of a recognized church or religious denomination, and this act shall not require any medical care or treatment in contravention of the stated or implied objection of that person.

(e) “Protective services” includes, but is not limited to, remedial, social, legal, health, mental health, and referral services provided in response to a report of alleged harm or threatened harm because of abuse, neglect, or exploitation.

(f) “Vulnerable” means a condition in which an adult is unable to protect himself or herself from abuse, neglect, or exploitation because of a mental or physical impairment or because of advanced age.

400.11a Reporting abuse, neglect, or exploitation of adult; oral report; contents of written report; reporting criminal activity; construction of section

Sec. 11a. (1) A person who is employed, licensed, registered, or certified to provide health care, educational, social welfare, mental health, or other human services; an employee of an agency licensed to provide health care, educational, social welfare, mental health, or other human services; a law enforcement officer; or an employee of the office of the county medical examiner who suspects or has reasonable cause to believe that an adult has been abused, neglected, or exploited shall make

immediately, by telephone or otherwise, an oral report to the county department of social services of the county in which the abuse, neglect, or exploitation is suspected of having or believed to have occurred. After making the oral report, the reporting person may file a written report with the county department. A person described in this subsection who is also required to make a report pursuant to section 21771 of the public health code, Act No. 368 of the Public Acts of 1978, as amended, being section 333.21771 of the Michigan Compiled Laws and who makes that report is not required to make a duplicate report to the county department of social services under this section.

(2) A report made by a physician or other licensed health professional pursuant to subsection (1) shall not be considered a violation of any legally recognized privileged communication or a violation of article 15 of the public health code, Act No. 368 of the Public Acts of 1978, being sections 333.16101 to 333.18838 of the Michigan Compiled Laws.

(3) In addition to those persons required to make an oral report under subsection (1), any person who suspects that an adult has been abused, neglected, or exploited may make a report to the county department of social services of the county in which the abuse, neglect, or exploitation is suspected of having occurred.

(4) A report made under this section shall contain the name of the adult and a description of the abuse, neglect, or exploitation. If possible, the report shall contain the adult's age and the names and addresses of the adult's guardian or next of kin, and of the persons with whom the adult resides, including their relationship to the adult. The report shall contain other information available to the reporting person that may establish the cause of the abuse, neglect, or exploitation and the manner in which the abuse, neglect, or exploitation occurred or is occurring. The county department shall reduce to writing the information provided in an oral report received pursuant to this section.

(5) The county department shall report to a police agency any criminal activity that it believes to be occurring, upon receipt of the oral report.

(6) This section shall not be construed as limiting the responsibilities of the police agency of a local unit of government to enforce the laws of this state or as precluding the police agency from reporting and investigating, as appropriate, alleged criminal conduct.

2.16 Home Visits by Volunteers

- It is appreciated that travel to a MMAP counseling location may be difficult for some beneficiaries and/or their families. If the beneficiary is unable to travel to a designated MMAP counseling location, MMAP team members should attempt to locate and make arrangements to meet the beneficiary in a safe and secure public place. This alternate location should provide an environment suitable for the exchange of confidential information, such as a neighborhood library, or by arrangement with a partner agency located more conveniently for the beneficiary.

Definition: Information sessions delivered in public settings in senior housing complexes, nursing homes, etc., do not constitute a “home visit” for the purposes of this policy. In these kinds of apartment or congregate housing settings, “home visit” refers to contact inside a person’s private apartment, residence, or room.

Rationale

Any volunteer work that takes place in a potentially isolated, unregulated, or unsupervised environment, out of range of other MMAP personnel and/or supervisory staff, represents increased risk to the volunteer. At the same time, beneficiaries may encounter legitimate obstacles or hardships if required to travel to counseling locations to receive face-to-face services. This policy attempts to balance due regard for the safety and well-being of volunteers with delivery of accessible services to beneficiaries.

2.17 Incident Reporting and Response

- Any accident or injury to or by a volunteer is reported immediately to the regional coordinator or other Volunteer Host Organization supervisor. An “incident” may also include, but is not limited to, an error in judgment, other misstep, or substandard performance (particularly in relation to provision of services to beneficiaries), lost possession, boundary breach, offensive remark, sense of risk or peril while on duty, etc.
- Volunteers should complete an accident and injury report promptly following any incident.
- In response to a reported incident involving MMAP volunteers, the regional coordinator is expected to take steps to notify the relevant authorities (e.g., agency management, police, public health, insurance, MMAP, Inc., etc.) as appropriate and undertake steps to respond and resolve the incident.

Rationale

MMAP is responsible for the safety and well-being of volunteers just as it is for the safety and well-being of paid personnel. As with paid personnel where occupational health and safety and labor laws generally make reporting mandatory, volunteers’ workplace injuries and accidents need to be reported. In this policy, “incident” is broadly defined to ensure that MMAP Volunteer Host Organizations are aware of all kinds of risk-related problems arising during volunteer work.

While the policy requires an Incident Report Form and protocol to be in place, use of a standardized form is not required, based on the assumption that most VHOs will already have an incident report form and protocol in place. MMAP, Inc. did not want to set up a conflict with an existing system. For VHOs that do not have an incident report form, a template is provided. Volunteers should be subjected to the same reporting protocol as employees with the exception of mandatory reports to worker compensation insurance authorities for employees’ accident benefits that do not apply to volunteers.

This policy identifies who is responsible for ensuring that MMAP volunteer-related incidents are reported as necessary and that appropriate follow-up takes place.

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Section 3.0

Team Member Roles

3.1 Team Member Roles

MMAP, Inc. has identified five team member roles: Regional Coordinator, Site Coordinator, Counselor, Outreach Technician, and Administrative Assistant.

Regional and Site Coordinators oversee the work of their MMAP team members. Coordinators are responsible for providing leadership and support to their team members.

MMAP Counselors provide one-on-one counseling to beneficiaries, their family members and caregivers.

Outreach Technicians organize and take part in community outreach and education events. They conduct presentations and distribute information and talk with attendees at senior fairs and similar events. An Outreach Technician may also provide one-on-one counseling.

An **Administrative Assistant** may provide general office help, help with data entry, or other supportive activities that are not related to direct work with beneficiaries.

3.1a Regional Coordinator

- There will be one Regional Coordinator for each Area Agency on Aging region.
- A new Regional Coordinator must attend Initial Training and Coordinator Orientation.
- Regional Coordinators will be certified by MMAP, Inc. and recertified annually.
- A team member must have access to or be able to contact his/her Regional or Site Coordinator whenever the team member is engaged in MMAP activities.
- The bi-annual Statewide Coordinators Trainings and scheduled phone conferences are mandatory activities for Regional Coordinators. If a Regional Coordinator is unable to attend or take part in either of these scheduled activities, s/he should contact the MMAP, Inc. Executive Director.

The Regional Coordinator may be an employee of an AAA or of another MMAP service provider who has a sub-contract with the AAA to manage MMAP in that AAA region. The Regional Coordinator will be the person that works most closely with MMAP, Inc.

The Regional Coordinator's role is to manage and supervise MMAP operations, services, and personnel in their service area. In addition to program management, s/he is expected to conduct community outreach and education events and recruit new MMAP team members.

Personnel supervision includes being available to assist MMAP Counselors with client issue/problem identification, research, and resolution.

To gain program and substantive knowledge, Regional Coordinators must have attended the Initial Training provided to new MMAP team members. A new Regional Coordinator who has not previously attended an Initial Training is asked to do so at his/her first opportunity. MMAP, Inc. will conduct an Orientation for new Regional Coordinators. The purpose of the Orientation is to familiarize them with MMAP and their new role as Regional Coordinator.

MMAP, Inc. will conduct bi-annual Statewide Coordinators Trainings for Coordinators and have regularly scheduled telephone conferences. These two activities are intended to provide Regional Coordinators with updated materials and

information, and offer them an opportunity to share with their colleagues from across the state.

A Coordinators Advisory Council (CAC) has been formed and meets in-person four times a year. The CAC meetings are organized and run by the Regional Coordinators. They are intended to provide Regional Coordinators an opportunity to give input on the MMAP program to MMAP, Inc. staff, the Board of Directors, and the Aging and Adult Services Agency. Regional Coordinators are encouraged to take part in the CAC. MMAP, Inc. will provide an opportunity for the CAC to meet before or during the Statewide Coordinators Trainings and twice a year at the MMAP, Inc. office in Lansing. MMAP, Inc. staff will ask permission of the current chair when they wish to be included on a CAC meeting's agenda.

Regional Coordinators wear many hats. In addition to overseeing the MMAP activities of their service area, doing outreach, and recruitment activities, a Regional Coordinator may also be called on to provide one-on-one client counseling. They are vital to the delivery of high quality MMAP services that meet the needs of Medicare/Medicaid beneficiaries.

3.1b Site Coordinators

- Counseling Locations are not required to have a Site Coordinator
- If a Counseling Location has a designated Site Coordinator, the Regional Coordinator remains responsible for ensuring that the Counseling Location is providing MMAP Services consistent with MMAP program requirements and MMAP team members have adequate supervision
- A Site Coordinator must attend Initial Training
- Site Coordinators will be certified by MMAP, Inc. and recertified annually
- MMAP, Inc. considers the Statewide Coordinators Trainings as mandatory and recommends that Regional Coordinators strongly encourage their Site Coordinators to participate in these bi-annual trainings. A Site Coordinator who is unable to attend needs to inform his/her Regional Coordinator and make alternative arrangements for obtaining the training materials

A Site Coordinator works with his/her Regional Coordinator to maintain MMAP quality standards and procedures. A Site Coordinator may oversee the work at one or multiple MMAP Counseling Locations.

The Site Coordinator will receive an Orientation from his/her Regional Coordinator. The purpose of the Orientation is to familiarize the Site Coordinator with the MMAP program and his/her responsibilities. With the permission of the Regional Coordinator, a Site Coordinator may be attend a Coordinator Orientation conducted by MMAP, Inc. staff.

The Site Coordinator oversees the work of all MMAP team members at his/her Counseling Location. S/he must be available to assist MMAP Counselors with client issue/problem identification, research, and resolution. In addition to supervising team members, Site Coordinators can assist with the recruitment of new team members, provide Update Training for current team members, and take part in community outreach activities. Site Coordinators can be a valuable asset for the Regional Coordinator.

Twice a year MMAP, Inc. will conduct a Statewide Coordinators Training for both Regional and Site Coordinators. These trainings are meant to be an occasion for providing new and updated program information to Coordinators, as well as an opportunity for Coordinators to provide MMAP, Inc. staff direct feedback about their experiences at local Counseling Locations.

3.1c MMAP Counselor

- MMAP Counselors are required to attend Initial Training.
- Counselors will be certified by MMAP, Inc. and recertified annually. See 3.1h Counselor Certification & Recertification, page 84

MMAP Counselors provide one-on-one counseling to beneficiaries and their families and caregivers. Counselors will be someone who is organized, has good active listening skills, is able to explain complicated topics in an understandable way, and is willing to problem solve and advocate on behalf of his/her client.

Counselors must be proficient with computers and using the internet. Counselors are expected to use the internet to do research and help beneficiaries compare and enroll in health and prescription drug plan.

3.1d Outreach Technician

- Outreach Technicians are required to take Initial Training and may provide one-on-one counseling.
- Outreach Technicians will be certified by MMAP, Inc. and recertified annually. See 3.1i Outreach Technician Certification & Recertification, page 86
- Community outreach and education activities may also be led by a MMAP Counselor who is comfortable speaking to the public.

Outreach Technicians conduct community outreach and education activities. They should be comfortable communicating with the public and able to explain complicated topics in an understandable fashion. An Outreach Technician should expect to be asked questions about Medicare and are expected to be familiar with Medicare benefits and services. Outreach Technicians may provide some one-on-one counseling with clients as a way of developing their knowledge.

Promoting MMAP by publicizing the services available to beneficiaries and recruiting MMAP volunteers could be a full-time job for a Regional Coordinator. Having a team member to help conduct community outreach and education can be a valuable asset for a local program. Regional Coordinators should be on the lookout for new team members willing and able to help with outreach activities, as well as encouraging and supporting current team members who are interested in conducting MMAP outreach and education.

3.1e Administrative Assistant

- An Administrative Assistant does not need to attend Initial Training
- An Administrative Assistant will be certified by MMAP, Inc. and then recertified on an annual basis
- Administrative Assistants may not provide one-on-one client counseling
- Administrative Assistants may not conduct community outreach and education activities, including leading interactive presentations or working a booth/exhibit at tabled events. Their role in outreach activities is limited. Examples of appropriate activities include: the preparation and set up of outreach events, intake or sign-in of attendees, beneficiary mailings, and distribution of newsletters and brochures.

Having team members who help with client in-take, do research, or are able and willing to do data entry can be a very valuable resource, especially during the Medicare Part D Annual Enrollment Period.

3.1f Regional Coordinator Job Description



Team Member Job Descriptions: Regional Coordinator

Position Description:

The MMAP Regional Coordinator is responsible for the program management and leadership of the Michigan Medicare/Medicaid Assistance Program (MMAP) for a specific Area Agency on Aging (AAA) region. The MMAP Regional Coordinator is responsible for ensuring that the following key functions are performed consistent with the MMAP Program Standards.

Key Functions:

Program Management

- Collaborates with MMAP, Inc. to advance the MMAP mission
- Ensures compliance with MMAP Program Standards, including SHIP contract, SMP contract, MMAP Service Provider's manual, and any other MMAP contracts or policies
- Ensures compliance with MMAP reporting standards, including timeliness and confidentiality
- Manages contracts and/or Memorandums of Understanding for local MMAP sites and counseling locations.
- Ensures the participation in quality assurance activities, including the distribution of the client satisfaction survey materials
- Coordinates and conducts program publicity and outreach activities
- Attends semiannual MMAP Statewide Coordinators Trainings, MMAP Contract Workshops, the MMAP Annual Team Member Recognition, Coordinators Advisory Council (CAC) meetings, and other statewide MMAP activities

Team Member Management

- Recruits potential MMAP Team Members and ensures adequate screening occurs
- Oversees the management of Team Members and ensures required Team Member records are completed, including annual assessment of Team Members and exit interviews
- Oversees the work of the Site Coordinators and Team Members within the region, and is available to assist in problem identification, research, and resolution
- Oversees Site Coordinator and Team Member compliance with MMAP reporting standards, including confidentiality and timeliness
- Provides support to Site Coordinators to ensure that they receive an orientation

continued on next page

2 Team Member Job Description: MMAP Regional Coordinator

to the program, have adequate training, have access to the tools necessary to perform their duties, and provides back up when necessary

- Organizes Initial Trainings for new MMAP Team Members in collaboration with the MMAP Training Specialist
- Ensures the coordination of Update Trainings for Team Members
- Meets with each Site Coordinator at least once per quarter

Core Competencies

- Volunteer management, recruitment, and retention
- Program development
- Project management
- Personnel management
- Problem solving and conflict resolution skills
- Team management
- Coaching

Qualifications:

- Volunteer management experience preferred
- Ability to manage, lead, and support Site Coordinators and maintain MMAP program guidelines
- Successful completion of the Initial Training for new MMAP Team Members
- Ability and willingness to advocate on behalf of beneficiaries
- Good organizational skills
- Good written and oral communication skills
- Demonstrated ability to problem solve and follow through to resolution
- Willingness to conduct outreach and network with local community groups on behalf of beneficiaries and MMAP
- Willingness to travel

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.

MMAP Vision

Through expanded collaboration and funding

MMAP, a trusted resource:

- serves a broader audience of Michigan residents,
- uses a greater number of highly skilled volunteers, and
- provides innovative service delivery and outreach.



Last updated 10-29-14 (older versions obsolete)

3.1g Site Coordinator Job Description



Team Member Job Descriptions: Site Coordinator

Purpose of Position:

- Provides overall leadership and management for a specific local MMAP Site
- Provides direction and guidance to the MMAP Team Members at the MMAP Site

Responsibilities:

- Works with the Regional Coordinator to achieve the MMAP mission
- Serves as a liaison between the Regional Coordinator and the MMAP Team Members at the local site
- Assists in the recruitment of potential MMAP Team Members; screens and interviews each potential Team Member to ensure that s/he understands the responsibilities of the position and is willing to make the necessary commitment
- Provides new MMAP Team Members with an Orientation to MMAP and the local site
- Assists the Regional Coordinator in organizing Initial Trainings
- Provides monthly Update Trainings for MMAP Team Members at the site
- Provides technical assistance for casework including oversight of the work of the MMAP Team Members within the site, and is available to assist in problem identification, research, and resolution
- Conducts annual assessment of the MMAP Team Members at the site
- Conducts exit interviews with MMAP Team Members who leave the program
- Assists the Regional Coordinator with outreach and program publicity
- When counseling Medicare beneficiaries, adheres to the same responsibilities and guidelines outlined in the MMAP Counselor Job Description.
- Oversees Team Member compliance with MMAP reporting standards, including confidentiality and timeliness
- Ensures that MMAP Team Members document and accurately report their MMAP activities using the appropriate MMAP forms and on-line reporting programs
- Oversees the provision of client satisfaction survey materials, at the request of MMAP Inc.

continued on next page

2 Team Member Job Description: MMAP Administrative Assistant

- Attends semiannual MMAP Statewide Coordinators Trainings, the MMAP Annual Team Member Recognition, and other MMAP activities as required
- Forwards program communication and information to the MMAP Team Members at the Site, in a timely manner

Qualifications:

- Ability to manage, lead, and support MMAP Team Members and maintain MMAP program guidelines
- Successful completion of the Initial Training for new MMAP Team Members
- Ability and willingness to advocate on behalf of beneficiaries
- Good organizational skills
- Good written and oral communication skills
- Demonstrates ability to problem solve and follow through to resolution
- Willingness to conduct outreach and network with local community groups on behalf of beneficiaries and MMAP
- Willingness to travel
- Volunteer management experience a plus

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.



Last updated 10-29-14 (older versions obsolete)

3.1h Counselor Job Description



Team Member Job Description: MMAP Counselor

Position Description:

To educate, counsel, and advocate on behalf of clients that include Medicare beneficiaries and their caregivers.

Supervisor: MMAP Coordinator

Time Commitment:

- A minimum of one year
- Orientation, Initial Training, Update Training

Responsibilities:

- Provide information about, and assistance with, issues related to Medicare, Medicaid, supplemental health insurance, and long-term care insurance. These issues include, but are not limited to, eligibility and enrollment, covered services and items, prescription drug assistance, Medicare fraud and abuse, appeal procedures, and help for low-income persons
- Provide one-on-one counseling sessions in person, by phone, at a specified MMAP location, or during special enrollment events
- Assess clients' need(s), provide information and resource materials, and make referrals to appropriate agencies and community resources
- Advocate on behalf of client(s) to establish or restore eligibility for public and private health benefit programs, and to resolve billing problems or claims denials
- Meet MMAP certification/recertification requirements
- Comply with MMAP policies and guidelines for counselors, including those for confidentiality and documentation of counseling services or community outreach and education activities

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2 Team Member Job Description: MMAP Counselor

Desired Qualifications:

- Good writing and oral communication skills
- Ability to listen, identify client issues, and problem solve
- Willingness to advocate on behalf of beneficiaries
- Ability to get along well with others
- Proficient with the computer and the internet
- Good organizational skills
- Willingness to learn

Support to be Provided:

- Orientation to MMAP and program site
- Comprehensive, informative and interactive Initial Training to learn about Medicare benefits and options, Medicaid programs for individuals with Medicare and Medicaid and the scope of MMAP services
- Regularly scheduled Update Training and statewide training opportunities
- Mentoring by MMAP Coordinator and experienced MMAP Counselors
- Statewide network of MMAP team members to draw on for assistance with problem-solving, complex cases and referrals

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.



Last updated 3-9-16 (previous versions are obsolete)

3.1i Outreach Technician Job Description



MMAP Team Job Descriptions: Outreach Technician

Position Description:

To promote community awareness of Michigan Medicare/Medicaid Assistance Program (MMAP) and its services.

Supervisor: MMAP Coordinator

Time Commitment:

- A minimum of one year, and an average of 12 hours per month
- Orientation and MMAP Initial Training

Responsibilities:

- Deliver community presentations about MMAP's services, volunteer opportunities, and other selected topics to a variety of audiences including Medicare beneficiaries, caregivers, community partners and providers
- Represent MMAP at local community events such as health fairs
- Develop or adapt promotional materials such as flyers, notices and press releases for approval by their supervisor
- Distribute MMAP information and volunteer recruitment materials to appropriate community partners including health care providers, places of worship, social service agencies, media outlets, and other referral sources
- Assist with the development of new partnerships with agencies and organizations, and other outreach and marketing support, as needed
- Comply with MMAP policies and guidelines, including those for confidentiality and documentation of counseling services

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2 MMAP Team Job Description: MMAP Outreach Technician

Desired Qualifications:

- Good written and oral communication skills
- Comfortable speaking with large audiences
- Ability to use Microsoft Powerpoint program and audio visual/computer equipment
- Internet and email access
- Active involvement in community groups, associations and events
- Reliable transportation, valid driver's license and clean driving record

Support to be Provided:

- Orientation to MMAP and program site
- Orientation to outreach, volunteer recruitment and educational materials
- Comprehensive, informative, and interactive initial training to learn the knowledge base of MMAP counselors and the scope of MMAP services
- Access to regularly scheduled MMAP counselor update trainings
- Resource manuals and access to online resource materials
- MMAP Coordinator to assist with scheduling and promoting outreach or educational events
- All necessary presentation aids and equipment

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.



LOCAL HELP FOR PEOPLE WITH MEDICARE

Last updated 6-16-15 (previous versions are obsolete)

3.1j Administrative Assistant Job Description



Team Member Job Descriptions: Administrative Assistant

Position Description:

To provide administrative and program management support including, but not limited to, data entry and other clerical duties.

Supervisor: MMAP Coordinator

Time Commitment:

- A minimum of one year
- Orientation, Update Training

Responsibilities:

- Collect and report data on MMAP activities via a variety of methods including web-based tools
- Assist with preparation for MMAP Counselor trainings
- Provide administrative support for other MMAP activities, community outreach, and educational events
- Attend required MMAP meetings
- Meet MMAP certification/recertification requirements
- Comply with MMAP policies and guidelines, including those for confidentiality and reporting of MMAP activities

Desired Qualifications:

- Working knowledge of office equipment and procedures
- Good writing and oral communication skills
- Good organizational skills
- Proficient with the computer and the internet
- Access to internet and email

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2 Team Member Job Description: MMAP Administrative Assistant

Support to be Provided:

- Orientation to MMAP program site and staff
- Personalized training on use of office equipment and reporting systems
- Training in use of web-based documentation/reporting program(s) used by MMAP
- Use of office computer

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.



Last updated 3-9-16 (older versions obsolete)

3.2 Team Member Application



MMAP Team Member Application

(Please note that the Michigan Medicare/Medicaid Assistance Program (MMAP) does not accept applications from insurance agents, insurance brokers, financial planners, or employees of health care providers.)

Site ID: _____

Applicant's Name: _____

Date: _____

Service County(ies): _____
Please list the counties you will serve with the PRIMARY county listed first

I. Talents

A. MMAP team position of most interest to you (please choose just one):

- Counselor:** Provides counseling and education on Medicare, Medicaid, and other health insurance programs to clients that include beneficiaries and their caregivers
- Outreach Technician:** Promotes community awareness of MMAP, its services, and volunteer opportunities
- Administrative Assistant:** Provides administrative and program management support including data entry and other clerical duties

B. Why are you interested in working with MMAP?

2 MMAP Team Member Application

C. Are you fluent in any language other than English (including sign language)?

___ Yes ___ No If yes, please list language(s): _____

D. Skills and Interests (Please check all that apply.)

- | | |
|--|--|
| <input type="checkbox"/> Computer/Internet | <input type="checkbox"/> Organizing/Scheduling |
| <input type="checkbox"/> Public speaking with large groups | <input type="checkbox"/> Public speaking with small groups |
| <input type="checkbox"/> Public relations/Communications | <input type="checkbox"/> Research |
| <input type="checkbox"/> Teaching/Training | <input type="checkbox"/> Writing |
| <input type="checkbox"/> Data Entry | <input type="checkbox"/> Graphic Design |
| <input type="checkbox"/> General Office Work | |
| <input type="checkbox"/> Assist individuals/One-on-one direct client service | |
| <input type="checkbox"/> Other _____ | |

E. Experience (include paid and volunteer experience starting with the most recent)

Company/Organization: _____

Dates of service: From _____ to _____

Contact person: _____ Phone: _____

Paid employee Volunteer

Company/Organization: _____

Dates of service: From _____ to _____

Contact person: _____ Phone: _____

Paid employee Volunteer

F. Availability

Hours per week: 4 or less 5 to 10 More than 10

Preferred days and times:

- | | | | |
|------------------------------------|----------------------------------|------------------------------------|-----------------------------------|
| <input type="checkbox"/> Monday | <input type="checkbox"/> Morning | <input type="checkbox"/> Afternoon | <input type="checkbox"/> Evenings |
| <input type="checkbox"/> Tuesday | <input type="checkbox"/> Morning | <input type="checkbox"/> Afternoon | <input type="checkbox"/> Evenings |
| <input type="checkbox"/> Wednesday | <input type="checkbox"/> Morning | <input type="checkbox"/> Afternoon | <input type="checkbox"/> Evenings |
| <input type="checkbox"/> Thursday | <input type="checkbox"/> Morning | <input type="checkbox"/> Afternoon | <input type="checkbox"/> Evenings |
| <input type="checkbox"/> Friday | <input type="checkbox"/> Morning | <input type="checkbox"/> Afternoon | <input type="checkbox"/> Evenings |
| <input type="checkbox"/> As Needed | | | |

G. Are you licensed and able to drive an automobile? Yes No

II. Applicant's Information

A. Contact Information

Address: _____

City: _____ State: _____ Zip code: _____

Email where MMAP may contact you: _____

Home phone: _____ Cell phone: _____

B. Business/Employment Information (if currently employed)

Occupation: _____

Company/Organization: _____ Business Ph _____

Address: _____

City: _____ State: _____ Zip code: _____

Where would you prefer to receive mail/be contacted?

- Home Business

continued on next page

Updated 4-12-16

4 MMAP Team Member Application

C. Education

College/University (if any): _____

Degree/Major: _____

Dates attended: _____ Graduate? Yes No

High School: _____

Dates attended: _____ Graduate? Yes No

D. Emergency Contact Information

Name: _____ Relationship: _____

Home phone: _____ Other phone: _____

E. Optional Health Status Questions

Do you have any medical conditions you would like MMAP to be aware of? Yes No

If yes, please describe: _____

Do you require any special accommodations? Yes No

If yes, please describe: _____

F. Conflict of Interest Screening Questions

Are you affiliated with any of the following:

Insurance company, agency or broker Yes No

Financial planning service Yes No

Health insurance claims or billing service Yes No

Law firm or legal services organization Yes No

Other (please describe) Yes No

If you answered yes to any of the above, please explain: _____

G. Demographics

Are you under 65 years of age and receiving, or have applied for, Social Security

Disability? Yes No

Ethnicity (please check one)

American Indian or Alaska Native

Arab

Asian

Black or African American

Hispanic or Latino

Native Hawaiian or other Pacific Islander

White, not Hispanic origin

Other _____

III. References

Please list three references, who are not related to you.

Name: _____

Phone: _____ Relationship: _____

Name: _____

Phone: _____ Relationship: _____

Name: _____

Phone: _____ Relationship: _____

continued on next page

Updated 4-12-16

6 MMAP Team Member Application

IV. Declaration and Authorization

I declare that the information provided and statements made in this application are true and complete to the best of my knowledge and belief.

I also declare that I understand that :

- the purpose of the training I receive as a MMAP Team Member is to provide services free of charge to Medicare beneficiaries and is not to be used for my personal monetary gain, and
- MMAP is not required to accept all applicants for placement in positions.

I give my consent for MMAP to conduct a comprehensive background check which is part of its standard screening process for all applicants. I understand that the background check will include a national and state criminal records check and an insurance license check with the state of Michigan, and may include reference checks, checks on my driving record, and checks into my employment and volunteer history and experience.

I authorize MMAP to contact the references named above with regard to my application to become a MMAP team member. I also authorize the persons referenced to provide information in connection with my application and release them from any liability in regard to it.

I understand that I do not have to agree to this background check, but that my refusal may exclude me from consideration for MMAP “positions of trust” that include a role as a counselor or, depending on job responsibilities, an administrative assistant.

I understand that MMAP will limit the information it collects to that needed to determine my suitability for particular types of team member work, that it will keep all such information confidential and destroy documents containing my Social Security number once the criminal records check is complete.

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Updated 4-12-16

continued on next page

Applicant's Signature: _____

Date: _____

Coordinators's Signature: _____

Date: _____

Applicant: Please mail or deliver this form to your local MMAP office.

Coordinator: Please keep the original of this form for your files and send a copy to MMAP, Inc.

MMAP Mission

To educate, counsel, and empower Michigan's older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.



continued on next page

Updated 4-12-16

3.3 Team Member Agreement



MMAP Team Member Agreement

As a MMAP (Michigan Medicare/Medicaid Assistance Program) team member, I agree to act within the scope of my responsibilities and abide by all program policies and procedures as specified in, but not limited to the following: team member position descriptions, handbooks, manuals, and other guidance.

MMAP Inc. and the local Area Agencies on Aging (AAA) are not responsible for any activity that I engage in or any responsibility that I assume other than those specified in the following program policies and procedures. Any action that I take outside the scope of responsibilities for my position will be taken at my own personal risk.

MMAP relies upon volunteers and paid staff to serve Medicare/Medicaid beneficiaries and their community. The scope of responsibilities varies for each team member. MMAP team members provide services free of charge to any client who seeks assistance from the program.

Nature of Team Member Service

I understand that as a member of the MMAP team:

- My responsibilities may include, but are not limited to, providing accurate and objective counseling and assistance for clients that include Medicare beneficiaries, their representatives and caregivers, and persons soon to be eligible for Medicare. This may include understanding Medicare and Medicaid, Medicare Prescription Drug Coverage, Medicare supplemental insurance, Medicare health plans, Medicaid or Medicare Savings Program application, identifying and reporting Medicare and Medicaid fraud/abuse or scams, long term care insurance options, and other tasks as assigned.
- My responsibilities may include the use of internet-based programs to help clients identify and compare health and prescription drug plan options.

continued on next page

2 MMAP Team Member Agreement

- I must enter documentation of my MMAP activities into a web-based reporting system or submit documentation of my activities in a format agreed upon with my local MMAP Coordinator.
- My responsibilities may also include educating the public on Medicare, Medicaid, and health insurance issues that affect older adults and people with disabilities.
- My team member activities may need to take place at specific counseling sites, by telephone, or at clients' homes when health conditions make it necessary.
- I am making a commitment to serve a minimum number of hours per month as arranged with the MMAP local coordinator.
- An employment relation has not been created or intended between myself and MMAP, Inc. or the Area Agency on Aging that is responsible for supervising my MMAP activities.

Confidentiality

- I understand that I will have access to certain files and other information about my clients, including medical, insurance, financial and other personal data of a sensitive or confidential nature.
- I agree to keep such information confidential and to use it only to perform my duties as a MMAP team member, to the extent that a client explicitly authorizes.
- I agree to comply with MMAP's information and data security policies and procedures to ensure the safe handling, transmission, and storage of beneficiary information.
- I understand that I will be provided with a Personal Identification Number (PIN) that will give me access to the MMAP on-line data reporting and team management system SHIPTools, and this system contains personal and confidential data about MMAP clients and team members.
- I agree that I will not share my MMAP PIN with any individual who is not a certified MMAP team member or give anyone who is not a certified MMAP team member access to SHIPTools.

Updated 4-12-16

continued on next page

Non-Conflict of Interest

- I understand that it is an important goal of MMAP to provide objective information, education, and assistance to beneficiaries about Medicare health benefits. I also understand that MMAP team members cannot promote any personal, religious, or business interest while engaged in MMAP work. To comply with this requirement:
 - I affirm that I am not engaged in the sale of insurance as an agent or broker, nor do I hold an active license to sell health insurance.
 - I will not solicit or persuade clients to purchase or enroll in any specific health insurance plan, switch from one carrier to another, replace existing insurance coverage, go to a specific provider of service for treatment, or direct a client to a specific insurance agent/broker.
 - I will in no way attempt to conduct market research in connection with my work with MMAP.
 - I will not disclose or use confidential or other personal information obtained through my association with MMAP for personal gain or the gain of an employer or any other party.
 - I will report any potential conflict of interest that may arise during my service with MMAP to my regional coordinator.

Agreement

- I agree to serve in the role of:
Counselor Outreach Technician Administrative Assistant
for _____ hours per month.
- I agree to attend the initial and update training programs that MMAP provides.
- I agree to respect the confidentiality of my clients and to exercise good faith and integrity in performing my duties as a MMAP team member.
- *I understand that a breach of this agreement will result in the termination of my service and may subject me to liability for harm that I cause a client through a breach of confidentiality or acting outside the scope of my responsibilities.*

continued on next page

Updated 4-12-16

4 MMAP Team Member Agreement

Team Member’s Name: _____

Team Member’s Signature: _____

Date: _____

Coordinator’s Signature: _____

Date: _____

Coordinator: Please keep the original of this form for your files and send a copy to MMAP, Inc.

MMAP Mission

To educate, counsel, and empower Michigan’s older adults and individuals with disabilities, and those who serve them, so that they can make informed health benefit decisions.



Developed by MMAP, Inc.

Updated 4-12-16

continued on next page

3.4 Team Member Role Development

- Team member roles add value to MMAP services
- Regional coordinators are encouraged to identify possible local roles for their MMAP team member. MMAP, Inc. staff are available to assist in the development of role/job descriptions
- When local team member roles are created, the regional coordinator is expected to determine the risks connected to the new role and to design appropriate screening, training, and supervisory procedures

Rationale

Not all potential MMAP team members are interested in being a “Counselor”; their skills may lie in other areas. The other team member roles, “Outreach Technician” or “Administrative Assistant” may be a better fit.

It is also possible that a long time Counselor may feel that s/he needs a break from the ‘action’, but still wants to be involved with MMAP. An experienced Counselor may be an effective recruiter or very capable of conducting community outreach and education. It is okay for team members to switch roles to find the best “fit”.

In the management and development of their local programs, Regional Coordinators should not feel restricted or prohibited from creating additional roles for their team members. A Counselor who is able to share his/her story about working with MMAP may be an excellent recruiter, an experienced Counselor could be a “counseling mentor” who works with new Counselors, or an Outreach Technician could double as the “local trainer” who helps plan and conduct Update Training for other team members. Team members should be encouraged to develop their personal and professional skills.

Creativity in role development is encouraged to engage a wide array of team member skills and make participation with MMAP accessible to a diverse population of prospective team members.

3.5 Team Members' Compliance with MMAP Policies and Procedures

- Unless specifically stated, these policies apply to all team members in all programs and projects undertaken by or on behalf of MMAP, Inc. and MMAP, including team member involvement that is organized and managed by the service contractors or other MMAP service providers. The pivotal variable in the application of these policies is performance of MMAP work. Where team members are clearly providing what could reasonably be called “MMAP services” under the direction of MMAP leadership staff, those team members and their coordination are subject to the provisions of these policies.
- MMAP team members have an obligation to know and understand those MMAP policies that apply to them and to stay current with their provisions. MMAP, Inc. staff and regional and site coordinators will use a range of mechanisms to help make team members aware of team member policies. These include, but are not limited to:
 - Parts of the screening process
 - Orientation
 - Team member manual
 - Initial Training
 - Update Training
 - Notices, memos, and bulletins about new or changes to existing policies
 - Supervisory and performance evaluation sessions
- Not knowing a policy is not acceptable if the policy has been communicated to the team member.
- MMAP team members are expected to conduct their MMAP work with a view to the larger picture of what is in the best interest of the majority of MMAP clients, the integrity of MMAP, and the long term reputation and sustainability of MMAP
- Compliance with all MMAP team member policies is a minimum expectation of MMAP team members

- Failure to comply with team member policies will be met with a graduated response designed wherever possible to assist the team member to return to functioning inside the rules
- Should reasonable efforts prove unsuccessful, further disciplinary action will be taken, up to and including dismissal

Rationale

The first paragraph stresses that the policies apply throughout the MMAP system to all entities that control or manage team members who perform MMAP work. These team members, while working day-to-day with other partners, are still the responsibility of MMAP. Noncompliance creates potential risk to the team member themselves and/or beneficiaries and potential liability for the AAA, partner organizations and other MMAP service providers, and MMAP, Inc.

Any responsible employer or service provider must strike a balance between respecting the dignity, rights, and comfort of its personnel and client population, and its legal and ethical obligations to deliver safe and efficient services to fulfill its mission. Sometimes satisfying both sets of obligations equally is very difficult, and tough decisions need to be made. This is the case, when, for example, team members' interests, motivations, and good will exceed the boundaries of their defined role or when beneficiaries have legitimate needs that fall outside of the mandate of MMAP.

Policies and procedures, workplace rules and prohibitions do not exist for their own sake. They have been developed to facilitate achievement of this fine balance among MMAP's obligations to its various constituents. The intent is to bring about the best outcome for all.

3.6 Positions of Trust

A position of trust involves access to at least one of:

- Beneficiaries or other vulnerable people
- Personal or confidential information
- Money or other valuables

Of the standard MMAP team member roles, the following are definitely positions of trust:

- Regional Coordinator
- Site Coordinator
- Counselor
- Outreach Technician

An Administrative Assistant may also be considered a position of trust depending on their job responsibilities. For example, an Administrative Assistant who enters data into NPR/SHIPTools or has access to client files would be in a position of trust.

Team member roles may also qualify as positions of trust due to the nature of the client.

Rationale

A key aspect of MMAP policies involves identifying areas where team member, the AAAs, other MMAP service providers, and MMAP, Inc. are most at risk. In particular, risks are created when team members are in what we term a “position of trust” in which they have direct access to beneficiaries or beneficiary information, property, or other items of value. A volunteer engaged in a position of trust creates potentially more risk due to the relationship they have with the beneficiary. The MMAP policies treat team members in positions of trust in a more stringent way, requiring additional screening, training, and supervision. This allows Coordinators to focus scarce staff resources on team members who perform the most responsible and demanding functions and thereby may pose the greatest potential risk to MMAP, beneficiaries, and themselves.

3.7 Screening of Potential MMAP Team Members

- MMAP Service Contractors and other MMAP Service Providers who recruit and manage MMAP team members are expected to screen potential team members prior to their acceptance
- MMAP Service Contractors and other MMAP Service Providers who recruit and manage MMAP team members will conduct appropriate inquiries regarding the background and qualifications of applicants
- Screening procedures are never waived, even for persons known to the screener.
- Screening inquiries are limited to collecting information directly connected to the ability of the potential team member to effectively perform work for MMAP
- Because team member roles and job responsibilities vary, the processes for screening and selecting team members may vary according to the nature and degree of responsibility in the work to be done, access to money or other valuables, access to personal or confidential information, or access to beneficiaries or members of the public
- Positions of trust are subject to significantly more rigorous screening inquiries
- MMAP's funders have or may in the future set minimum standards for the screening and acceptance of individuals interested in participating in MMAP. MMAP, Inc. will keep its Contractors and other MMAP Service Providers informed of current and future standards set by MMAP funders. All MMAP Service Providers are expected to employ screening and selection processes that are in compliance with standards set by MMAP funders
- The screening of potential team members and acceptance decisions are only made by authorized persons. At the local level this is typically the regional coordinator. A site coordinator may also be involved with the recruitment and management of MMAP team members. It is the regional coordinator's responsibility to make sure the site coordinator is aware of and using the appropriate screening procedures.

- The decision to accept (or not) accept an applicant should be based on careful consideration of all pertinent information gathered in the screening process.
- Acceptance as a MMAP team member is not automatic. MMAP reserves the right not to accept an applicant. This includes paid in-kind applicants from service organizations, as well as volunteers. Regional coordinators are empowered to refuse to accept potential team members when it is based on an objective equitable assessment of their suitability.

Rationale

The screening of potential MMAP team members is a critical component of both human resources management and risk management. The Area Agencies on Aging are expected to maintain a safe and productive workplace with honest, trustworthy, reliable, and qualified MMAP team members who do not present a risk of harm to themselves, other persons, or the reputation of the AAA or MMAP.

To be fair to all applicants, and in many cases to comply with relevant human rights legislation, the screening process needs to be consistently applied to all applicants. The applicant's willingness *and* ability to perform position duties is the key question underlying all screening processes. Information collection is restricted to finding the answer to that question. Different positions require different skills, qualities, and abilities and therefore are subject to unique screening practices. More thorough screening is conducted on positions of greater responsibilities, risks, and liabilities. Screening is often a complex and multi-part function that typically requires significant expertise, not just in knowing what mechanisms to use and how to use them effectively but also in how to assess all the information collected in the screening process to come to the best screening decision. It is a function that should be carried out by a trained and experienced individual. Screening decisions should be made only by a designated screening authority.

Not all people are suited to all positions at MMAP. Not all people are suited to MMAP. MMAP does not exist to give volunteers a place to volunteer. And MMAP does not exist to provide free Medicare/Medicaid training to local service providers. Screening and placement decisions must focus solely on the ability of the applicant to do the work and meet performance standards. That, unfortunately, means not accepting offers of involvement from some prospective team members.

3.8 Applicant Rights

- Potential MMAP team members have legitimate rights in the screening process. Applicants are owed respect and appreciation. They have the right to know what the screening process will entail before embarking on it
- Applicants provide personal information in confidence and that must be respected within the limitations of the screening process.
- Prospective team members should be notified early in the application process about the range of screening inquiries used by MMAP.
- No screening inquiry should be undertaken without the prior knowledge and permission of the applicant.
- Applicants will be asked to sign an agreement allowing MMAP to complete its screening inquiries. This agreement is included in the MMAP Team Member Application. It gives permission to references and others to disclose relevant information to MMAP.
- Prospective volunteers have the right to refuse permission for any line of screening inquiry, in which case MMAP reserves the right to terminate the application process and refuse acceptance as a MMAP team member.

Rationale

For both legal and ethical reasons, the rights of persons applying for MMAP team member positions must be respected. Providing information upfront to applicants demonstrates the organization's commitment to transparency and respectfulness. Because a screening process can be long and sometimes somewhat intrusive, it is only fair that applicants understand the full screening process before they start into it. Potential team members must give their permission to MMAP, Inc. to launch any screening line of inquiry.

3.9 Screening - Incomplete or False Information

- Falsification of information by a prospective MMAP team member, including material omission, or misrepresentation, at any point during screening is ground for immediate disqualification from the application process or even immediate dismissal if the falsehood is discovered after acceptance.

Rationale

Because MMAP team members are often placed in positions of such great trust, an applicant's failure to provide full or truthful information in the application process is deemed significant enough to warrant immediate dismissal from MMAP.

3.10 Conflict of Interest

- No person who has a conflict of interest in connection with the work they will do at MMAP, whether personal, philosophical, or financial, may serve as a team member.
- All possible conflicts of interest are immediately reported by team members to their regional coordinator.
- The regional coordinator must attempt to resolve any conflicts of interest through, for example, changes of work duties or changes of team member roles.
- If a conflict of interest cannot be resolved, the team member may be relieved of duty.
- MMAP team members do not promote any personal or business interest while undertaking their MMAP assignments.
- MMAP team members will be required to sign a conflict of interest statement and agree to immediately notify their regional coordinator if any potential conflict arises during performance of their duties. The conflict of interest statement is included in the MMAP Team member Agreement

Rationale

Given the nature of MMAP work, the screening of team members must be done carefully to avoid a conflict of interest or a perceived conflict of interest.

3.11 Certificate of Ability

- Any volunteer who, after acceptance and assignment by MMAP, enters a course of treatment that might adversely impact upon the performance of their duties must notify their regional coordinator.
- Volunteers who have any medical or psychological condition that might affect the safe and effective performance of their work may be requested to provide a medical certificate that attests to their ability to perform their assigned duties.

Rationale

This is a screening device that requires medical personnel or other relevant authorities to certify the applicant's ability to perform volunteer functions. It is a safety precaution for both the volunteer and MMAP Service Providers to be used when there may be doubt about a volunteer's capacity to take on the work assigned. This screening device can be used in the initial volunteer intake process or at some later point when ongoing capacity to perform assigned duties comes into question.

3.12 Criminal History Background Checks

- MMAP Inc., or any MMAP Service Provider, is not required to accept all applicants interested in participating with MMAP.
- MMAP Inc. and its partner agencies retain the right to exclude a potential team member, restrict the program activities of team members, or to exit a team member from MMAP at any time.
- To ensure the safety of beneficiaries we serve and the safety of our team members, MMAP, Inc. requires that a national criminal history background check be conducted on all MMAP team members
- A potential team member who has not successfully passed a national criminal history check may not work with beneficiaries or other vulnerable people or have access to client personal or confidential information
- All information collected by MMAP Inc. will be used for screening purposes only.
- Information will be stored in a secure location and will not be shared with any outside parties.
- A potential or current team member who does not give his/her consent for a criminal history background check will be excluded from participating with MMAP.

MMAP Inc. will contract with a third party screening company to conduct national criminal history background checks for all team members.

Elements of the background check will include at a minimum:

- National and state criminal background search
- National sex offender registry search
- Social Security Number locator/verification
- Office of Inspector General search: searches for individuals who are excluded or sanctioned from participating in Medicare, Medicaid, or other federally funded programs

If the findings in the background check show something that would deem someone ineligible for a team member position, they will be allowed the opportunity to review the information and work with the background check vendor to dispute information that is inaccurate or incomplete using the vendor's dispute policies.

Please see 3.13 Persons Excluded From Participating with MMAP, page 115

For purposes of participating with MMAP, service providers will not need to conduct criminal history background checks for their potential MMAP team members. MMAP, Inc. will not share specific results of its background screenings with the service provider. As part of its own internal policies, a service provider may choose to conduct a criminal history background check on potential team members.

All team members must provide MMAP, Inc. with the following information:

- Name (including names s/he may be or may have been known as, such as maiden name, birth name, nicknames, etc.)
- Social Security number

All team members must provide MMAP, Inc. with a copy of their driver's license or other government issued identification.

MMAP, Inc. must receive consent from team members prior to conducting a criminal history background check. To accomplish this all potential team members will be asked to sign the “**MMAP Disclosure Authorization and Release of Information**” **Form**. See page 121 for a copy of the form.

Criminal History Background Checks Conducted on Potential MMAP Team Members

Prior to the issuance of a MMAP Team member PIN, MMAP, Inc. will conduct a national criminal history background check on all potential MMAP team members.

The Regional Coordinator must submit the appropriate paperwork to MMAP, Inc. before a criminal history background check can be performed:

- Signed Team member Application
- Signed Team member Agreement
- Signed Disclosure and Authorization for Release of Information Form
- Copy of the potential Team member's driver's license or other government issued identification

If the criminal history background check reveals information that would disqualify a potential team member from participation with MMAP, MMAP, Inc. will:

- Inform the individual that they are ineligible to participate with MMAP,
- Provide the individual with a copy of the adverse report, and
- Provide the individual with instructions on how to dispute or correct the information with MMAP, Inc.'s contracted vendor.

MMAP, Inc. will also inform the individual that if a reinvestigation determines that the initial report was inaccurate and has been corrected, the individual's application to be a MMAP Team member will be reconsidered.

All information received by MMAP, Inc. for screening purposes will not be shared with any outside parties, including AAAs and agencies or organizations that have contracts or Memorandums of Understanding to provide MMAP services. MMAP, Inc. will provide a Regional Coordinator with the names of any of his/her potential Team members who are ineligible from participation with the program. If the potential team member works for an agency or organization that has a contract or Memorandum of Understanding to provide MMAP services, MMAP, Inc. will inform the agency that the individual is ineligible to participate with MMAP.

Criminal History Background Checks Conducted on Current, Non-Exited MMAP Team Members Registered in SHIPTools

MMAP, Inc. reserves the right to periodically conduct a national or state criminal history background check on all non-exited team members currently registered in SHIPTools.

If MMAP, Inc. receives information that would disqualify a current team member from participation in MMAP:

- That team member will be suspended from involvement with MMAP pending results of a reinvestigation,
- The team member will be provided with a copy of the adverse report, and
- The team member will be given instructions on how to dispute or correct the information with MMAP, Inc.'s contracted vendor.

If following a reinvestigation it is determined that the initial report was inaccurate and has been corrected, the team member's suspension will be lifted.

If following a reinvestigation it is determined that the initial report was complete and accurate, the team member will be exited from the program.

All information received by MMAP, Inc. for screening purposes will not be shared with any outside parties, including AAAs and agencies or organizations that have contracts or Memorandums of Understanding to provide MMAP services. MMAP, Inc. will provide a Regional Coordinator with the names of any of his/her team members who have been suspended or exited from the program. If the team member works for an agency or organization that has a contract or Memorandum of Understanding to provide MMAP services, MMAP, Inc. will inform the agency that the individual has been suspended or exited from MMAP.

3.13 Persons Excluded From Participation with MMAP

- MMAP Inc. and its partner agencies retain the right to exclude a potential team member, restrict the program activities of team members, or to exit a team member from MMAP at any time.

Insurance Agents/Brokers and Financial Planners

Providing unbiased, objective information about health care benefits and health insurance options is fundamental to MMAP.

To avoid a conflict of interest, insurance agents, insurance brokers, and financial planners are not eligible to serve as MMAP team members.

MMAP, Inc. will review information posted on-line by the state of Michigan to confirm that new or current team members do not hold a license to sell insurance products.

Persons Convicted of Certain Felonies and Misdemeanors

MMAP Inc. will use the criteria outlined in the Michigan Public Health Code, 333.20173a, Section 20173a (1) for evaluating an applicant's suitability

Anyone who meets one or more of the criteria referenced in this section of the Public Code will be excluded from MMAP as a team member

Sanctioned and Excluded Providers

Anyone who has been excluded or sanctioned from participating in Medicare, Medicaid, or other federally funded programs by the US Department of Health and Human Services, the Office of Inspector General, or the state of Michigan will be excluded from MMAP as a team member.

Rationale

To ensure the safety of the people we serve, avoid a conflict of interest, and to maintain the integrity of the program, certain persons are excluded from participating with MMAP as a team member.

Michigan Public Health Code Act 368 of 1978, Section 333.20173a (Excerpt of relevant sections)

- Mandatory exclusion if the individual satisfies 1 or more of the following:
- (1)(a) Has been convicted of a relevant crime described under 42 USC 1320a-7(a).
 - (i) Conviction of program-related crimes: any individual that has been convicted of a criminal offense related to the delivery of an item or service under Subchapter XVIII (Medicare) of this chapter or under any state health care program.
 - (ii) Conviction relating to patient abuse: any individual that has been convicted, under federal or state law of criminal offense relating to neglect or abuse of patients in connection with the delivery of a health care item or service.
 - (iii) Felony conviction relating to health care fraud: any individual that has been convicted for an offense which occurred after August 21, 1996, under federal or state law, in connection with the delivery of health care item or service or with respect to any act or omission in a health care program (other than those specifically described in (1)(a)(i) above operated by or financed in whole or in part by any federal, state, or local government agency, of a criminal offense consisting of felony relating to fraud, theft, embezzlement, breach of fiduciary responsibility, or other financial misconduct.
 - (iv) Felony conviction relating to controlled substance: any individual that has been convicted for an offense which occurred after August 21, 1996, under federal or state law, of a criminal offense consisting of a felony relating to the unlawful manufacture, distribution, prescription, or dispensing of a controlled substance.
- (b) Has been convicted of any of the following felonies, an attempt or conspiracy to commit any of those felonies, or any other state or federal crime that is similar to the felonies described in this subdivision, other than those listed above, unless 15 years have lapsed since the individual completed all of the terms and conditions of his or her sentencing, parole, and probation for that conviction prior to the date of application:
 - (i) A felony that involves the intent to cause death or serious impairment of a body function, that results in death or serious impairment of a body function, that involves the use of force or violence, or that involves the threat of the use of force or violence.
 - (ii) A felony involving cruelty or torture.
 - (iii) A felony under chapter XXA of the Michigan penal code, 1931 PA 328, MCL 750.145m to 750.145r.
 - (iv) A felony involving criminal sexual conduct.
 - (v) A felony involving abuse or neglect.
 - (vi) A felony involving the use of a firearm or dangerous weapon.
 - (vii) A felony involving the diversion or adulteration of a prescription drug or other medications.
- (c) Has been convicted of any other felony or an attempt or conspiracy to commit a felony, other than other than those listed above, unless 10 years have lapsed since the individual completed all of the terms and conditions of his or her sentencing, parole, and probation for that conviction prior to the date of application.

- (d) Has been convicted of any of the following misdemeanors, other than a misdemeanor for a relevant crime described under (1)(a) above, or a state or federal crime that is substantially similar to the misdemeanors described in this subdivision, within the 10 years immediately preceding the date of application:
 - (i) A misdemeanor involving the use of a firearm or dangerous weapon with the intent to injure, the use of a firearm or dangerous weapon that results in a personal injury, or a misdemeanor involving the use of force or violence or the threat of the use of force or violence.
 - (ii) A misdemeanor under chapter XXA of the Michigan penal code, 1931 PA 328, MCL 750.145m to 750.145r.
 - (iii) A misdemeanor involving criminal sexual conduct.
 - (iv) A misdemeanor involving cruelty or torture unless otherwise provided under subdivision (e).
 - (v) A misdemeanor involving abuse or neglect.
- (e) Has been convicted of any of the following misdemeanors, other than a misdemeanor for a relevant crime described under (1)(a) above, or a state or federal crime that is substantially similar to the misdemeanors described in this subdivision, within the 5 years immediately preceding the date of application:
 - (i) A misdemeanor involving cruelty if committed by an individual who is less than 16 years of age.
 - (ii) A misdemeanor involving home invasion.
 - (iii) A misdemeanor involving embezzlement.
 - (iv) A misdemeanor involving negligent homicide or a violation of section 601d(1) of the Michigan vehicle code, 1949 PA 300, MCL 257.601d.
 - (v) A misdemeanor involving larceny unless otherwise provided under subdivision (g).
 - (vi) A misdemeanor of retail fraud in the second degree unless otherwise provided under subdivision (g).
 - (vii) Any other misdemeanor involving assault, fraud, theft, or the possession or delivery of a controlled substance unless otherwise provided under subdivision (d), (f), or (g).
- (f) Has been convicted of any of the following misdemeanors, other than a misdemeanor for a relevant crime described under (1)(a) above, or a state or federal crime that is substantially similar to the misdemeanors described in this subdivision, within the 3 years immediately preceding the date of application:
 - (i) A misdemeanor for assault if there was no use of a firearm or dangerous weapon and no intent to commit murder or inflict great bodily injury.
 - (ii) A misdemeanor of retail fraud in the third degree unless otherwise provided under subdivision (g).
 - (iii) A misdemeanor under part 74 unless otherwise provided under subdivision (g).
- (g) Has been convicted of any of the following misdemeanors, other than a misdemeanor for a relevant crime described under (1)(a) above, or a state or federal crime that is substantially similar to the misdemeanors described in this subdivision, within the year immediately preceding the date of application:
 - (i) A misdemeanor under part 74 if the individual, at the time of conviction, is under the age of 18.

- (ii) A misdemeanor for larceny or retail fraud in the second or third degree if the individual, at the time of conviction, is under the age of 16.
- (h) Is the subject of an order or disposition under section 16b of chapter IX of the code of criminal procedure, 1927 PA 175, MCL 769.16b.
 - (i) Engages in conduct that becomes the subject of a substantiated finding of neglect, abuse, or misappropriation of property by a state or federal agency pursuant to an investigation conducted in accordance with 42 USC 1395i-3 or 1396r.

3.14 Screening - Confidentiality and Record Retention

- The confidentiality of information collected during the team member screening process is to be protected. The information may be shared with MMAP screening authorities as needed in the determination of team member suitability.
- Information gathered by MMAP, Inc., an Area Agency on Aging, or other MMAP Service Provider is to be secured in the same manner as other personnel files.
- Documentation is retained as follows:
 - For applicants accepted into MMAP: screening documentation becomes part of the team member's personnel file. Personnel files must be retained for a minimum of seven years after the team member's involvement with MMAP has ended.
 - For applicants not accepted into MMAP: screening documentation is retained for a minimum of six months after the team member has been notified of the non-acceptance of their offer of involvement.
 - Personnel files, including screening documentation, for current and exited team members, and non-accepted applicants may be saved electronically.

Rationale

As the intensity of screening processes has increased over time, so, too, has the amount and degree of private information collected about volunteer applicants, particularly about candidates for positions of trust. This information must be securely stored and access to it controlled. In many jurisdictions this is a legal requirement. Because volunteers are placed in positions of trust from which they could be harmed or cause harm to others, the potential for legal action arising is ever-present, although remote. The organization could be called on to explain and justify its screening processes (e.g., were they fair and equitable in light of human rights provisions?) and to defend its screening decisions (e.g., were they non-discriminatory, sufficiently thorough, and duly diligent in light of potential allegations of negligence in screening?). Screening documentation is both created and retained so that the organization has proof of its screening processes and a basis to defend its screening decisions in a legal action.

3.15 Screening of Current and Returning MMAP Team Members

- All team members, regardless of length of tenure, are subject to the provisions of all MMAP policies, including new policies coming into effect during an existing team member's tenure.
- Screening protocols may be adjusted as required by MMAP funders, as due diligence requires, or as industry standards of care change. Existing MMAP team members must meet all new screening standards relevant to the role they hold.
- MMAP, Inc. will notify service providers and regional coordinators when there is a required change in team member screening protocols and the date of its effectiveness.
- It may be necessary to "Up-Screen" a current MMAP team member as their role(s) change. For example, a team member whose duties did not place them in a position of trust, will need a criminal records check if new duties included data entry into NPR/SHIPTools. Any additional screening protocols must be completed before a team member begins the duties associated with a new role.
- Re-acceptance of previous MMAP team members is not automatic. Re-acceptance decisions are based on past performance and the results of any updated or additional screening inquiries undertaken in connection with the role for which the person is applying.
- Former MMAP team members who have been exited from MMAP six months or more will need to undergo and pass a national criminal records background check
- Insurance licensing checks and state criminal background checks will be completed each year for all team members whose duties put them in a position of trust

3.16 MMAP Disclosure Authorization and Release of Information Form



Disclosure Authorization and Release of Information Form

Notice to Applicant Regarding Background Check

In order to safeguard those we serve, **MMAP, Inc.** will acquire consumer reports on you. **MMAP, Inc.** may obtain additional consumer reports at any time during your service as a MMAP Team Member in order to evaluate your continued suitability for MMAP service. **MMAP, Inc.** has contracted with **IntelliCorp, Inc.**, a consumer reporting agency, to provide the consumer reports. **IntelliCorp** may be contacted by mail at **IntelliCorp, Inc., Compliance Department, 3000 Auburn Dr., #410, Beachwood, OH 44122**

The types of information that may be obtained include, but are not limited to, Social Security number verification, sex offender registry checks, criminal records checks, inmate records searches, court records checks and Office of Inspector General Searches for excluded or sanctioned entities. The information contained in these consumer reports may be obtained by **IntelliCorp, Inc.** from public record sources. **The consumer reports will not include credit record checks.**

The nature and scope of the consumer reports are described above. Nonetheless, you are entitled to request a complete and accurate disclosure of the nature and scope of such reports by submitting a written request to **IntelliCorp, Inc.** at the address listed above.

Applicant's Acknowledgment and Authorization

I have carefully read this notice and authorization form and I hereby authorize **MMAP, Inc.** and **IntelliCorp, Inc.** to acquire a consumer report, which as described above will include information relating to my criminal history as received from reporting agencies. I understand that this information will be used to determine my eligibility for a Team Member position with **MMAP, Inc.** I also understand that as long as I remain a MMAP Team Member, additional consumer reports may be procured at any time. I understand that if **MMAP, Inc.** chooses to revoke my participation or not to accept my application based on information contained in a consumer report, I will receive a summary of my rights under the Fair Credit Reporting Act and contact information for the reporting agency, **IntelliCorp, Inc.** I agree that a facsimile (fax), electronic or photographic copy of this authorization shall be as valid as the original.

Please Print:
Last Name _____ First _____ Middle _____ Region: _____

Other names you may either be or have been known by, within the last 7 yrs. (maiden name, birth name, nicknames, etc).

Address _____
Number and street City Zip code

Social Security No. _____ Date of Birth** _____
**This information will be used for background screening purposes only and will not be used as selection criteria.

Email: _____

Signature: _____ Date: _____

Fax to: 517-886-1305 or mail to MMAP, Inc. Ste. 204, 6105 W. St. Joseph Hwy. Lansing, MI 48917

3.17 Team Member Certification/Recertification

- MMAP team members will be certified by MMAP, Inc. and recertified on an annual basis
- A MMAP team member who does not complete the certification or recertification requirements may be exited from the program
- A MMAP team member required to take Initial Training as part of his/her certification requirements may be required to retake Initial Training and complete the certification process if he/she does not complete the recertification requirements
- A MMAP team member, who has not been recertified and intends to complete the certification process, may participate in local MMAP activities with the permission of the Regional Coordinator. Permission to attend statewide MMAP activities must be received from the MMAP, Inc. Executive Director

Rationale

The certification and recertification of MMAP team members is part of the overall quality assurance plan MMAP, Inc. has for the SHIP and SMP programs. It is important for MMAP Service Providers to have sufficient team members to provide MMAP services across their service area. It is equally important to have sufficient numbers of trained, fully equipped, and proficient team members who are actively involved with MMAP and reporting their activities.

The certification and recertification requirements will vary depending on the team member role. Each set of requirements will include the reporting of a minimum number of team member hours and participation in Update Training. On-line reviews will be required for certification and recertification for some of the team member roles. These on-line reviews will be open book.

MMAP, Inc. has set minimum Certification and Recertification requirements for its team members. Regional Coordinators may choose to impose additional requirements in order for team members to be active in their local MMAP program. Regional Coordinators who want to apply local requirements should consult with MMAP, Inc. prior to implementation.

The certification and recertification process can be a useful program management tool for Regional Coordinators. It can help Coordinators identify those team members who are ready to take on additional responsibilities and challenges; team members who have the skills and the knowledge but, need confidence building; Team members who may be better suited for another role; or team members who may no longer have the interest, inclination, or skills needed to be involved in MMAP activities.

3.17a Counselor Certification and Recertification

Counselor Certification

MMAP team members who wish to take on the role of Counselor must complete the following steps:

- Have on file with MMAP, Inc. four (4) weeks prior to beginning their Initial Training:
 - A signed copy of their Team Member Application,
 - A signed copy of their Team Member Agreement,
 - A signed copy of the Disclosure Authorization and Release of Information,
 - Copy of the team member's driver license or other government issued identification, and
 - Documentation that the team member has completed an Orientation that was provided by the Coordinator who will oversee the team member
- Complete Initial Training

To complete the Counselor certification process the team member must then:

- Complete and pass an on-line SHIP Certification Review within 60 days of completing Initial Training
- Complete and pass an on-line SMP Review within 60 days of completing Initial training, and
- Report a minimum of 18 counseling hours, as documented in NPR/SHIPTools, within six months of completing Initial Training

The passing score for both the SHIP Certification Review and the SMP Review is 80%.

The on-line review will be open book. It will give the team member an opportunity to go over what s/he learned during Initial Training and remind him/her how to use the training materials as a resource. During the 60 day completion time frame, MMAP, Inc. will “reset” the SHIP Certification Review and the SMP Review as many times as requested by the team member's Regional Coordinator.

A team member who does not complete and pass the on-line SHIP Certification Review or SMP Review within 60 days of completing Initial Training or does not

report 18 hours of counseling in NPR/SHIPTools within six months of completing Initial Training will need to attend another Initial Training. The team member will also need to complete and pass another on-line SHIP Certification Review and SMP Review within 60 days of completing his/her second Initial Training and report a minimum of 18 counseling hours in NPR/SHIPTools within six months of the second training in order to be certified.

MMAP, Inc. will send notice of Counselor Certification to the team member's Regional Coordinator and the team member.

A Regional Coordinator who requires an exception to the certification pre-requisites or requirements for a particular team member should submit their request in writing to the MMAP Training Manager.

Counselor Recertification

Certified Counselors will be recertified annually. Team members who wish to maintain their designation as a 'certified' Counselor must meet the following prerequisite to be eligible for recertification:

- Report a minimum of 60 hours of MMAP activity during the previous SHIP grant year, April 1st through March 31st. The time spent in MMAP activities may be a combination of:
 - Counseling as reported on the Client Counseling form in NPR/SHIPTools,
 - Outreach as reported on a Public and Media Event form submitted to MMAP, Inc. or
 - Other Program Support as reported in the Activity Log in SHIPTools
 - Only 10% of a team member's total time spent on MMAP activities will count toward 'other program support as reported in the Activity Log on SHIPTools' and used to determine if the 60 hour minimum has been met

Example: *A team member has 100 hours of MMAP activities, a combination of counseling, outreach, and other program support activities. Fifty (50) hours are a combination of counseling and outreach, 50 hours are other.*

Ten percent of 100 is ten (10). Ten hours of other program support activities will count toward meeting the 60 hour minimum. So the team member will receive credit for 50 hours of counseling and outreach, and 10 hours of other, for a total of 60 hours of MMAP activities.

- Attend a minimum of two (2) Update Trainings each year

Throughout the year MMAP, Inc. conducts statewide training to supplement the Update Training that Regional Coordinators are required to provide for their team members. Participation in these statewide training opportunities will count toward team members' recertification requirement.

Eligible Counselors who wish to be recertified as a MMAP Counselor must complete an on-line Recertification Review. The on-line review will be posted by MMAP, Inc. from April 1st through June 30th of the current SHIP grant year

- The on-line review will be open book
- Examples of Recertification Review topics are:
 - Original Medicare Parts A & B
 - Medicare Part D and LIS
 - Medicare Advantage
 - Medicare supplemental/Medigap/other health insurance
 - Medicaid, MSP, and LTC Insurance

Example-Recertification in 2011: the SHIP grant year for 2011-12 runs from April 1, 2011 through March 31, 2012. Certified MMAP Counselors who reported a minimum of 60 hours of counseling, outreach, and program support time during the preceding SHIP grant year (April 1, 2010 through March 31, 2011) will be eligible to take the on-line review for recertification. The review will be posted by MMAP, Inc. from April 1, 2011 through June 30, 2011.

Counselors who completed Initial Training and were certified between April 1st and March 31st of the preceding SHIP grant year will not need to be recertified until the following SHIP grant year.

Example-Mary was certified as a MMAP Counselor in May of the 2010-11 SHIP grant year which runs from April 1, 2010 through March 31, 2011. In April of 2011 an on-line review will be posted for those certified Counselors who reported a minimum of 60 hours of counseling, outreach, and program support time during the 2010-11 SHIP grant year and wish to be recertified. Mary will not have to complete this on-line review and be recertified even if she has reported 60 hours or more of counseling, outreach, and program support time because she has not been a MMAP Counselor for a year. Mary will need to complete the on-line review that is posted in April of 2012 for her recertification.

A Counselor who has not reported a minimum of 60 hours of counseling, outreach, and program support time during the previous SHIP grant year; has not participated in two Update Trainings during the previous SHIP grant year; or does not complete the on-line Recertification Review that is posted from April 1st through June 30th may be required to retake Initial Training and complete the Counselor Certification process prior to reinstatement as a MMAP Counselor.

A MMAP team member who has not been recertified and intends to complete the Certification process may participate in local MMAP activities with the permission of the Regional Coordinator. Permission to attend statewide MMAP activities must be received from the MMAP, Inc. Executive Director. The team member may not provide one-on-one counseling or conduct community outreach and educational activities until they have retaken the Initial Training.

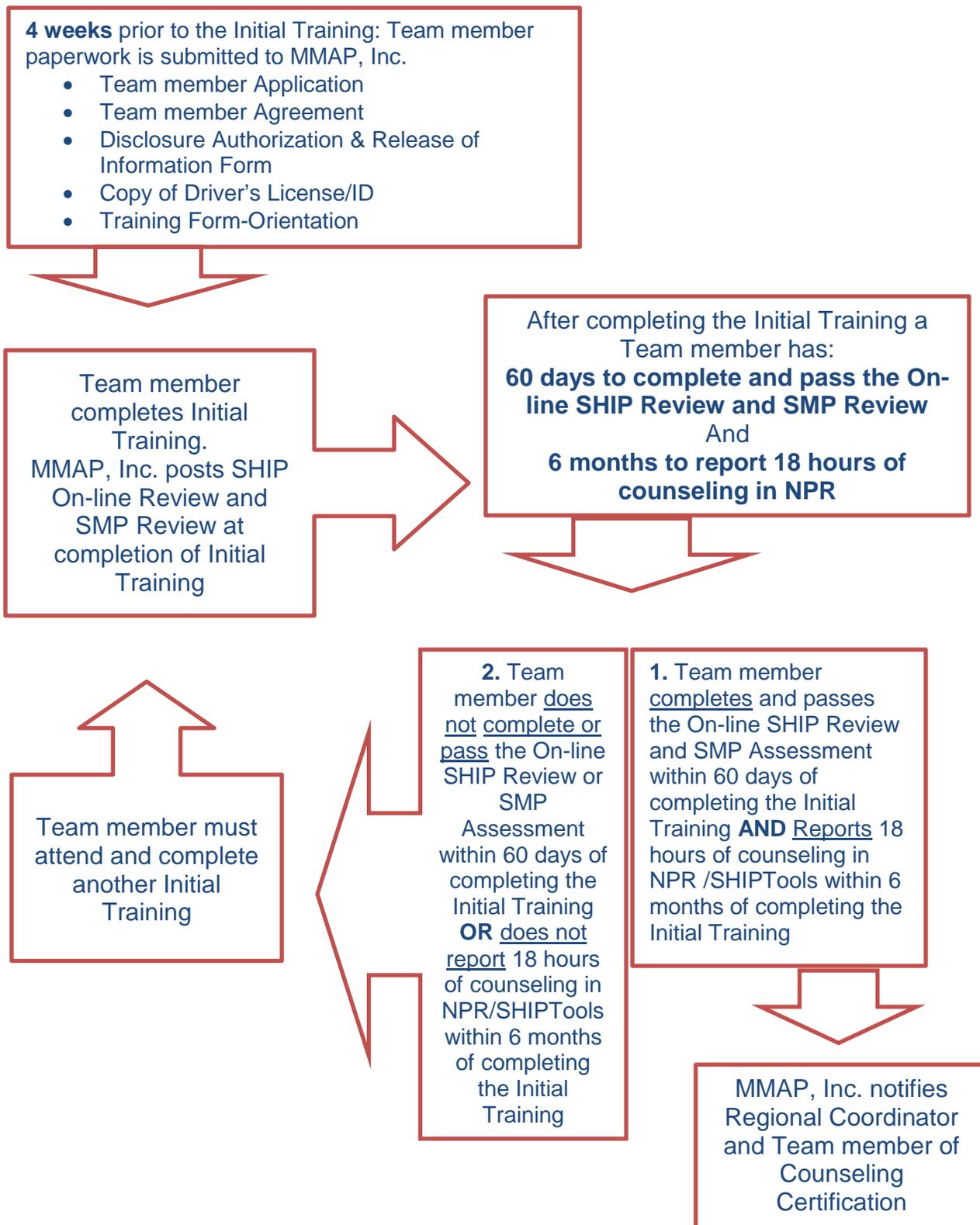
MMAP Inc. will send a notice of Counselor Recertification to the team member's Regional Coordinator and the team member.

A Regional Coordinator who requires an exception to the recertification prerequisites or requirements for a particular MMAP team member should submit a request in writing to the MMAP, Inc. Executive Director.

If a team member has not met the prerequisites or requirements for recertification the Coordinator may want to consider an alternate role for the team member or the need to exit the team member from the program.

Counselor and Outreach Technician Certification

Updated 3.16.2016



3.17b Outreach Technician Certification and Recertification

Outreach Technician Certification

Outreach Technicians will be certified as a counselor. Following certification, the Regional Coordinators may submit a Change of Status form (COS) to request the team member's role change from Counselor to Outreach Technician. See **pages 124-127** Counselor Certification and Recertification.

Outreach Technician Recertification

Each year MMAP, Inc. will recertify team members who wish to maintain their status as Outreach Technicians.

To be eligible for recertification as an Outreach Technician s/he must:

- Report a minimum of 60 hours of MMAP activity during the previous SHIP grant year, April 1st through March 31st. Their time spent in MMAP activities may be a combination of:
 - Counseling as reported on the Client Counseling form in NPR/SHIPTools,
 - Outreach as reported on a Public and Media Event form submitted to MMAP, Inc. or
 - Other Program Support as reported in the Activity Log in SHIPTools
 - Only 10% of a team member's total time spent on MMAP activities will count toward 'other program support as reported in the Activity Log on SHIPTools' and used to determine if the 60 hour minimum has been met

Example: A team member has 100 hours of MMAP activities, a combination of counseling, outreach, and other program support activities. Fifty (50) hours are a combination of counseling and outreach, 50 hours are other.

Ten percent of 100 is ten (10). Ten hours of other program support activities will count toward meeting the 60 hour minimum. So the team member will receive credit for 50 hours of counseling and outreach, and 10 hours of other, for a total of 60 hours of MMAP activities.

- Report their participation in a minimum of six (6) Outreach Events during the previous SHIP grant year, April 1st through March 31st.

- Outreach activities must be documented using the Public and Media Event form (PAM) and submitted to MMAP, Inc., and
- The “Type of Activity” must be either:
 - Interactive presentation to public- Activity/Event #1 on the PAM form
 - Booth/exhibit at health/senior fair or special event- Activity/Event #2 on the PAM form
 - Dedicated Enrollment Event-Activity/Event #3 on the PAM form
- Attend a minimum of two (2) Update Trainings each year

Throughout the year MMAP, Inc. conducts statewide training to supplement the Update Training that Regional Coordinators are required to provide for their team members. Participation in these statewide training opportunities will count toward the team member’s recertification requirement.

Outreach Technicians who meet these three prerequisites will then achieve recertification by completing an on-line review.

- The on-line review will be posted by MMAP, Inc. from April 1st to June 30th of the current SHIP grant year.
- The on-line review will be the same as the on-line review for Counselor Recertification
- The on-line review will be open book

An Outreach Technician who has not reported a minimum of 60 hours of counseling, outreach, and program support time during the previous SHIP grant year; participated in a minimum of six outreach events; has not participated in two Update Trainings, or does not complete the on-line Recertification Review may be required to retake Initial Training and complete the Counselor Certification process prior to reinstatement as a MMAP Counselor.

A MMAP team member who has not been recertified and intends to complete the Certification process may participate in local MMAP activities with the permission of the Regional Coordinator. Permission to participate in statewide MMAP activities must be received from the MMAP, Inc. Executive Director. The team member may not provide one-on-one counseling or conduct community outreach and educational activities until they have retaken Initial Training.

MMAP, Inc. will send a notice of Outreach Technician Recertification to the team member’s Regional Coordinator and the team member.

A Regional Coordinator who requires an exception to the recertification prerequisites or requirements for a particular team member should submit his/her request in writing to the MMAP, Inc. Executive Director.

If a team member has not met the prerequisites or requirements for recertification, the coordinator may want to consider an alternate role for the team member or the need to exit the team member from the program.

3.17c Administrative Assistant Certification and Recertification

Administrative Assistant Certification

A Coordinator who has MMAP team members who wish to provide program support as an Administrative Assistant must ensure that MMAP, Inc. has on file:

- The signed copy of their Team Member Application,
- The signed copy of their Team Member Agreement,
- A signed copy of the of the Disclosure Authorization and Release of Information Form (only if the team member will have access to beneficiary personal information),
- Copy of the team member's driver license or other government issued identification, and
- Documentation that the team member has completed an Orientation that was provided by the Coordinator who will oversee the team member

When MMAP, Inc. has received this documentation, the team member will be certified as an Administrative Assistant and issued a PIN number.

- MMAP, Inc. will send a notice of Administrative Assistant Certification to the team member's Regional Coordinator and the team member
- There will be no exceptions to the certification prerequisites or requirements for Administrative Assistants

Administrative Assistant Recertification

MMAP, Inc. will recertify Administrative Assistants on an annual basis. To be recertified as an Administrative Assistant the team member must:

- Attend a minimum of two Update Trainings during the prior SHIP grant year, April 1st though March 31st
 - One of the Update Trainings may be the Annual Team Member Recognition Event

Throughout the year MMAP, Inc. conducts statewide training to supplement the Update Trainings that Regional Coordinators are required to provide for their team

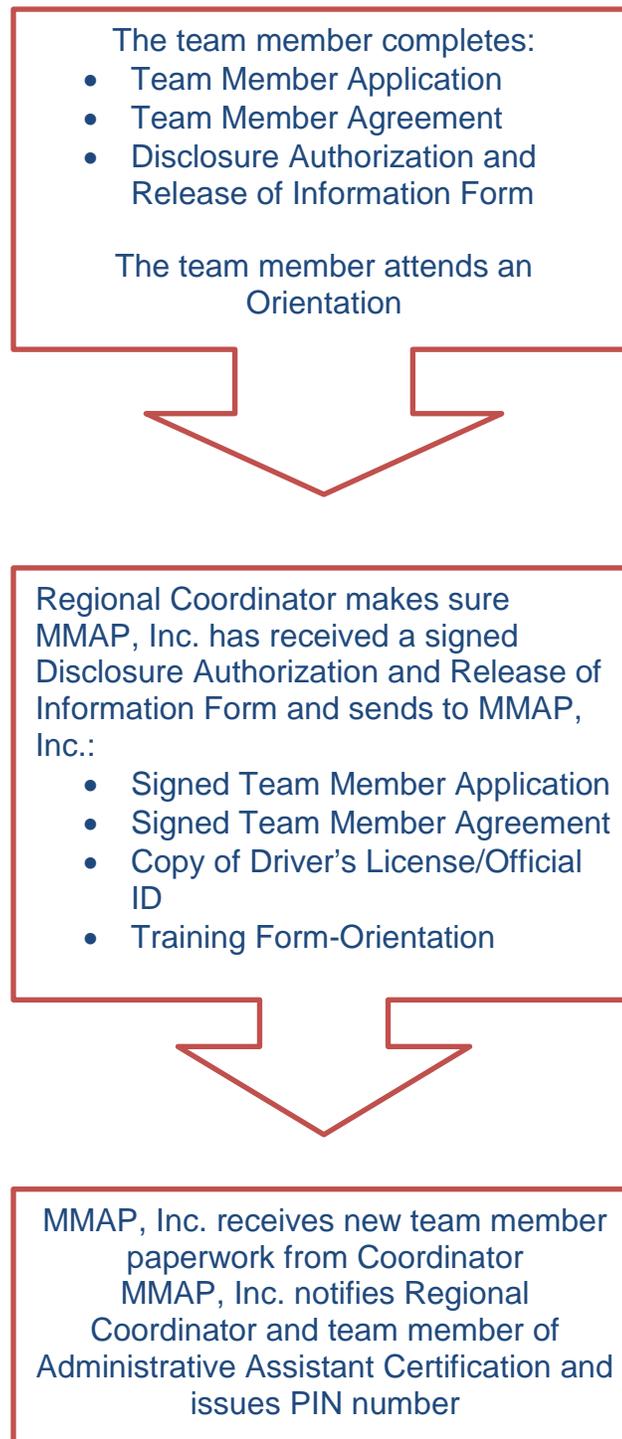
members. Participation in these statewide training opportunities will count toward the team member's recertification requirement.

A team member, who obtained his/her Administrative Assistant Certification during the prior SHIP grant year, will be exempt from recertification until the following grant year.

- MMAP, Inc. will send a notice of Administrative Assistant Recertification to the team member's Regional Coordinator and the Team member
- Regional Coordinators who require an exception to the recertification prerequisites or requirements for a particular MMAP team member, should submit their request in writing to the MMAP, Inc. Executive Director

If an Administrative Assistant has not reported any hours of program support in the Activity Log for the previous year, the Coordinator may want to consider retraining or the need to exit the team member from the program.

Administrative Assistant Certification



3.18 SHIP and SMP Unique IDs

- Only MMAP team members who have met specific prerequisites and been approved by their regional coordinator may request a Unique ID
- Unique IDs are issued to team members at the discretion of the MMAP, Inc. Executive Director
- Regional coordinators are expected to contact MMAP, Inc. when a team member with a Unique ID has been exited from MMAP, has had a role change and is no longer eligible for a Unique ID, or no longer requires a Unique ID

SHIP and SMP Unique IDs allow select MMAP team members to speak with 1-800-MEDICARE customer service representatives (CSR) on behalf of beneficiaries. Without a unique ID, the beneficiary must be present during a conversation with 1-800-MEDICARE. The Administration for Community Living (ACL) and the Centers for Medicare & Medicaid Services (CMS) have worked together to create the Unique ID service to enhance the ability of SHIP and SMP team members to assist their clients and manage complex interactions on behalf of beneficiaries.

SHIP Unique ID Prerequisites

- Team member has certified as a counselor or outreach technician
- A request is made to MMAP, Inc. for the issuance of a SHIP Unique ID
 - “Request for SHIP Unique ID and Confidentiality Agreement” form signed by
 - Team member’s regional coordinator
 - Team member
- In the three months prior to MMAP, Inc.’s receipt of the “Request for SHIP Unique ID and Confidentiality Agreement” form, the team member has
 - Received Privacy and Confidentiality Training
 - Submitted three Client Contact Forms, and
 - Attended one Update Training
 - Attending MMAP’s “Training in Privacy and Confidentiality” webinar or watching a recording of the webinar and reviewing it with a coordinator counts toward attendance at an Update Training

SMP Unique ID Prerequisites

- Team member has certified as a counselor or outreach technician
- A request is made to MMAP, Inc. for the issuance of a SMP Unique ID
 - “Request for SMP Unique ID and Confidentiality Agreement” form signed by:
 - Team member’s regional coordinator
 - Team member
- In the three month prior to MMAP, Inc.’s receipt of the “Request for SMP Unique ID and Confidentiality Agreement” form, the team member has:
 - Submitted three SMP Client Contact Forms and
 - Attended one Update Training
 - Attending MMAP’s “Training in Privacy and Confidentiality” webinar or watching a recording of the webinar and reviewing it with a coordinator counts toward attendance at an Update Training
- Team member has taken and completed SMP Complex Interaction Training and passed the SMP Complex Interaction Assessment

Section 4.0

Reporting

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4.1 Reporting MMAP Activities

- To get a clear picture of how MMAP is doing it is important that team members record their MMAP activities accurately, completely, and timely.
- Team members should document their MMAP activities within one week of the activity.
- MMAP activities must be entered into the appropriate system by the 10th of each month for the previous month's activities. For example: May's counseling contacts must be entered into NPR/SHIPTools by June 10th.
- Paper forms should be mailed, faxed, or e-mailed to MMAP, Inc. weekly. All forms must be received by MMAP, Inc. by the 10th of each month for the previous month's activities.

Rationale

As funding for MMAP has increased, so has program oversight and accountability. MMAP, Inc. is required to report to its funders on the activities carried out with funds received from these agencies. MMAP uses three on-line documentation systems to record and report MMAP activities to its funding agencies. These documentation systems are the National Performance Report (NPR), SMP Information and Referral System (SIRS), and SHIPTools. MMAP, Inc. is also required to submit narrative reports semi-annually, quarterly, monthly, and on an 'as requested' basis.

Reports generated from the documentation systems make it possible to track current statewide and local program performance. Accurate and complete documentation is vital in order to demonstrate all the work being done by MMAP team members. Monthly and quarterly performance reports are shared with MMAP Service Providers and Regional Coordinators to aid in program management.

If a MMAP Service Provider and its team members are unable to meet the reporting deadlines, the Regional Coordinator should contact the Executive Director of MMAP, Inc. to discuss possible accommodation.

4.2 On-Line Reporting Systems

SHIPTools

SHIPTools is an online multi-purpose Team Member Management System. It is used by MMAP, Inc. to record and track team member data and activities. It houses resources that can be helpful to team members for counseling beneficiaries or conducting community outreach and education. SHIPTools is also where new team members go to access the online training modules and current team members take their annual Recertification Review.

MMAP team members use SHIPTools to document and report their time engaged in MMAP activities that are not related to client counseling or outreach. This includes administrative support, program management, team member supervision and training, and professional development. Non-counseling time is entered into SHIPTools under the Activity Log Tab.

MMAP, Inc. staff will document that a team member has attended training and the amount of time. The team member must document the time spent traveling to and from the training in SHIPTools under the Activity Log.

All activities associated with community outreach and education is entered into the appropriate reporting system by MMAP, Inc. staff. MMAP staff will enter the outreach information reported on paper Public and Media Events Forms (PAM) sent to the MMAP office in Lansing. See 4.5 Reporting MMAP Community Outreach and Education Activities, page 145.

Starting in April of 2016, MMAP team members will use SHIPTools to document and report their client counseling activities. This information will then be uploaded to the National Performance Report (NPR). Client contacts are entered into SHIPTools under the Clients Tab.

National Performance Report (NPR)

NPR is the on-line system sponsored by the Administration for Community Living (ACL) to report SHIP counseling and outreach activities. The data entered into NPR is used by ACL to assess program coverage across the state, as well as evaluate current performance in relation to past performance and in comparison to other states. ACL also uses the data entered into NPR to assess program coverage at the sub-state or regional level and in smaller increments such as by zip code.

Starting in April of 2016, MMAP team members will use SHIPTools to document and report their client counseling activities. This information will then be uploaded to the National Performance Report (NPR). Client contacts are entered into SHIPTools under the Clients Tab.

SMP Information and Referral System (SIRS)

The Administration for Community Living (ACL) sponsors another online data reporting system for the Senior Medicare Patrol program. SIRS is used to record and track counseling and consumer education about preventing, detecting, and reporting Medicare/Medicaid waste, fraud, and abuse. SIRS also allows SMPs to make direct referrals to the Office of the Inspector General (OIG). The OIG will then provide the submitting SMP with updates on the referral. *SMP data is entered into SIRS by MMAP, Inc. staff.*

4.3 Reporting MMAP Counseling Activities

- Counseling and assistance provided by team members must be entered directly into NPR/SHIPTools.
- Team members should document their MMAP activities within one week of the activity. All MMAP activities must be entered into NPR/SHIPTools by the 10th of each month for the previous month's activities. For example: May's counseling contacts must be entered into NPR/SHIPTools by June 10th.
- Team members must document any counseling or assistance provided for Medicare/Medicaid fraud and abuse directly into NPR/SHIPTools. A copy of the completed on-line entry form must be sent to MMAP, Inc. Relevant information will be entered in SIRS by MMAP, Inc. staff.
- NPR/SHIPTools Client Contact Forms reporting Medicare/Medicaid fraud and abuse counseling should be sent to MMAP, Inc. for entry into SIRS weekly. Forms must be received by the 10th of each month for the previous month's activities.

Rationale

To ensure that the work done by MMAP team members is recognized and acknowledged, it is important that the client contact data is reported as completely as possible.

4.4 Entering Comments/Case Notes into NPR/SHIPTools

Team Members should never include a client's Social Security number or Medicare number in their NPR/SHIPTools comments/case notes.

Documenting all client contacts is a MMAP contract requirement. Thorough documentation provides information in the event MMAP casework notes are challenged/questioned or requested by the client, or used by law enforcement or the judicial system. This same thorough documentation assists Team Members in their duties.

The documentation of any MMAP service needs to tell the story of the purpose of the client contact, the Counselor's actions and the outcome of the encounter. It provides information about the Team Member serving the client, the client and the client's situation/problem and it includes discussion of options presented to the client as well as the resolution chosen by the client.

Proper documentation tells the story of the client's past visit(s) to facilitate future service. There are no guarantees that the client helped today will come back to the same MMAP office or that s/he will see the same Counselor next time assistance is needed.

Documentation allows Counselors to record what they have done with the client so that the next Counselor that sees the client can determine what was done and discussed in the past. This saves time and frustration for both the client and the Counselor by minimizing effort and repetition. Also, should problems arise in the future, good documentation can help MMAP figure out what transpired allowing the agency staff to better analyze and resolve the client's situation.

Every counseling contact entered into NPR/SHIPTools should have a case note saved with it, even if that note is brief. **Be objective and factual, keep in mind that everything entered into NPR/SHIPTools may be subpoenaed; concise and accurate documentation is absolutely necessary.** Documentation needs to be respectful of the people served by MMAP.

Examples of items that may be entered into the comments/notes section of NPR/SHIPTools are:

- Medicare prescription drug list ID and Password.

- List of plans mailed/discussed with the client including the plan CMS reference number (8 digit number beginning with S or H).
- If the client was enrolled into a plan at www.medicare.gov, enter the name of the plan including the CMS reference number, the date of the enrollment, and the enrollment confirmation number from Medicare's website.
- Any concerns the client may have regarding either his/her Medicare choices or his/her situation in general. Example: the client is interested in Medicare home care benefits; the Counselor should record what was said or done to address those concerns.
- Record actions taken on behalf of the client. For example, if the Counselor contacted another party on the client's behalf, (i.e. Medicare, plan, doctor's office) the date, time and name of the person talked to, what the Counselor discussed with the other party and any resolutions reached and relayed to the client.
- If the Counselor is acting on behalf of the client, the Counselor should have the client sign the MMAP Release of Information Form. At a minimum the Counselor should record that the client has given his/her verbal permission.
- Anything that may be beneficial for future counseling sessions should be included in the comments box.
- Objective and factual information is critical to provide high quality beneficiary service. No subjective observations should be entered into the comments/notes. For example, if the counselor found a beneficiary difficult to work with, instead of stating the "beneficiary was difficult", explain the situation facts. A more appropriate entry may be "beneficiary had difficulty keeping appointments. We scheduled an appointment on 4/1/09 for 1pm; Beneficiary called 4/1/09 at 11am to cancel. Rescheduled 4/15/09 but beneficiary did not show. Rescheduled and met with beneficiary on 4/30/09."
- All case notes should include the initials of the counselor who provided the service and the date the comment is entered into NPR/SHIPTools.

Reminder: The beneficiary's Social Security or Medicare numbers should NEVER appear in the notes section.

4.5 Reporting MMAP Community Outreach and Education Activities

- All community outreach and education activities are documented on the Public and Media Event form (PAM).
- Community outreach and education events that focus on Medicare/Medicaid fraud and abuse are documented on the PAM form.
- All PAM forms should be sent to MMAP, Inc. weekly and must be received by the 10th of each month for the previous month's activities.
- MMAP, Inc. staff will enter information contained on the PAM form into NPR/SHIPTools and SIRS.
- MMAP, Inc. staff will enter all team members' time associated with community outreach and education into SHIPTools under the Activity Log.

4.6 Reporting MMAP Team Member Training

- MMAP Training Event forms for Update Training and Team Member Orientation must be completed by Regional Coordinators, or their designee, and sent to MMAP, Inc. weekly. The forms must be received by the 10th of each month for the previous month's activities.
- MMAP, Inc. will be responsible for documenting and reporting team member attendance at Initial Training and Statewide Training Events.

Rationale

The MMAP Training Event form is used to report to MMAP, Inc. Update Training and MMAP Team Member Orientation. **See 6.7 Reporting Training Activities, page 173**

MMAP, Inc. will document reported training events and team member attendance time in SHIPTools. MMAP, Inc. will also be responsible for documenting team member attendance at Statewide Training Events.

Team members should document their time traveling to and from any training in SHIPTools in the Activity Log.

4.7 Other Reports and Requests for Information

- The MMAP Service Contractors and their subcontractors are expected to respond to reasonable requests for information and to provide MMAP, Inc. with requested information in a timely manner.

Rationale

Throughout the year MMAP, Inc. receives requests for information from the Michigan Aging and Adult Services Agency (AASA), the Administration for Community Living (ACL), or the Centers for Medicare & Medicaid Services (ACL). To respond accurately it is often necessary for MMAP, Inc. to gather information from the local MMAP service providers and counseling locations.

The turnaround time to respond to some of these requests can be very short. Despite the short notice, service contractors, through their Regional Coordinators, are expected to provide the requested information. MMAP, Inc. appreciates the efforts of the Regional Coordinators to respond quickly in these situations and will make every effort to provide sufficient notice for the Regional Coordinators to gather and submit the requested information.

MMAP, Inc. is also required to submit quarterly and semi-annual reports to AASA and ACL. These reports require MMAP, Inc. to describe MMAP activities and outcomes from across the state. There is generally more lead time with these types of reports and MMAP, Inc. will make every effort to provide Regional Coordinators with clear directions and the specific questions that need to be answered.

4.8 MMAP Reporting Guide

| Activity | Team Member | Send Training Form | Send PAM | Enter in SHIPTools Activity Log |
|---|---|---|----------|---|
| Update Training | Coordinator | X | | Preparation for and travel to/from a Training of team members |
| | All Other Team Members | | | Preparation for and travel to/from a Training of team members |
| New Team Member Orientation | Coordinator | X | | Preparation for and travel to/from a Training of team members |
| | All Other Team Members | | | Preparation for and travel to/from a Training of team members |
| MMAP Webinar | | | | |
| Group | Coordinator | X | | Preparation for and travel to/from a Training of team members |
| | All Other Team Members | | | Preparation for and travel to/from a Training of team members |
| Individual/Live | All Team Members | | | Preparation for and travel to/from a Training of team members |
| Individual/Recorded | Coordinator | X mark as "Update-Self Study" | | Preparation for and travel to/from a Training of team members |
| | All Other Team Members | | | Preparation for and travel to/from a Training of team members |
| MMAP TelePresence | Coordinator | X separate Training Form for each Region represented at the training | | Preparation for and travel to/from a Training of team members |
| | All Other Team Members | | | Preparation for and travel to/from a Training of team members |
| Team Member Recognition, Specialist Training, or other MMAP Statewide Training | All Team Members | | | Preparation for and travel to/from a Training of team members |
| Statewide Coordinator Training | Regional Coordinator, Site Coordinator, or other invited MMAP Team Member | | | Preparation for and travel to/from a Training of team members |

| Activity | Team Member | Send Training Form | Send PAM | Enter in SHIPTools Activity Log |
|---------------------------------------|-----------------------------|---------------------------|-----------------|--|
| CAC | Regional Coordinator | | | Professional Development such as research not related to counseling, webinars, workshops, and conference calls |
| Contract Workshop | Regional Coordinator | | | Professional Development such as research not related to counseling, webinars, workshops, and conference calls |
| Director Conference Calls | Regional Coordinator | | | Professional Development such as research not related to counseling, webinars, workshops, and conference calls |
| Non-MMAP Conference/Training | All Team Members | | | Professional Development such as research not related to counseling, webinars, workshops, and conference calls |
| Research Unrelated to Casework | All Team Members | | | Professional Development such as research not related to counseling, webinars, workshops, and conference calls |
| Outreach Activity | Designated Reporter | | X | Preparation for and travel to/from an Outreach Event, Also include the length of time for the Outreach Event |
| | All Other MMAP Participants | | | Preparation for and travel to/from an Outreach Event, Also include the length of time for the Outreach Event |
| MMAP Administrative Work | All Team Members | | | Administrative Support/Data Entry |
| Sick/Vacation/Personal Time | MMAP Paid Team Members | | | Miscellaneous, such as board activities (include an explanation in the "Notes" section) |

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Section 5.0 Financial Guidelines and Reporting

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5.1 Procedures for Reprogramming or Redistribution of Captured Funds

Requirements for agencies wishing to be considered for captured funds are delineated below in accordance with the nature of the applicant.

| Application Type | Application Requirements |
|---|--|
| Current service providers desire additional funds for currently funded services | <ul style="list-style-type: none">• Narrative explaining why added funds are needed and how added funds will be used• A budget for the additional funds• When appropriate, confirmation of added local match |
| Current service providers desire funds for a new service | Submission of an abbreviated application provided by MMAP, Inc. |
| New service providers | Submission of a complete proposal |

Priority, when possible, will be placed on keeping funds in the same service area of the agency for which those funds were originally contracted.

Rationale

It should be noted that the request for additional funds will be considered carefully in view of their implications for total service capacity in future years. That is, the service provider should not begin or expand services beyond the level which can be realistically maintained for the following year. Bearing this in mind, applicants should plan to utilize additional funds for one time or temporary costs whenever possible (i.e., purchase of equipment, temporary labor, or one-time print ad purchase).

Finally, ongoing communication between MMAP, Inc. and the contractor is crucial to effectively implement the Reprogramming and Redistribution Policy. MMAP, Inc. staff will contact service contractors if inconsistencies show in the monthly/quarterly reports or if over or under spending/serving is apparent. Service contractors should alert MMAP, Inc. staff under the following circumstances:

- If problems are experienced in the management of funds, including bookkeeping and reporting
- If under spending or under serving is occurring and the service contractor wishes to spend the money in another manner for the same service
- If the contractor requires more funds for a service and wishes to be considered a candidate for the redistributed funds acquired by MMAP, Inc. through the capture process.

5.2 Under Spending of MMAP Funds

- To minimize under spending, MMAP, Inc. will review agency/subcontractor spending at the mid-point of the grant year, six months from the start date of the grant funding.
- If an agency/subcontractor has under spent its MMAP funding by more than 15%, then the agency/subcontractor's grant funding may be subject to reprogramming.
- MMAP, Inc. will send to each agency/subcontractor a quarterly Program Spending Update. At the mid-year point of the grant period MMAP, Inc. staff will complete a preliminary review in order to identify agencies/subcontractors that are under spending.
- The MMAP, Inc. Board of Directors will authorize use of unspent funds either for the benefit of the entire MMAP network or to redistribute to specific agencies/subcontractors based on the recommendation of the Executive Director of MMAP, Inc.

Capture of MMAP Funds-Under Spending

- A Service Contractor shall be considered for reprogramming, when spending is fifteen percent (15%) below the funding level at the midyear of the contract.
- If at the end of the first six (6) months of the Grant Year (GY), a Service Contractor is found to be under spent by fifteen percent (15%) or more, the Service contractor may be required to provide an explanation and a plan to catch up. If the Service Provider is unable to develop a reasonable and sound mechanism for spending the under spent funds, these funds may be captured by MMAP, Inc.
- If at the end of the first nine (9) months of the Grant Year (GY), a Service Contractor is found to be under spent by fifteen percent (15%) or more; the Service Contractor is required to provide an explanation and a plan to catch up. If the Service Contractor is unable to develop a reasonable and sound mechanism for spending the under spent funds, these funds may be captured by MMAP, Inc.
- When funds have been determined eligible for reprogramming or redistribution, MMAP, Inc. staff will verify the rate of under spending. After verifying the rate of under spending, MMAP, Inc. can determine that funds should be captured: however, final decision rests with the MMAP, Inc. Board of Directors. If funds are to be captured, the following procedure will be followed:
 - The Service Contractor must be notified at least ten (10) calendar days prior to the Board of Directors meeting, at which time the capture will be considered.
 - If the Service Contractor disagrees with the need for capture, a written explanation of that disagreement must be received by MMAP, Inc. at least two (2) working days prior to the Board of Directors meeting.
 - Reasons for and against capture in each case will be presented to the Board of Directors concurrently. Decisions of the Board of Directors relative to capture are final.
 - Funds which are not spent as a result of contract termination will automatically be captured.

5.3 Under Performance: MMAP Contract Goals

- A MMAP subcontractor that has underperformed on its contract goals may be subject to withholding or reprogramming of MMAP funds.
- MMAP, Inc. will send a monthly Contract Benchmark Report for each MMAP grant to each subcontractor. At the end of the first quarter and at the mid-point of a grant period, MMAP, Inc. staff will complete a review in order to identify agencies/subcontractors that have underperformed on its MMAP contract goal(s).
- The MMAP, Inc. Board of Directors will authorize the withholding or reprogramming of funds, taking into consideration the recommendation of the MMAP, Inc. Executive Director.
- The MMAP, Inc. Board of Directors will authorize the use of reprogrammed funds either for the benefit of the entire MMAP network or to be redistributed to specific agencies/subcontractors taking into consideration the recommendation of the MMAP, Inc. Executive Director.

Capture of MMAP Funds-Under Performance: Contract Goals

- If at the end of the first quarter of the grant year (25% of the grant year) an agency/subcontractor has not reached 10% of its annual MMAP contract goal(s), the agency/subcontractor shall be required to provide MMAP, Inc. with its plan to bring its performance on target with its MMAP contract goal(s). The plan must be approved by MMAP, Inc. and the agency/subcontractor will provide MMAP, Inc. with monthly updates on its efforts to improve performance.
- An agency/subcontractor shall be considered for funds withholding or reprogramming if it has not reached 35% of its MMAP contract goal(s) by the end of the mid-year of the contract grant period.
- If at the end of the first six months of the grant year (50% of the grant year) an agency/subcontractor has not reached 35% of its MMAP contract goal(s), the agency/subcontractor shall be required to provide MMAP, Inc. with its plan to bring its performance on target with its MMAP contract goal(s). The plan must be approved by MMAP, Inc. and the agency/subcontractor will provide MMAP, Inc. with monthly updates on its efforts to improve performance.
- If at the end of the first six months of the grant year (50% of the grant year) an agency/subcontractor has been unable to execute a previously developed plan for improving performance, its MMAP grant funds may be subject to withholding or recapture by MMAP, Inc.
- When it has been determined that it is necessary to withhold grant funds, MMAP, Inc. staff will identify the specific grant where there has been underperformance and the amount to be withheld. Only funds from grants where underperformance has been identified will be eligible for withholding. After MMAP, Inc. staff has identified the funds eligible for withholding, the MMAP, Inc. Board of Directors will make the final decision on withholding of MMAP grant funds. If funds are to be withheld, these procedures will be followed:
 - The agency/subcontractor must be notified at least ten (10) calendar days prior to the Board of Directors meeting, at which time the withholding of funds will be considered.
 - If the agency/subcontractor disagrees with the withholding of funds, a written explanation of that disagreement must be received by MMAP, Inc. at least two (2) working days prior to the Board of Directors meeting.

- Reasons for and against withholding of funds in each case will be presented to the Board of Directors concurrently. Decisions of the Board of Directors relative to withholding of funds are final.
- Funds which are not spent as a result of contract termination will automatically be captured.
- When it has been determined that it is necessary to reprogram or redistribute grant funds, MMAP, Inc. staff will identify the specific grant where there has been underperformance and the amount to be reprogrammed or redistributed. Only funds from grants where underperformance has been identified will be eligible for reprogramming or redistribution. After MMAP, Inc. staff has identified the funds eligible to be captured, the MMAP, Inc. Board of Directors will make the final decision on reprogramming and redistribution of MMAP grant funds. If funds are to be captured, these procedures will be followed:
 - The agency/subcontractor must be notified at least ten (10) calendar days prior to the Board of Directors meeting, at which time the capture will be considered.
 - If the agency/subcontractor disagrees with the need for capture, a written explanation of that disagreement must be received by MMAP, Inc. at least two (2) working days prior to the Board of Directors meeting.
 - Reasons for and against capture in each case will be presented to the Board of Directors concurrently. Decisions of the Board of Directors relative to capture are final.
 - Funds which are not spent as a result of contract termination will automatically be captured.

5.4 Revised Budgets

MMAP, Inc. anticipates that, from time to time, Service Contractors will exceed program budget categories in the process of completing program objectives.

Therefore, Service Contractors are allowed to exceed program budget categories within stated pre-approved limits, extending to them a degree of latitude in accomplishing program objectives without burdensome regulatory requirements. Whenever these pre-approved budget category limits are exceeded, formal budget revision **may be** required of the Service Contractor pending MMAP, Inc. notification.

The Service Contractor will be permitted, without the requirement of a formal Revised Budget, to exceed any given budget category by 25% or \$300, whichever is greater.

Example Budget Scenario 1

| Budget Category | Y-T-D Expenses | Category Budget | Budget Balance | Budget % |
|---------------------------|-----------------|-----------------|----------------|---------------|
| 1. Salaries & Wages | \$10,500 | \$10,000 | (\$500) | 105.0% |
| 2. Fringe Benefits | \$2,500 | \$3,000 | \$500 | 83.3% |
| 3. Travel | \$900 | \$1,000 | \$100 | 90.0% |
| 4. Team Member Expenses | \$1,100 | \$1,000 | (\$100) | 110.0% |
| 5. Event & Media Expenses | \$2,200 | \$2,000 | (\$200) | 110.0% |
| 6. Other Expenses | \$2,800 | \$3,000 | \$200 | 93.3% |
| 7. Administrative Costs | \$0 | \$0 | \$0 | 0% |
| 8. Contractual MMAP Sites | \$5,000 | \$5,000 | \$0 | 100.0% |
| Totals | \$25,000 | \$25,000 | \$0 | 100.0% |

In the Case of “Example Budget Scenario 1”, NO budget revision would be required because no budget category exceeded the allowable limits of the greater of 25% or \$300. The maximum any category budget was exceeded was 10%.

Example Budget Scenario 2

| Budget Category | Y-T-D Expenses | Category Budget | Budget Balance | Budget % |
|----------------------------|-----------------------|------------------------|-----------------------|-----------------|
| 9. Salaries & Wages | \$10,500 | \$10,000 | (\$500) | 105.0% |
| 10. Fringe Benefits | \$2,500 | \$3,000 | \$500 | 83.3% |
| 11. Travel | \$300 | \$1,000 | \$700 | 30.0% |
| 12. Team Member Expenses | \$1,300 | \$1,000 | (\$300) | 130.0% |
| 13. Event & Media Expenses | \$2,600 | \$2,000 | (\$600) | 130.0% |
| 14. Other Expenses | \$2,800 | \$3,000 | \$200 | 93.3% |
| 15. Administrative Costs | \$0 | \$0 | \$0 | 0% |
| 16. Contractual MMAP Sites | \$5,000 | \$5,000 | \$0 | 100.0% |
| Totals | \$25,000 | \$25,000 | \$0 | 100.0% |

In the case of “Example Budget Scenario 2”, the Service Contractor would be required to notify MMAP, Inc. that a budget revision may be required. This was necessitated by budget category “5. Event & Media Expenses” exceeding its category budget allowable limit of 25% or \$300, whichever is greater. In this case, the budget category was exceeded by 30% and \$600. Budget category “4. Team Member Expenses” did not exceed allowable limits because the amount exceeded was \$300, the maximum dollar amount allowed, irrespective of the percentage exceeding the allowable limit.

In Scenario 2, the Service Contractor would be required to contact MMAP, Inc., either writing or by email within ten working days after the recognition of the event. MMAP, Inc. will likewise respond within the same ten working days in order to provide the Service Contractor a determination regarding the necessity of a formal Budget Revision.

Should a formal Budget Revision be required, MMAP, Inc. will provide the Service Contractor any and all Budget Revision forms, in either paper or electronic form, to accomplish this task. The Service Contractor would be required to process the formal Budget Revision Request, including any requested supporting documentation, and forward to MMAP, Inc. in either paper or electronic form, within ten working days of receiving formal notification from MMAP, Inc.

Once the Budget Revision Request is received by MMAP, Inc., it will be reviewed. MMAP, Inc. will respond to the Service Contractor’s request within ten working days in one of three ways:

- Approve the Budget Revision Request, with or without additional changes

- Approve the Budget Revision Request AND subsequently suspend the MMAP, Inc. provision allowing for budget category 25% or \$300 overages
- NOT approve the Budget Revision Request with proper explanation

MMAP, Inc. will determine if there has been a change in scope in the delivery of MMAP services as a result of the Budget Revision Request. If there has been a change in scope, MMAP, Inc. may modify the Service Contractor's award to reflect an approved change.

Change in Personnel

Changes in budgeted personnel require notification to MMAP, Inc. and a revised budget submission.

Contract Amendments

- A revised budget is required when a contract with the Area Agency on Aging has been amended due to a change that affects funding, including but not limited to:
 - Supplemental awards
 - Decrease in funding
 - Changes in project period or budget year

The cover letter accompanying the contract amendment will specify whether a revised budget and budget narrative is required.

5.5 Overtime Compensation on Contract and Grant Funds

Background: Federal regulations require that recipients of federal funds adhere to certain Cost Accounting Standards. Costs charged to federal funds must be allowable, allocable and consistently charged.

Charging overtime to MMAP funds for MMAP-paid staff for time related to and paid from other non-contract and grant funds, is a violation of Cost Accounting Standards.

- The only allowable overtime charges to MMAP funds are for individuals whose regular salary and duties are related to and paid by that particular federal award. (See examples below).
- Supervisors are responsible for identifying an allowable funding source prior to allowing the individual to work overtime.
- Overtime payrolls that violate this policy will not be approved for payment until an allowable funding source is identified.

Examples:

- Janice is the project assistant for the federal grant A. Her duties and salary are related to and paid 100% from federal grant A. She works two hours overtime. Janice's overtime would be an **allowable** charge to the federal grant if agency regulations allowed overtime.
- Tammy is an administrative secretary in the Bioengineering Department. Her primary duties are related to and paid from state funds. Dr. Stevens has a grant from NASA. Dr. Stevens asks Tammy to work overtime to perform tasks for his grant. Tammy works overtime and the overtime payroll is submitted to charge the cost to the NASA grant. This is an **unallowable** cost to the federal grant. The employee has worked and must be paid. The cost will have to be paid from a non-federal funding source.
- Sarah is working with Dr. Williams on two research grants. Her duties and salary are 75% on grant A & 25% on grant B.
 - Sarah works overtime during the week. The duties are related to grants A & B. **Allowable** overtime cost should be prorated 75% grant A and 25% grant B.
 - Dr. Williams wants Sarah to continue her regular duties for grants A & B and to work overtime to perform tasks related to federal grant C. The

overtime cost would be an **unallowable** cost for grants A, B & C. The overtime will have to be paid from a non-federal funding source.

Section 6.0

Training

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6.1 MMAP Training

It is important that all MMAP team members are provided with the support and resources they will need to do a job that they want to do, they will get satisfaction from, and will allow them to use their skills and talents. Training is the primary means we use to provide support to MMAP team members. It is how we are able to ensure that our team members have the knowledge and skills they need, and are encouraged to use and develop their knowledge and skills.

6.2 Orientation

Orientation is the first step in the training process for new MMAP team members. All team members: volunteer, in-kind paid, and MMAP-paid, must take part in an Orientation.

New and returning team members must attend an Orientation prior to being issued a MMAP PIN and attending Initial Training.

At a minimum an Orientation must include:

- Introduction to MMAP
 - SHIP and SMP
 - Mission, vision, guiding principles
 - Structure and staffing
- Local Agency and Site
 - Structure and staffing
 - Chain of Responsibility
 - Workplace safety protocols
 - Incident reporting protocols
- Job description(s)
 - Nature and operation of the program or activity for which the team member has been recruited
 - Purpose, duties, and requirements of the team member's role
- Confidentiality
- Conflict of interest
- Training schedule
 - Initial Training
 - Update Training
- Counseling Skills
- Certification and Recertification requirements

Rationale

An Orientation gives new team members information about MMAP: its structure and mission, the local agency, the counseling location where s/he will be working, and the expectations and responsibilities of his/her job.

6.3 Initial Training

- Team members who are interested in becoming Counselors or Outreach Technicians must attend and complete Initial Training
- Regional and Site Coordinators are expected to have completed Initial Training
- MMAP Administrative Assistants do not have to attend Initial Training
- Initial Trainings will be conducted by the MMAP Training Manager or a certified Regional Trainer. The Regional Coordinator must contact the MMAP Training Manager or Regional Trainer to schedule Initial Training in his/her region
- Initial Training will be in one of two available formats:
 - Five to six day in-person classroom format or
 - Online self-study with three day classroom format
- The Initial Training will cover:
 - History of Medicare
 - Original Medicare (Parts A & B) including eligibility, enrollment, and benefit explanation
 - Medicare Supplemental Insurance
 - Medicare Appeals
 - Long-Term Care Insurance
 - Medicare Health Plans (Medicare Advantage)
 - Medicare Prescription Drug Coverage
 - Medicaid
 - AD-Care
 - Medicare Savings Programs
 - Medicare Fraud and Abuse
 - MMAP Reporting and Using the MMAP's Online Reporting Tool: SHIPTools
 - Counseling Skills (listening, communication)
- Regional Coordinators from neighboring regions may and are strongly encouraged to co-host Initial Trainings

- As a general rule of thumb, there should be a minimum of ten attendees and no more than twenty
- If space is available, current team members may attend all or part of an Initial Training as a 'refresher' and receive credit for Update Training
- If a team member misses part of the Initial Training, the Regional Coordinator and the team member must make arrangements with the MMAP Training Manager or Regional Trainer for a 'make-up'
 - Team members who miss any portion of Initial Training have 90 days to attend a make-up session
 - Regional Coordinators should check with the MMAP Training Manager or Regional Trainer about available make-up sessions
 - If an exception is needed, the Regional Coordinator should contact the MMAP Training Manager
- Each Regional Coordinator who is sending a new team member to Initial Training must submit to MMAP, Inc. the appropriate paperwork **six weeks** prior to the first classroom day of Initial Training
 - An effort should be made to send the completed paperwork in one mailing or fax
 - MMAP, Inc. will make every attempt to contact the Regional Coordinator to inform him/her when there is missing paperwork
- Required documents needed to process a new or returning team member by MMAP, Inc. Copies of these documents are acceptable:
 - Coversheet for Team Member PIN Assignment signed by team member
 - MMAP Team Member Application signed by coordinator & team member
 - MMAP Team Member Agreement signed by coordinator & team member
 - Training Form that indicates the team member has attended an Orientation
 - Photo ID (readable): a copy of driver's license, state ID, military ID, or other government issued identification
 - Disclosure Authorization and Release of Information Form, signed by team member
 - The Disclosure form may be sent directly to MMAP, Inc. by the applicant. It is still the responsibility of the Regional Coordinator to make sure MMAP, Inc. receives this information
- If an exception to the **six week** deadline is needed, the Regional Coordinator should contact the MMAP Training Manager prior to the first classroom day of Initial Training

- MMAP, Inc. will make every reasonable attempt to accommodate a coordinator's request to shorten the time needed to process a potential team member's application
- If MMAP, Inc. is not able to process a potential team member's application, it may be necessary to postpone the applicant's participation in Initial Training
- The Regional Coordinator hosting the training is responsible for making preparations for an Initial Training, including overnight accommodations for trainees when appropriate, ordering meals and refreshments
- Computers will be used throughout classroom sessions
 - The classroom training location must have internet access and capacity to accommodate the number of trainees and the trainer
 - The Regional Coordinator hosting the training is responsible for making sure that the trainees have access to computers in the classroom. MMAP, Inc. has a limited number of laptop computers available for trainees

6.4 Update Training

- An Update Training is an organized, planned meeting or training session for the purpose of providing team members with continuing education on topics that include, but are limited to: Medicare and Medicaid changes, health insurance plan choices, team member skills development, and MMAP program procedures. An Update Training may also include the opportunity for team members discuss difficult cases and problem-solve with other team members and their Coordinator
- MMAP, Inc. recommends that Update Training be held each month. At a minimum, Update Training should be held four times a year on a quarterly basis
- All MMAP team members who wish to maintain their certification, must attend a minimum of two (2) Update Trainings each year
- Some alternatives to face-to-face meetings are acceptable Update Training formats
 - To be recognized as an Update Training the alternative format or event must be followed by discussion with the coordinator to show that the team member has processed the information
 - For reporting purposes, the follow-up discussion time is included in the total training time on the MMAP Training Form
- Newsletters and e-mail updates can be useful tools for Coordinators to keep in contact with their team members and to provide them with updated information. However, the sending and receiving of e-mails and newsletters may not be reported as Update Training.

6.5 Specialist Training

- As the budget permits, MMAP, Inc. will sponsor or conduct Specialist Trainings
- Depending on the subject matter, an application, prerequisites, and/or a Regional Coordinator's prior approval may be required prior to the team member's attendance

6.6 MMAP Trainers

- The MMAP Training Manager or a Certified Regional Trainer will conduct all Initial Trainings
 - The MMAP Training Manager is hired by MMAP, Inc. and oversees all statewide MMAP training
 - Regional Trainers are certified by MMAP, Inc.
 - Only a Regional Coordinator is eligible to become a Regional Trainer
 - An AAA or other MMAP service contractor may request an exception from the MMAP, Inc. Executive Director
- In addition to a coordinator's ability and experience as a trainer, qualifications for becoming a Regional Trainer include:
 - Program Outcomes
 - Program Strength
 - Secondary Program Factors
 - Regional Coordinator's longevity with MMAP
 - Regional Coordinator's service area
 - Regional/local program support
- Regional/local Update Training may be conducted by a site coordinator, experienced counselor, or other individual designated by the Regional Coordinator

6.7 Reporting Training Activities

- A Training Event Form must be completed for Orientation, Initial Training, and Update Training
- MMAP, Inc. will complete all Training Event Forms for Initial Training and statewide trainings
- A Coordinator or a team member designated by the Regional Coordinator must complete the Training Event Forms for Orientation and Update Training
- Completed Training Events Forms should be sent to MMAP, Inc. on a weekly basis

Training Event Forms must be received by the 10th of the month for the previous month's activities

- After a team member has attended training, their travel time to and from the training must be reported in the Activity Log in SHIPTools
 - MMAP, Inc. will document in SHIPTools the amount of time a team member spent in training as it has been reported on a Training Event Form
 - MMAP, Inc. will also enter information from a Training Events Form into SIRS

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Section 7.0

Casework/ Advocacy

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7.1 Team Member Supervision and Support

- MMAP has the right and the obligation to provide supervision and support, to manage the work done by team members, and to determine the nature and extent of supervisory guidance provided to volunteers.
- Regional coordinators and site coordinators are designated as supervisory personnel. Coordinators provide day-to-day guidance for the work of their team members, and are available to team members for consultation, assistance, and support.
- Upon acceptance in service with MMAP, team members agree to accept supervision and support from designated supervisory personnel.
- Failure or refusal by a team member to accept supervision and/or integrate the direction of the supervisor into his/her MMAP work performance are ground for disciplinary action up to and including dismissal.

Rationale

MMAP team members engage with MMAP of their own free will. Part of their decision to join the MMAP team must include a willingness to agree to the rules and procedures established by MMAP. Most importantly, team members must agree to meet the standards of performance and behavior set around their roles and must agree to act in good faith while working with their supervisor to better meet these standards.

This policy is relevant not only to new team members but also applies to current team members. It requires that current team members be on board with the performance management system and establishes the bottom-line requirement of compliance or, at the volunteer's choice, departure from the program.

7.2 MMAP Team Member Case Resolution/Assistance Protocol

- Upon acceptance in service with MMAP, team members agree to accept supervision and support from designated supervisory personnel.
- A team member's acceptance of supervision includes following the appropriate lines of communication when doing casework and problem solving on behalf of MMAP clients.
- When a team member has questions about Medicare/Medicaid benefits or services, casework, or MMAP policies and procedures, the team member is expected to take those questions to their regional or site coordinator. If further assistance is needed, it is the role of the coordinator to contact MMAP, Inc. staff for additional help and referrals.

Rationale

Coordinators are the key link to ensure that team members receive frequent, comprehensive, and accurate information related to their work and to the overall operation of MMAP. Coordinators should establish a formal system for communicating with each of their team members and utilize this system on a regular and frequent basis both to communicate to and receive communication from volunteers.

MMAP team members engage with MMAP of their own free will. Part of their decision to join the MMAP team must include a willingness to agree to the rules and procedures established by MMAP. Most importantly, team members must agree to meet the standards of performance and behavior set around their roles and must agree to act in good faith while working with their supervisor to better meet these standards.

Medicare Advantage and Prescription Drug Plan Case Resolution/Assistance Protocol

- Contact the plan (i.e. Medicare Prescription Drug Plan or Medicare Advantage Plan). The plan should always be the first step in the resolution process.
- If the plan is not able to resolve the issue, call 1-800-MEDICARE.
- If after a reasonable amount of time the issue has not been resolved, check back with 1-800-MEDICARE.
- If the issue is still not resolved, contact your Coordinator if you have not already done so.
- If the Coordinator is not able to help you resolve the issue the Regional Coordinator will contact MMAP Inc. If appropriate, MMAP Inc. will enter the case into the CMS Complaint Tracking Module.

Medicaid Case Resolution/Assistance Protocol

- Contact the beneficiary's DHS caseworker. Try reaching this person a few times before moving to the next step. All of these contacts and attempts should be documented including the date, time, type of contact, and response.
- Contact the DHS caseworker's supervisor. Again document all contact at this level including date, time, type of contact, and response.
- If unable to resolve the issue with DHS, contact your Coordinator if you have not already done so.
- Depending on the situation, file an appeal.
- MMAP Inc. staff is available to discuss beneficiary issues with Medicaid benefits or policy, and to give assistance with difficult Medicaid cases.

Local Protocol Chart 11-04-2010

Protocol for LOCAL SHIP Inquiries

| | For Regional Coordinator Use | | | | | |
|--|------------------------------|----------------|---------------------|--|-------------------------|----------------|
| | State SHIP Director | 1-800-MEDICARE | CMS Regional Office | www.cms.hhs.gov | Medicare Rx Plan Finder | MyMedicare.gov |
| Medicare Coverage Policy Questions (Ex, Coordination of Benefits, What Services are Covered) | X | | | | | |
| Casework - Report a new PDP/MAPD case (ONLY if problem unresolved after contacting plan) | X | | | | | |
| Casework - Follow-up on an existing case | X | | X | | | |
| CMS Online Tools - Questions about Medicare Prescription Drug Plan Finder, Medicare Options Compare, MyMedicare.gov and DMEPOS Supplier Tool | X | | | | | |
| CMS Publications and Training Materials | | | | X | | |
| Check on LIS status of a beneficiary | | X | | | X | X |
| Check on Pt A/B claims status for a beneficiary | | X | | | | X |
| Fraud Issues | X | | | | | |
| National Performance Report (NPR) data report questions | X | | | | | |
| SHIP Grant questions | X | | | | | |
| SHIP Program Development (i.e, volunteer program development, best practices, training) | X | | | | | |
| Unique IDs | X | | | | | |

(received from CMS 11/3/2010)

Revised: 11/2/10

November 2010 Changes

- The title is slightly different.
- The 2nd Column, 2nd Row, "Casework-Report a new PDP/MAPD Case (ONLY if problem unresolved after contacting plan)" does not have an "X" in the box this year.
- The 8th row from the top, "Fraud Issues" is new on this report and the "X" shows that the State SHIP Director is contacted regarding these questions.

7.3 Instructions for Using the MMAP Client Assistance Agreement

The Client Assistance Agreement reminds clients that the role of the MMAP team member is to provide objective, accurate information so that the client can make an informed decision. **MMAP team members never make decisions for clients, offer advice, or recommend a specific course of action.**

MMAP team members are called upon to help beneficiaries complete applications or enrollment forms. MMAP clients should be told that MMAP does not determine eligibility for any programs or plans. **MMAP team members never sign an application or enrollment form on behalf of a client.**

MMAP Team members should use Client Assistance Agreements when helping to *enroll* a client into a:

- Medicare Prescription Drug Plan
- Medicare Advantage Plan or
- Medicare Supplemental/Medigap Plan

MMAP Team members should use Client Assistance Agreements when helping a client with an *application* for:

- Medicaid
- Medicare Savings Programs
- Low-Income Subsidy
- Any program or benefit where eligibility is determined by a third party

Team members may use one form to provide assistance in multiple areas. For example: assistance with enrolling in a Part D plan and in the Low-Income Subsidy. All the applicable topics of assistance should be checked with the appropriate information filled in by the team member.

The Client Assistance Agreement should be signed and dated by the client. After the Agreement is signed the client should be given a copy; the original goes in the client's file.

Client Assistance Agreement



MMAP Client Assistance Agreement

I, _____, understand that MMAP
[Print Client's Name]
(Medicare Medicaid Assistance Program) is a state sponsored, non-profit program for Medicare beneficiaries.

I understand that certified MMAP Counselors provide free, objective information on Medicare Prescription Drug Plans, Medicare Supplemental/Medigap Policies, Medicare Advantage Plans, Long-Term Care Insurance, and eligibility for Medicaid/Medical Assistance, Medicare Savings Programs, Low-Income Subsidy, and other programs or benefits for Medicare beneficiaries.

I understand that MMAP Counselors are not affiliated with the insurance industry and do not sell, recommend, or endorse any insurance products including Medicare Prescription Drug Plans, Medicare Advantage Plans, Medicare Supplemental/Medigap Plans or Long-Term Care Insurance Plans.

I understand that MMAP Counselors do not determine eligibility for any local, state, or federal programs or benefits. I also understand that MMAP Counselors do not determine eligibility for any private Health Care Insurance Plans or Long-Term Care Insurance Plans.

I understand that the sole role of the MMAP Counselor assisting me is to provide me with objective, personalized information that will allow me to make an informed decision about a Medicare Prescription Drug Plan, Medicare Advantage Plan, Medicare Supplemental/Medigap Plan, Long-Term Care Insurance Plan and/or eligibility for Medicaid/Medical Assistance, Medicare Savings Program, Low-Income Subsidy, and other public and private programs or benefits based on my own preferences and needs.

I understand that the MMAP Counselor assisting me is acting in good faith based on personal information provided by me. I assume full responsibility for the decisions made or actions taken by me as a result of the information and assistance provided by the MMAP Counselor.

Revised 12-9-14

I therefore hold harmless MMAP, the sponsoring organizations, the MMAP Counselor, and any other MMAP Team Members for any liability arising out of this service provided within the scope of responsibilities and in accordance with program guidelines.

Check All That Apply:

Medicare Prescription Drug Plan/Medicare Advantage

Medicare Supplemental/Medigap

Long-Term Care Insurance

I authorize the MMAP Counselor to assist me in enrolling in:

[Print Name of Plan(s)]

which I chose. I understand that the plan sponsor is responsible for sending me additional information about plan benefits, my enrollment in the plan, and my plan membership card. I understand that it is my responsibility to contact the plan at

_____, if I do not receive this additional information
[Print Plan(s) CSR Phone #] within a month.

Medicaid/Medical Assistance, Medicare Savings Program, Low-Income Subsidy

I authorize the MMAP Counselor to assist me in enrolling in Medicaid/Medical Assistance, Medicare Savings Program, Low-Income Subsidy, or other public benefit or program.

Client Signature

Date

Revised 12-9-14

7.4 Instructions for Using the MMAP Release of Information

- A Release of Information signed by the client or their authorized representative is required if a MMAP counselor will be contacting a health care provider or other organization on behalf of the beneficiary.
- If a counselor is not meeting with a client in-person, the counselor should obtain verbal authorization from the client and note the conversation in their case notes. A copy of the Release of Information should be sent to the client for their signature and returned to the counselor.
- A copy of the signed Release of Information should be given to the client; the original put in the client's file.

Rationale

The Release of Information authorizes a third party to discuss or release personal, confidential information about a client to a MMAP counselor. It will also allow the counselor to share information about the client with others.

A MMAP Release of Information form is available for use. Team members may also use the Release of Information form used by their local AAA or other MMAP service provider. Many health care providers have their own Release of Information form and may ask the client to sign their form.

MMAP Release of Information



MMAP Release of Information Form

You have contacted MMAP at _____ (Agency Name)

regarding _____.

MMAP is a state-sponsored and federally funded program for Medicare/Medicaid beneficiaries.

In order to assist you or help you to resolve your concern, we ask that you sign a Release of Information. This Release would allow our MMAP Team Member(s) to discuss your case or share some of your personal information with another Agency or a Provider, your family member(s), your friend, or your caregiver.

You are not required to sign the release. Before you decide whether or not to allow MMAP to share some of your personal information or to discuss your case with someone else, a MMAP Team Member will discuss with you potential risks and benefits that could result from sharing your personal information with someone else.

- Potential risks of sharing your information include the possibility that your information may be intercepted and read by unauthorized individuals.
- Potential benefits of sharing your information include MMAP's ability to fully assist you, or investigate and resolve your concern.

If you decide you want to allow MMAP to share your personal information or to discuss your case with another Agency or Providers, your family member(s), your friend, or your caregiver, you can use this Release to choose what information is shared, how it is shared, and with whom, as well as with whom MMAP may discuss your case.

Revised 12-14-15

RELEASE OF INFORMATION

I understand that MMAP has an obligation to keep my personal, identifying information and my records confidential. I also understand that I can choose to allow MMAP to release some of my information or to discuss my case with certain individuals or agencies.

I, _____ (Client's Name) authorize MMAP to share information about me or my case, or to discuss my case with: (check all that apply)

- The Michigan Department of Health & Human Services
- Medicare (1-800-MEDICARE CSR, CMS Regional Office)
- Social Security Administration
- Health Care Insurance Provider (supplemental/Medigap, Part D plan, Medicare Advantage plan)
- My health care provider or DME supplier, _____
- The appropriate investigative/law enforcement agency (MEDIC, ZPIC, MAC, OIG, MFCU, FTC, state Attorney General, DIFS)

MMAP may share and discuss the following information so that they may assist me: (list as specifically as possible – i.e. “my billing statements and MSN to help me resolve my health care fraud issue” or “refer it to the appropriate investigative agency”, my DHS 1426 form and the accompanying documents to help me apply for Medicaid”).

My information may be shared: (check all that apply)

- In person
- By phone
- By fax
- By mail
- By email (I understand that email is not confidential and can be intercepted and read by other people)

Revised 12-14-15

I understand:

- I do not have to sign a Release form. I do not have to allow MMAP to share my information or discuss my case. Signing this Release form is completely voluntary.
- The Release is limited to what is written above. If I would like MMAP to release additional information or discuss my case with others not indicated, now or in the future, I will need to sign another written Release.
- MMAP and I may not be able to control what happens to my information once it has been released to the above person or agency, and that the agency or person getting my information may be required by law or practice to share it with others.

This Release expires on _____ .

I understand that this Release is valid when I sign it and that I may withdraw my consent to this Release at any time either orally or in writing.

Signed: _____ Date: _____
(Client's Signature)

Revised 12-14-15