



DEPARTMENT OF HEALTH AND HUMAN SERVICES  
**OFFICE OF INSPECTOR GENERAL**

WASHINGTON, DC 20201



**JUL 19 2013**

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

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**FROM:** Stuart Wright  
Deputy Inspector General  
for Evaluation and Inspections

**SUBJECT:** Memorandum Report: *Performance Data for the Senior Medicare Patrol Projects: July 2013 Performance Report*, OEI-02-13-00170

This memorandum report presents performance data for the Senior Medicare Patrol (SMP) projects. The Office of Inspector General (OIG) has collected these data since 1997. In July 2010, the Administration on Aging (AoA), which is now part of the Administration for Community Living (ACL), requested that OIG continue to collect and report performance data for the projects to support its efforts to evaluate and improve their performance. OIG currently reports this performance data on an annual basis.

## **SUMMARY**

The SMP projects receive grants from ACL to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. In 2012, the 54 projects had 5,137 active volunteers, a 9-percent decrease from 2011. These volunteers conducted 113,457 one-on-one counseling sessions and 14,748 group education sessions, a 71-percent and 33-percent increase from 2011, respectively.

In 2012, expected Medicare and Medicaid funds recovered that were attributable to the projects were \$6 million.<sup>1</sup> In addition, total savings to beneficiaries and others increased from \$13,657 in 2011 to \$133,977 in 2012. However, there was more than a 50-percent decrease in cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others; the total for 2012 was \$113,692. Finally, one project provided information to Federal prosecutors for a case that eventually resulted in a \$12.9 million settlement.

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<sup>1</sup> In 2012, the performance measures for both Medicare and Medicaid funds recovered attributable to the projects were expanded to account for both expected and actual funds recovered.

We continue to emphasize that it is not always possible to track referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the projects. Therefore, the projects may not be receiving full credit for savings attributable to their work. In addition, the projects are unable to track the substantial savings derived from a sentinel effect whereby fraud and errors are reduced by Medicare beneficiaries' scrutiny of their bills.

## **BACKGROUND**

There is one SMP project in each of the 50 States and in the District of Columbia, Puerto Rico, Guam, and the Virgin Islands. In 2012, funding for the projects totaled \$20.1 million—\$9.4 million from AoA, and \$10.7 million in Health Care Fraud and Abuse Control Program (HCFAC) funding. Of the \$10.7 million in HCFAC funding, \$3.2 million was provided to support infrastructure, technical assistance, and other SMP project activities, and \$7.5 million was designated for expanding the projects' capacity to detect and prevent fraud. In 2010 and 2011, AoA also received HCFAC funds—\$9 million each year—to expand the projects' capacity.

### **Performance Measures**

In 2007, AoA revised some of the performance measures to more accurately reflect the work of the SMP projects. AoA developed the following performance measures, among others: number of active volunteers, number of simple inquiries, and number of complex issues. Active volunteers are individuals who are trained to assist with teaching beneficiaries how to detect fraud, waste, and abuse in Medicare and other health care programs. Simple inquiries are beneficiary inquiries that are quickly resolved with very little research or review. Complex issues involve collecting more detailed information related to an issue or a complaint that may warrant further action by an investigative agency, such as the reporting of potential fraud or abuse by a provider.

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

In 2012, the performance measures for both Medicare and Medicaid funds recovered attributable to the projects were expanded to account for both expected and actual funds recovered. This is consistent with how OIG reports recoveries.<sup>2</sup>

### **Tracking Systems**

AoA uses a Web-based system named the Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS). The SMP projects are required to use SMART FACTS to track and report activities and complaints and to refer cases directly to an investigative agency.

## **METHODOLOGY**

We based this review on data reported by the SMP projects. In addition, we requested and reviewed documentation from the projects for funds recovered for the Medicare and Medicaid programs. We also requested and reviewed documentation for actual savings to beneficiaries and others that were attributable to the projects, as well as for cost avoidance. We did not review documentation for the other performance measures. The results for all of the performance measures are presented in detail in the appendixes.

### **Standards**

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

## **RESULTS**

### **Results for 2012**

In 2012, the 54 SMP projects had a total of 5,137 active volunteers. These volunteers conducted 113,457 one-on-one counseling sessions and 14,748 group education sessions. In total, 449,509 beneficiaries attended these group education sessions. The projects also reported conducting 188,199 media airings, which could be any distribution of media (e.g., print, radio, television, or electronic), to educate about fraud and the services of the project. Additionally, the projects reported conducting 10,032 community outreach education events. As a result of these training sessions and events, the projects received 84,061 simple inquiries. They also received 2,270 inquiries involving complex issues; 908 inquiries were referred for further action.

Expected Medicare and Medicaid funds recovered that were attributable to the projects were \$6 million, with actual Medicare and Medicaid funds recovered totaling \$71,769. Savings to beneficiaries and others totaled \$133,977, and cost avoidance on behalf of Medicare, Medicaid,

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<sup>2</sup> As required by the Inspector General Act of 1978 (P.L. 95-452), as amended, OIG reports semiannually to the head of the U.S Department of Health and Human Services and the Congress on the activities of the office. In the semiannual report, OIG reports expected—rather than actual—recoveries. See the most recent semiannual report at <https://oig.hhs.gov/reports-and-publications/semiannual/index.asp>.

beneficiaries, and others was \$113,692. Finally, one project provided information to Federal prosecutors for a case that eventually resulted in a \$12.9 million settlement.

### **Results Since 1997**

Since the program's inception 16 years ago, 72 SMP projects have reported performance data.<sup>3</sup> In total, these projects reported conducting 1,292,647 one-on-one counseling sessions and 108,825 group education sessions. A total of 3,978,946 beneficiaries attended these group education sessions. The projects also reported conducting 2,102,108 media airings and 93,894 community outreach education events. Total expected savings to Medicare and Medicaid attributable to the projects were \$105.4 million.<sup>4</sup> Most of the savings resulted from one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare. In addition, total savings to beneficiaries, and other payers were approximately \$6.8 million. Finally, total cost avoidance on behalf of the Medicare, Medicaid, beneficiaries, and others was \$8.7 million.

### **Comparison With Results for 2011**

Although the projects experienced a 9-percent decrease in active volunteers from 2011, they were able to conduct significantly more one-on-one counseling and group education sessions. Specifically, the projects conducted 113,457 one-on-one counseling sessions in 2012, compared to 66,303 in 2011; they also conducted 14,748 group education sessions in 2012, compared to 11,109 in 2011. The number of beneficiaries that attended group education sessions increased slightly, from 431,128 in 2011 to 449,509 in 2012. At the same time, the projects reported conducting far fewer media airings in 2012—a total of 188,199, compared to 592,687 in 2011.

As previously noted, for this year's report, we counted both expected and actual Medicare and Medicaid funds recovered attributable to the projects. This accounts for the significant increase in reported funds recovered when compared with prior years. In 2012, the projects reported expected Medicare and Medicaid funds of \$6 million, with actual Medicare funds recovered totaling \$71,769 in 2012, an increase from \$19,283 in 2011. In addition, there was a significant increase in total savings to beneficiaries and others, from \$13,657 in 2011 to \$133,971 in 2012. However, there was more than a 50-percent decrease in cost avoidance on behalf of the Medicare, Medicaid, beneficiaries, and others from \$247,850 in 2011 to \$113,692 in 2012.

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

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

## CONCLUSION

In 2012, the 54 SMP projects had 5,137 active volunteers, a 9-percent decrease from 2011. These volunteers conducted 113,457 one-on-one counseling sessions and 14,748 group education sessions, a 71-percent and 33-percent increase from 2011, respectively.

Also, expected Medicare and Medicaid funds recovered that were attributable to the projects were \$6 million in 2012.<sup>5</sup> In addition, total savings to beneficiaries and others increased from \$13,657 in 2011 to \$133,977 in 2012. However, there was more than a 50-percent decrease in cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others; the total for 2012 was \$113,692. Finally, one project provided information to Federal prosecutors for a case that eventually resulted in a \$12.9 million settlement.

We continue to emphasize that it is not always possible to track referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the projects. Therefore, the projects may not be receiving full credit for savings attributable to their work. In addition, the projects are unable to track the substantial savings derived from a sentinel effect whereby fraud and errors are reduced by Medicare beneficiaries' scrutiny of their bills.

As agreed, we will continue to monitor the projects and will provide ACL with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this memorandum report, please provide them within 60 days. Please refer to report number OEI-02-13-00170 in all correspondence.

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

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<sup>5</sup> In 2012, the performance measures for both Medicare and Medicaid funds recovered attributable to the projects were expanded to account for both expected and actual funds recovered.

# Results for Performance Measures for the Senior Medicare Patrol Projects

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## APPENDIX A

### Summary of Overall Performance of Projects Since 1997

The following table provides a summary of the overall performance of all 72 Senior Medicare Patrol projects that have operated since 1997.

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

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

Performance measures #17A and #17B, labeled with two asterisks (\*\*), were changed to include *actual and expected* funds recovered as of 2012. Prior to 2012, the measures only included actual funds recovered.

<b>Summary of Overall Performance of Projects Since 1997</b>		
		<b>Total Since 1997</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers*	35,239
2	Total number of volunteer training hours*	422,901
3	Total number of volunteer work hours*	882,588
4	Number of media airings	2,102,108
5	Number of community outreach education events conducted	93,894
6	Estimated number of people reached by community outreach education events	27,983,205
7	Number of group education sessions for beneficiaries	108,825
8	Number of beneficiaries who attended group education sessions	3,978,946
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,292,647
10	Total number of simple inquiries received*	421,229
11	Total number of simple inquiries resolved*	407,672
12	Number of inquiries involving complex issues received*	31,355
13A	Number of inquiries involving complex issues referred for further action*	8,060
13B	Total dollar amount referred for further action*	\$42,004,967
14	Number of complex issues resolved*	15,344
15	Number of complex issues pending further action*	8,979
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$8,695,907
17A	Expected Medicare funds recovered attributable to the projects**	\$10,597,031
17B	Expected Medicaid funds recovered attributable to the projects**	\$94,758,920
17C	Actual savings to beneficiaries attributable to the projects	\$3,376,217
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$3,470,633
17A –17D	Total savings attributable to the projects	\$112,202,799

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## **APPENDIX B**

### **Summary of Overall Performance of Projects in 2012**

The following table provides data for the 54 Senior Medicare Patrol projects that operated in 2012.

## Summary of Overall Performance of Projects in 2012

		Total for 2012
	PERFORMANCE MEASURES	
1	Total number of active volunteers	5,137
2	Total number of volunteer training hours	39,257
3	Total number of volunteer work hours	120,953
4	Number of media airings	188,199
5	Number of community outreach education events conducted	10,032
6	Estimated number of people reached by community outreach education events	996,040
7	Number of group education sessions for beneficiaries	14,748
8	Number of beneficiaries who attended group education sessions	449,509
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	113,457
10	Total number of simple inquiries received	84,061
11	Total number of simple inquiries resolved	83,856
12	Number of inquiries involving complex issues received	2,270
13A	Number of inquiries involving complex issues referred for further action	908
13B	Total dollar amount referred for further action	\$27,529,968
14	Number of complex issues resolved	1,748
15	Number of complex issues pending further action	2,585
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$113,692
17A	Expected Medicare funds recovered attributable to the projects	\$5,957,910
17B	Expected Medicaid funds recovered attributable to the Projects	\$102,000
17C	Actual savings to beneficiaries attributable to the projects	\$130,796
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$ 3,175
17A–17D	Total savings attributable to the projects	\$6,193,881

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## APPENDIX C

### Results for 2012, by Performance Measure

The following tables provide the results by performance measure for each of the 54 Senior Medicare Patrol projects operating in 2012.

The total amounts for Performance Measures 2, 3, 9, 13B, 16, 17A, and 17C, labeled with an asterisk (\*), do not match the sum of each of these performance measures in Appendix B because of rounding.

**PERFORMANCE MEASURE 1: Total Number of Active Volunteers**

	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	54		Montana	49
Alaska	93		Nebraska	114
Arizona	120		Nevada	65
Arkansas	69		New Hampshire	13
California	515		New Jersey	26
Colorado	24		New Mexico	59
Connecticut	174		New York	429
Delaware	16		North Carolina	86
District of Columbia	52		North Dakota	44
Florida	187		Ohio	56
Georgia	180		Oklahoma	0
Guam	8		Oregon	183
Hawaii	71		Pennsylvania	61
Idaho	208		Puerto Rico	26
Illinois	65		Rhode Island	50
Indiana	86		South Carolina	36
Iowa	85		South Dakota	28
Kansas	35		Tennessee	125
Kentucky	94		Texas	186
Louisiana	41		Utah	182
Maine	114		Vermont	47
Maryland	152		Virginia	36
Massachusetts	48		Virgin Islands	29
Michigan	317		Washington	13
Minnesota	76		West Virginia	66
Mississippi	15		Wisconsin	107
Missouri	90		Wyoming	32

<b>PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours*</b>				
	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	20		Montana	188
Alaska	1,502		Nebraska	516
Arizona	1,941		Nevada	928
Arkansas	210		New Hampshire	257
California	1,087		New Jersey	354
Colorado	63		New Mexico	1,183
Connecticut	492		New York	1,847
Delaware	71		North Carolina	164
District of Columbia	345		North Dakota	101
Florida	1,005		Ohio	223
Georgia	938		Oklahoma	0
Guam	39		Oregon	1,674
Hawaii	1,548		Pennsylvania	114
Idaho	1,262		Puerto Rico	938
Illinois	246		Rhode Island	222
Indiana	86		South Carolina	528
Iowa	442		South Dakota	33
Kansas	150		Tennessee	1,507
Kentucky	402		Texas	1,005
Louisiana	158		Utah	854
Maine	1,152		Vermont	162
Maryland	2,365		Virginia	341
Massachusetts	545		Virgin Islands	296
Michigan	7,416		Washington	142
Minnesota	648		West Virginia	5
Mississippi	49		Wisconsin	295
Missouri	531		Wyoming	673

<b>PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours*</b>				
	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	2,681		Montana	850
Alaska	205		Nebraska	1,900
Arizona	4,052		Nevada	1,023
Arkansas	587		New Hampshire	178
California	12,341		New Jersey	445
Colorado	133		New Mexico	2,860
Connecticut	907		New York	1,617
Delaware	657		North Carolina	31,698
District of Columbia	1,096		North Dakota	483
Florida	3,425		Ohio	726
Georgia	2,851		Oklahoma	0
Guam	340		Oregon	1,846
Hawaii	1,476		Pennsylvania	1,003
Idaho	2,536		Puerto Rico	4,948
Illinois	710		Rhode Island	880
Indiana	1,467		South Carolina	205
Iowa	567		South Dakota	73
Kansas	6		Tennessee	1,817
Kentucky	1,772		Texas	593
Louisiana	1,051		Utah	5,939
Maine	5,640		Vermont	957
Maryland	5,701		Virginia	360
Massachusetts	2,568		Virgin Islands	528
Michigan	3,432		Washington	698
Minnesota	691		West Virginia	995
Mississippi	313		Wisconsin	873
Missouri	172		Wyoming	85

**PERFORMANCE MEASURE 4: Number of Media Airings**

	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	70		Montana	513
Alaska	300		Nebraska	6,406
Arizona	12		Nevada	13,779
Arkansas	147		New Hampshire	2,517
California	119		New Jersey	934
Colorado	145		New Mexico	5,829
Connecticut	102		New York	38,061
Delaware	15613		North Carolina	38,290
District of Columbia	4,033		North Dakota	104
Florida	1,172		Ohio	1,965
Georgia	6,203		Oklahoma	7,475
Guam	359		Oregon	18
Hawaii	746		Pennsylvania	69
Idaho	2,028		Puerto Rico	20
Illinois	176		Rhode Island	181
Indiana	2,428		South Carolina	4,397
Iowa	352		South Dakota	26
Kansas	52		Tennessee	3,710
Kentucky	2,400		Texas	3,632
Louisiana	4,129		Utah	135
Maine	224		Vermont	529
Maryland	4,228		Virginia	2,838
Massachusetts	424		Virgin Islands	89
Michigan	628		Washington	4
Minnesota	106		West Virginia	337
Mississippi	1		Wisconsin	1,187
Missouri	132		Wyoming	8,825

**PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted**

	Total for 2012			Total for 2012
Alabama	188		Montana	22
Alaska	62		Nebraska	257
Arizona	52		Nevada	125
Arkansas	16		New Hampshire	97
California	383		New Jersey	55
Colorado	131		New Mexico	421
Connecticut	91		New York	519
Delaware	91		North Carolina	231
District of Columbia	57		North Dakota	128
Florida	368		Ohio	174
Georgia	897		Oklahoma	89
Guam	50		Oregon	23
Hawaii	90		Pennsylvania	86
Idaho	142		Puerto Rico	1,174
Illinois	263		Rhode Island	131
Indiana	308		South Carolina	330
Iowa	46		South Dakota	6
Kansas	84		Tennessee	579
Kentucky	126		Texas	124
Louisiana	120		Utah	176
Maine	139		Vermont	19
Maryland	313		Virginia	268
Massachusetts	79		Virgin Islands	29
Michigan	238		Washington	198
Minnesota	78		West Virginia	34
Mississippi	33		Wisconsin	75
Missouri	165		Wyoming	52

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

	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	17,016		Montana	1,557
Alaska	2,688		Nebraska	21,319
Arizona	6,859		Nevada	10,184
Arkansas	3,479		New Hampshire	4,021
California	61,551		New Jersey	7,291
Colorado	10,042		New Mexico	41,852
Connecticut	9,364		New York	38,532
Delaware	7994		North Carolina	107,025
District of Columbia	5,040		North Dakota	5,249
Florida	44,651		Ohio	15,498
Georgia	53,386		Oklahoma	11,324
Guam	3,502		Oregon	2,519
Hawaii	9,190		Pennsylvania	8,641
Idaho	11,603		Puerto Rico	39,618
Illinois	22,511		Rhode Island	3,903
Indiana	40,661		South Carolina	20,982
Iowa	4,992		South Dakota	319
Kansas	3,597		Tennessee	79,250
Kentucky	11,798		Texas	10,142
Louisiana	15,181		Utah	11,401
Maine	7,603		Vermont	813
Maryland	20,955		Virginia	18,915
Massachusetts	8,220		Virgin Islands	2,404
Michigan	55,534		Washington	22,412
Minnesota	41,098		West Virginia	5,880
Mississippi	3,656		Wisconsin	5,804
Missouri	8,656		Wyoming	8,358

**PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries**

	Total for 2012			Total for 2012
Alabama	418		Montana	417
Alaska	41		Nebraska	168
Arizona	135		Nevada	96
Arkansas	141		New Hampshire	156
California	1,207		New Jersey	356
Colorado	280		New Mexico	66
Connecticut	53		New York	684
Delaware	27		North Carolina	541
District of Columbia	157		North Dakota	103
Florida	567		Ohio	138
Georgia	1,582		Oklahoma	189
Guam	158		Oregon	93
Hawaii	61		Pennsylvania	197
Idaho	259		Puerto Rico	0
Illinois	428		Rhode Island	77
Indiana	285		South Carolina	105
Iowa	479		South Dakota	13
Kansas	31		Tennessee	214
Kentucky	197		Texas	258
Louisiana	251		Utah	300
Maine	284		Vermont	102
Maryland	287		Virginia	291
Massachusetts	103		Virgin Islands	38
Michigan	533		Washington	1,245
Minnesota	450		West Virginia	40
Mississippi	97		Wisconsin	152
Missouri	180		Wyoming	18

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

	Total for 2012			Total for 2012
Alabama	11,118		Montana	11,464
Alaska	6,395		Nebraska	4,239
Arizona	3,641		Nevada	2,842
Arkansas	5,246		New Hampshire	2,894
California	39,044		New Jersey	16,378
Colorado	5,382		New Mexico	1,450
Connecticut	2,396		New York	20,999
Delaware	885		North Carolina	22,922
District of Columbia	3,438		North Dakota	1,753
Florida	22,850		Ohio	3,716
Georgia	46,824		Oklahoma	6,711
Guam	2,415		Oregon	1,895
Hawaii	2,148		Pennsylvania	5,343
Idaho	8,855		Puerto Rico	0
Illinois	12,227		Rhode Island	1,738
Indiana	9,450		South Carolina	2,882
Iowa	11,230		South Dakota	469
Kansas	929		Tennessee	9,998
Kentucky	5,108		Texas	8,135
Louisiana	8,711		Utah	6,532
Maine	5,427		Vermont	2,501
Maryland	6,848		Virginia	8,209
Massachusetts	2,165		Virgin Islands	485
Michigan	20,221		Washington	19,479
Minnesota	7,394		West Virginia	24,646
Mississippi	2,075		Wisconsin	3,721
Missouri	5,215		Wyoming	471

<b>PERFORMANCE MEASURE 9: Number of One-on-One Counseling Sessions Held With on Behalf of a Beneficiary*</b>				<b>or</b>
	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	120		Montana	571
Alaska	3		Nebraska	2,682
Arizona	531		Nevada	464
Arkansas	105		New Hampshire	2,345
California	9,582		New Jersey	235
Colorado	37		New Mexico	2,206
Connecticut	2,161		New York	4,111
Delaware	380		North Carolina	5,778
District of Columbia	43		North Dakota	104
Florida	32		Ohio	63
Georgia	4,424		Oklahoma	91
Guam	700		Oregon	1,167
Hawaii	53		Pennsylvania	1,109
Idaho	2,348		Puerto Rico	5,219
Illinois	5,184		Rhode Island	2,592
Indiana	1,725		South Carolina	10,151
Iowa	770		South Dakota	193
Kansas	20		Tennessee	2,778
Kentucky	1,643		Texas	441
Louisiana	699		Utah	6,335
Maine	6,363		Vermont	0
Maryland	15,501		Virginia	612
Massachusetts	46		Virgin Islands	115
Michigan	2,568		Washington	3,272
Minnesota	119		West Virginia	504
Mississippi	825		Wisconsin	193
Missouri	2		Wyoming	4,143

**PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received**

	Total for 2012			Total for 2012
Alabama	74		Montana	488
Alaska	8		Nebraska	196
Arizona	407		Nevada	148
Arkansas	230		New Hampshire	538
California	387		New Jersey	463
Colorado	192		New Mexico	214
Connecticut	3,187		New York	63
Delaware	879		North Carolina	4,037
District of Columbia	197		North Dakota	76
Florida	229		Ohio	44
Georgia	4,020		Oklahoma	77
Guam	669		Oregon	3,186
Hawaii	390		Pennsylvania	153
Idaho	84		Puerto Rico	0
Illinois	9,223		Rhode Island	3,757
Indiana	30		South Carolina	2,459
Iowa	233		South Dakota	83
Kansas	61		Tennessee	95
Kentucky	318		Texas	484
Louisiana	159		Utah	7,675
Maine	2,977		Vermont	18
Maryland	8,496		Virginia	798
Massachusetts	564		Virgin Islands	17
Michigan	462		Washington	7,537
Minnesota	2,123		West Virginia	2,560
Mississippi	84		Wisconsin	1,812
Missouri	8,223		Wyoming	3,177

**PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved**

	Total for 2012			Total for 2012
Alabama	73		Montana	488
Alaska	8		Nebraska	196
Arizona	407		Nevada	148
Arkansas	228		New Hampshire	538
California	387		New Jersey	461
Colorado	170		New Mexico	214
Connecticut	3,187		New York	62
Delaware	879		North Carolina	4,036
District of Columbia	197		North Dakota	76
Florida	229		Ohio	44
Georgia	4,009		Oklahoma	75
Guam	668		Oregon	3,186
Hawaii	390		Pennsylvania	153
Idaho	84		Puerto Rico	0
Illinois	9,223		Rhode Island	3,757
Indiana	30		South Carolina	2,373
Iowa	233		South Dakota	83
Kansas	61		Tennessee	95
Kentucky	318		Texas	469
Louisiana	159		Utah	7,675
Maine	2,976		Vermont	18
Maryland	8,470		Virginia	798
Massachusetts	558		Virgin Islands	17
Michigan	462		Washington	7,525
Minnesota	2,123		West Virginia	2,560
Mississippi	84		Wisconsin	1,809
Missouri	8,210		Wyoming	3,177

<b>PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received</b>				
	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	11		Montana	38
Alaska	2		Nebraska	25
Arizona	1		Nevada	12
Arkansas	32		New Hampshire	16
California	211		New Jersey	86
Colorado	61		New Mexico	35
Connecticut	53		New York	0
Delaware	54		North Carolina	62
District of Columbia	4		North Dakota	1
Florida	59		Ohio	12
Georgia	18		Oklahoma	6
Guam	2		Oregon	13
Hawaii	22		Pennsylvania	68
Idaho	12		Puerto Rico	0
Illinois	64		Rhode Island	14
Indiana	7		South Carolina	47
Iowa	21		South Dakota	13
Kansas	15		Tennessee	55
Kentucky	14		Texas	55
Louisiana	74		Utah	38
Maine	50		Vermont	5
Maryland	33		Virginia	31
Massachusetts	38		Virgin Islands	0
Michigan	45		Washington	575
Minnesota	115		West Virginia	9
Mississippi	2		Wisconsin	24
Missouri	0		Wyoming	10

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

	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	2		Montana	27
Alaska	1		Nebraska	17
Arizona	0		Nevada	4
Arkansas	28		New Hampshire	6
California	149		New Jersey	23
Colorado	60		New Mexico	5
Connecticut	20		New York	0
Delaware	22		North Carolina	46
District of Columbia	4		North Dakota	0
Florida	47		Ohio	10
Georgia	21		Oklahoma	0
Guam	1		Oregon	9
Hawaii	11		Pennsylvania	14
Idaho	7		Puerto Rico	0
Illinois	33		Rhode Island	10
Indiana	4		South Carolina	17
Iowa	21		South Dakota	0
Kansas	10		Tennessee	25
Kentucky	9		Texas	45
Louisiana	20		Utah	35
Maine	9		Vermont	1
Maryland	2		Virginia	47
Massachusetts	23		Virgin Islands	0
Michigan	29		Washington	10
Minnesota	5		West Virginia	1
Mississippi	0		Wisconsin	14
Missouri	1		Wyoming	3

<b>PERFORMANCE MEASURE 13B: Total Dollar Amount Referred for Further Action*</b>				
	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	\$953		Montana	\$165,905
Alaska	\$0		Nebraska	\$37,580
Arizona	\$0		Nevada	\$1,319
Arkansas	\$1,872		New Hampshire	\$3,000
California	\$1,122,525		New Jersey	\$27,390
Colorado	\$25,020,673		New Mexico	\$28,838
Connecticut	\$2,000		New York	\$0
Delaware	\$137,993		North Carolina	\$90,741
District of Columbia	\$750		North Dakota	\$74
Florida	\$42,648		Ohio	\$6,102
Georgia	\$5,136		Oklahoma	\$0
Guam	\$18,748		Oregon	\$3,013
Hawaii	\$2,115		Pennsylvania	\$423
Idaho	\$7,620		Puerto Rico	\$0
Illinois	\$25,440		Rhode Island	\$5,055
Indiana	\$170		South Carolina	\$270
Iowa	\$10,352		South Dakota	\$20,703
Kansas	\$4,577		Tennessee	\$6,152
Kentucky	\$4,958		Texas	\$93,890
Louisiana	\$38,611		Utah	\$125,610
Maine	\$29,754		Vermont	\$220
Maryland	\$1,100		Virginia	\$4,349
Massachusetts	\$375,623		Virgin Islands	\$0
Michigan	\$32,918		Washington	\$419
Minnesota	\$2,655		West Virginia	\$980
Mississippi	\$0		Wisconsin	\$16,533
Missouri	\$0		Wyoming	\$2,213

**PERFORMANCE MEASURE 14: Number of Complex Issues Resolved**

	Total for 2012			Total for 2012
Alabama	4		Montana	36
Alaska	0		Nebraska	29
Arizona	0		Nevada	1
Arkansas	16		New Hampshire	11
California	140		New Jersey	82
Colorado	108		New Mexico	21
Connecticut	47		New York	0
Delaware	21		North Carolina	29
District of Columbia	3		North Dakota	1
Florida	22		Ohio	5
Georgia	17		Oklahoma	15
Guam	0		Oregon	7
Hawaii	27		Pennsylvania	51
Idaho	17		Puerto Rico	0
Illinois	58		Rhode Island	28
Indiana	5		South Carolina	12
Iowa	16		South Dakota	15
Kansas	16		Tennessee	36
Kentucky	12		Texas	45
Louisiana	91		Utah	39
Maine	49		Vermont	9
Maryland	40		Virginia	17
Massachusetts	22		Virgin Islands	0
Michigan	59		Washington	328
Minnesota	106		West Virginia	0
Mississippi	1		Wisconsin	26
Missouri	1		Wyoming	7

**PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action**

	Total for 2012			Total for 2012
Alabama	14		Montana	10
Alaska	0		Nebraska	10
Arizona	25		Nevada	25
Arkansas	22		New Hampshire	9
California	407		New Jersey	15
Colorado	25		New Mexico	13
Connecticut	18		New York	121
Delaware	63		North Carolina	29
District of Columbia	11		North Dakota	0
Florida	234		Ohio	13
Georgia	29		Oklahoma	5
Guam	8		Oregon	5
Hawaii	12		Pennsylvania	39
Idaho	3		Puerto Rico	2
Illinois	103		Rhode Island	32
Indiana	78		South Carolina	70
Iowa	53		South Dakota	0
Kansas	66		Tennessee	62
Kentucky	1		Texas	135
Louisiana	27		Utah	3
Maine	10		Vermont	2
Maryland	24		Virginia	68
Massachusetts	37		Virgin Islands	3
Michigan	15		Washington	323
Minnesota	46		West Virginia	141
Mississippi	32		Wisconsin	16
Missouri	66		Wyoming	5

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

	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	\$0		Montana	\$363
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$66		New Hampshire	\$0
California	\$32,721		New Jersey	\$929
Colorado	\$10,571		New Mexico	\$9,195
Connecticut	\$0		New York	\$0
Delaware	\$7,644		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$522		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$477		Pennsylvania	\$0
Idaho	\$5,367		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$18,973
Kansas	\$0		Tennessee	\$0
Kentucky	\$4,207		Texas	\$0
Louisiana	\$1,748		Utah	\$11,140
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$1,880		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$7,891
Missouri	\$0		Wyoming	\$0

<b>PERFORMANCE MEASURE 17A: Expected Medicare Funds Recovered Attributable to the Projects*</b>				
	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$105		New Hampshire	\$0
California	\$1,695,486		New Jersey	\$282
Colorado	\$16,928		New Mexico	\$215
Connecticut	\$0		New York	\$0
Delaware	\$2,071		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$1,533		Ohio	\$11,522
Georgia	\$3,993,860		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$69,213		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$1,163		Texas	\$0
Louisiana	\$160,507		Utah	\$4,665
Maine	\$156		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$203
Missouri	\$0		Wyoming	\$0

**PERFORMANCE MEASURE 17B: Expected Medicaid Funds Recovered Attributable to the Projects**

	Total for 2012			Total for 2012
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$102,000		New Jersey	\$0
Colorado	\$0		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$0		Texas	\$0
Louisiana	\$0		Utah	\$0
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

<b>PERFORMANCE MEASURE 17C: Actual Savings To Beneficiaries Attributable to the Projects*</b>				
	<b>Total for 2012</b>			<b>Total for 2012</b>
Alabama	\$0		Montana	\$12,660
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$91,500		New Jersey	\$668
Colorado	\$16,481		New Mexico	\$3,530
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$74
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$749		Puerto Rico	\$0
Illinois	\$182		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$1,934
Kentucky	\$417		Texas	\$0
Louisiana	\$44		Utah	\$314
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$2,088		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$156		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

**PERFORMANCE MEASURE 17D: Other Savings Attributable to the Projects**

	Total for 2012			Total for 2012
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$229		New Jersey	\$0
Colorado	\$2,946		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$0		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$0		Texas	\$0
Louisiana	\$0		Utah	\$0
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

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## **APPENDIX D**

### **Results for 2012, by Project**

The following tables provide a project-by-project listing of the results for each performance measure for each of the 54 Senior Medicare Patrol projects operating in 2012.

<b>Alabama – Department of Senior Services, Montgomery</b>		
<b>In operation since: July 2006</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	54
2	Total number of volunteer training hours	20
3	Total number of volunteer work hours	2,681
4	Number of media airings	70
5	Number of community outreach education events conducted	188
6	Estimated number of people reached by community outreach education events	17,016
7	Number of group education sessions for beneficiaries	418
8	Number of beneficiaries who attended group education sessions	11,118
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	120
10	Total number of simple inquiries received	74
11	Total number of simple inquiries resolved	73
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$953
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	14
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Alaska – Health and Social Services, Medicare Information Office, Anchorage</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	93
2	Total number of volunteer training hours	1,502
3	Total number of volunteer work hours	205
4	Number of media airings	300
5	Number of community outreach education events conducted	62
6	Estimated number of people reached by community outreach education events	2,688
7	Number of group education sessions for beneficiaries	41
8	Number of beneficiaries who attended group education sessions	6,395
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3
10	Total number of simple inquiries received	8
11	Total number of simple inquiries resolved	8
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Arizona – Arizona Division of Aging and Adult Services, Phoenix</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	120
2	Total number of volunteer training hours	1,941
3	Total number of volunteer work hours	4,052
4	Number of media airings	12
5	Number of community outreach education events conducted	52
6	Estimated number of people reached by community outreach education events	6,859
7	Number of group education sessions for beneficiaries	135
8	Number of beneficiaries who attended group education sessions	3,641
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	531
10	Total number of simple inquiries received	407
11	Total number of simple inquiries resolved	407
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	25
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Arkansas – Arkansas Department of Human Services, Division of Aging and Adult Services, Little Rock</b>		
<b>In operation since:</b> July 1999		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	69
2	Total number of volunteer training hours	210
3	Total number of volunteer work hours	587
4	Number of media airings	147
5	Number of community outreach education events conducted	16
6	Estimated number of people reached by community outreach education events	3,479
7	Number of group education sessions for beneficiaries	141
8	Number of beneficiaries who attended group education sessions	5,246
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	105
10	Total number of simple inquiries received	230
11	Total number of simple inquiries resolved	228
12	Number of inquiries involving complex issues received	32
13A	Number of inquiries involving complex issues referred for further action	28
13B	Total dollar amount referred for further action	\$1,872
14	Number of complex issues resolved	16
15	Number of complex issues pending further action	22
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$66
17A	Expected Medicare funds recovered attributable to the projects	\$105
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$105

<b>California – California Health Advocates, Santa Ana</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	515
2	Total number of volunteer training hours	1,087
3	Total number of volunteer work hours	12,341
4	Number of media airings	119
5	Number of community outreach education events conducted	383
6	Estimated number of people reached by community outreach education events	61,551
7	Number of group education sessions for beneficiaries	1,207
8	Number of beneficiaries who attended group education sessions	39,044
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9,582
10	Total number of simple inquiries received	387
11	Total number of simple inquiries resolved	387
12	Number of inquiries involving complex issues received	211
13A	Number of inquiries involving complex issues referred for further action	149
13B	Total dollar amount referred for further action	\$1,122,525
14	Number of complex issues resolved	140
15	Number of complex issues pending further action	407
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$32,721
17A	Expected Medicare funds recovered attributable to the projects	\$1,695,486
17B	Expected Medicaid funds recovered attributable to the projects	\$102,000
17C	Actual savings to beneficiaries attributable to the projects	\$91,500
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$229
17A –17D	Total savings attributable to the projects	\$1,889,215

<b>Colorado – Colorado Department of Regulatory Agencies, Division of Insurance, Denver</b>		
<b>In operation since: July 1997</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	24
2	Total number of volunteer training hours	63
3	Total number of volunteer work hours	133
4	Number of media airings	145
5	Number of community outreach education events conducted	131
6	Estimated number of people reached by community outreach education events	10,042
7	Number of group education sessions for beneficiaries	280
8	Number of beneficiaries who attended group education sessions	5382
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	37
10	Total number of simple inquiries received	192
11	Total number of simple inquiries resolved	170
12	Number of inquiries involving complex issues received	61
13A	Number of inquiries involving complex issues referred for further action	60
13B	Total dollar amount referred for further action	\$25,020,673
14	Number of complex issues resolved	108
15	Number of complex issues pending further action	25
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$10,571
17A	Expected Medicare funds recovered attributable to the projects	\$16,928
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$16,481
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$2,946
17A –17D	Total savings attributable to the projects	\$36,355

<b>Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford</b>		
<b>In operation since:</b> July 1999		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	174
2	Total number of volunteer training hours	492
3	Total number of volunteer work hours	907
4	Number of media airings	102
5	Number of community outreach education events conducted	91
6	Estimated number of people reached by community outreach education events	9,364
7	Number of group education sessions for beneficiaries	53
8	Number of beneficiaries who attended group education sessions	2,396
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,161
10	Total number of simple inquiries received	3,187
11	Total number of simple inquiries resolved	3,187
12	Number of inquiries involving complex issues received	53
13A	Number of inquiries involving complex issues referred for further action	20
13B	Total dollar amount referred for further action	\$2,000
14	Number of complex issues resolved	47
15	Number of complex issues pending further action	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Delaware – Delaware Partners of Senior Medicare Patrol, New Castle</b>		
<b>In operation since:</b> July 1999		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	16
2	Total number of volunteer training hours	71
3	Total number of volunteer work hours	657
4	Number of media airings	15,613
5	Number of community outreach education events conducted	91
6	Estimated number of people reached by community outreach education events	7,994
7	Number of group education sessions for beneficiaries	27
8	Number of beneficiaries who attended group education sessions	885
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	380
10	Total number of simple inquiries received	879
11	Total number of simple inquiries resolved	879
12	Number of inquiries involving complex issues received	54
13A	Number of inquiries involving complex issues referred for further action	22
13B	Total dollar amount referred for further action	\$137,993
14	Number of complex issues resolved	21
15	Number of complex issues pending further action	63
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$7,644
17A	Expected Medicare funds recovered attributable to the projects	\$2,071
17B	Expected Medicaid funds recovered attributable to the projects	\$0.00
17C	Actual savings to beneficiaries attributable to the projects	\$0.00
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0.00
17A –17D	Total savings attributable to the projects	\$2,071

<b>District of Columbia – AARP Legal Counsel for the Elderly, Washington, DC</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	52
2	Total number of volunteer training hours	345
3	Total number of volunteer work hours	1,096
4	Number of media airings	4,033
5	Number of community outreach education events conducted	57
6	Estimated number of people reached by community outreach education events	5,040
7	Number of group education sessions for beneficiaries	157
8	Number of beneficiaries who attended group education sessions	3,438
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	43
10	Total number of simple inquiries received	197
11	Total number of simple inquiries resolved	197
12	Number of inquiries involving complex issues received	4
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$750
14	Number of complex issues resolved	3
15	Number of complex issues pending further action	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Florida – Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	187
2	Total number of volunteer training hours	1,005
3	Total number of volunteer work hours	3,425
4	Number of media airings	1,172
5	Number of community outreach education events conducted	368
6	Estimated number of people reached by community outreach education events	44,651
7	Number of group education sessions for beneficiaries	567
8	Number of beneficiaries who attended group education sessions	22,850
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	32
10	Total number of simple inquiries received	229
11	Total number of simple inquiries resolved	229
12	Number of inquiries involving complex issues received	59
13A	Number of inquiries involving complex issues referred for further action	47
13B	Total dollar amount referred for further action	\$42,648
14	Number of complex issues resolved	22
15	Number of complex issues pending further action	234
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$522
17A	Expected Medicare funds recovered attributable to the projects	\$1,533
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$1,533

<b>Georgia – GeorgiaCares Senior Medicare Patrol, Atlanta</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	180
2	Total number of volunteer training hours	938
3	Total number of volunteer work hours	2,851
4	Number of media airings	6,203
5	Number of community outreach education events conducted	897
6	Estimated number of people reached by community outreach education events	53,386
7	Number of group education sessions for beneficiaries	1,582
8	Number of beneficiaries who attended group education sessions	46,824
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,424
10	Total number of simple inquiries received	4,020
11	Total number of simple inquiries resolved	4,009
12	Number of inquiries involving complex issues received	18
13A	Number of inquiries involving complex issues referred for further action	21
13B	Total dollar amount referred for further action	\$5,136
14	Number of complex issues resolved	17
15	Number of complex issues pending further action	29
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$3,993,860
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$3,993,860

<b>Guam – Division of Senior Citizens, Department of Public Health &amp; Social Services, Mangilao</b>		
<b>In operation since:</b> July 2005		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	8
2	Total number of volunteer training hours	39
3	Total number of volunteer work hours	340
4	Number of media airings	359
5	Number of community outreach education events conducted	50
6	Estimated number of people reached by community outreach education events	3,502
7	Number of group education sessions for beneficiaries	158
8	Number of beneficiaries who attended group education sessions	2,415
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	700
10	Total number of simple inquiries received	669
11	Total number of simple inquiries resolved	668
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$18,748
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Hawaii – State of Hawaii Executive Office on Aging, Honolulu</b>		
<b>In operation since:</b> July 1997		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	71
2	Total number of volunteer training hours	1,548
3	Total number of volunteer work hours	1,476
4	Number of media airings	746
5	Number of community outreach education events conducted	90
6	Estimated number of people reached by community outreach education events	9,190
7	Number of group education sessions for beneficiaries	61
8	Number of beneficiaries who attended group education sessions	2,148
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	53
10	Total number of simple inquiries received	390
11	Total number of simple inquiries resolved	390
12	Number of inquiries involving complex issues received	22
13A	Number of inquiries involving complex issues referred for further action	11
13B	Total dollar amount referred for further action	\$2,115
14	Number of complex issues resolved	27
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$477
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Idaho – Idaho Department of Insurance, Boise</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	208
2	Total number of volunteer training hours	1,262
3	Total number of volunteer work hours	2,536
4	Number of media airings	2,028
5	Number of community outreach education events conducted	142
6	Estimated number of people reached by community outreach education events	11,603
7	Number of group education sessions for beneficiaries	259
8	Number of beneficiaries who attended group education sessions	8,855
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,348
10	Total number of simple inquiries received	84
11	Total number of simple inquiries resolved	84
12	Number of inquiries involving complex issues received	12
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$7,620
14	Number of complex issues resolved	17
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$5,367
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$749
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$749

<b>Illinois – AgeOptions, Oak Park</b>		
<b>In operation since: July 2006</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	65
2	Total number of volunteer training hours	246
3	Total number of volunteer work hours	710
4	Number of media airings	176
5	Number of community outreach education events conducted	263
6	Estimated number of people reached by community outreach education events	22,511
7	Number of group education sessions for beneficiaries	428
8	Number of beneficiaries who attended group education sessions	12,227
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5,184
10	Total number of simple inquiries received	9,223
11	Total number of simple inquiries resolved	9,223
12	Number of inquiries involving complex issues received	64
13A	Number of inquiries involving complex issues referred for further action	33
13B	Total dollar amount referred for further action	\$25,440
14	Number of complex issues resolved	58
15	Number of complex issues pending further action	103
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$69,213
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$182
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$69,395

<b>Indiana – Indiana Association of Area Agencies on Aging, Education Institute, Indianapolis</b>		
<b>In operation since:</b> July 1999		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	86
2	Total number of volunteer training hours	86
3	Total number of volunteer work hours	1,467
4	Number of media airings	2,428
5	Number of community outreach education events conducted	308
6	Estimated number of people reached by community outreach education events	40,661
7	Number of group education sessions for beneficiaries	285
8	Number of beneficiaries who attended group education sessions	9,450
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,725
10	Total number of simple inquiries received	30
11	Total number of simple inquiries resolved	30
12	Number of inquiries involving complex issues received	7
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$170
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	78
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Iowa – Hawkeye Valley Area Agency on Aging, Waterloo</b>		
<b>In operation since:</b> July 1997		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	85
2	Total number of volunteer training hours	442
3	Total number of volunteer work hours	567
4	Number of media airings	352
5	Number of community outreach education events conducted	46
6	Estimated number of people reached by community outreach education events	4,992
7	Number of group education sessions for beneficiaries	479
8	Number of beneficiaries who attended group education sessions	11,230
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	770
10	Total number of simple inquiries received	233
11	Total number of simple inquiries resolved	233
12	Number of inquiries involving complex issues received	21
13A	Number of inquiries involving complex issues referred for further action	21
13B	Total dollar amount referred for further action	\$10,352
14	Number of complex issues resolved	16
15	Number of complex issues pending further action	53
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Kansas – Department on Aging, Topeka</b>		
<b>In operation since: July 1997</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	35
2	Total number of volunteer training hours	150
3	Total number of volunteer work hours	6
4	Number of media airings	52
5	Number of community outreach education events conducted	84
6	Estimated number of people reached by community outreach education events	3,597
7	Number of group education sessions for beneficiaries	31
8	Number of beneficiaries who attended group education sessions	929
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	20
10	Total number of simple inquiries received	61
11	Total number of simple inquiries resolved	61
12	Number of inquiries involving complex issues received	15
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$4,577
14	Number of complex issues resolved	16
15	Number of complex issues pending further action	66
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Kentucky – Louisville Metro Department of Public Health and Wellness, Louisville</b>		
<b>In operation since:</b> July 2001		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	94
2	Total number of volunteer training hours	402
3	Total number of volunteer work hours	1,772
4	Number of media airings	2,400
5	Number of community outreach education events conducted	126
6	Estimated number of people reached by community outreach education events	11,798
7	Number of group education sessions for beneficiaries	197
8	Number of beneficiaries who attended group education sessions	5,108
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,643
10	Total number of simple inquiries received	318
11	Total number of simple inquiries resolved	318
12	Number of inquiries involving complex issues received	14
13A	Number of inquiries involving complex issues referred for further action	9
13B	Total dollar amount referred for further action	\$4,958
14	Number of complex issues resolved	12
15	Number of complex issues pending further action	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,207
17A	Expected Medicare funds recovered attributable to the projects	\$1,163
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$417
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$1,580

<b>Louisiana – EQ Health Solutions, Baton Rouge</b>		
<b>In operation since:</b> June 2009		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	41
2	Total number of volunteer training hours	158
3	Total number of volunteer work hours	1,051
4	Number of media airings	4,129
5	Number of community outreach education events conducted	120
6	Estimated number of people reached by community outreach education events	15,181
7	Number of group education sessions for beneficiaries	251
8	Number of beneficiaries who attended group education sessions	8,711
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	699
10	Total number of simple inquiries received	159
11	Total number of simple inquiries resolved	159
12	Number of inquiries involving complex issues received	74
13A	Number of inquiries involving complex issues referred for further action	20
13B	Total dollar amount referred for further action	\$38,611
14	Number of complex issues resolved	91
15	Number of complex issues pending further action	27
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,748
17A	Expected Medicare funds recovered attributable to the projects	\$160,507
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$44
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$160,551

<b>Maine – Legal Services for the Elderly, Augusta</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	114
2	Total number of volunteer training hours	1,152
3	Total number of volunteer work hours	5,640
4	Number of media airings	224
5	Number of community outreach education events conducted	139
6	Estimated number of people reached by community outreach education events	7,603
7	Number of group education sessions for beneficiaries	284
8	Number of beneficiaries who attended group education sessions	5,427
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	6,363
10	Total number of simple inquiries received	2,977
11	Total number of simple inquiries resolved	2,976
12	Number of inquiries involving complex issues received	50
13A	Number of inquiries involving complex issues referred for further action	9
13B	Total dollar amount referred for further action	\$29,754
14	Number of complex issues resolved	49
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$156
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$156

<b>Maryland – Maryland Department of Aging, Baltimore</b>		
<b>In operation since: July 1997</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	152
2	Total number of volunteer training hours	2,365
3	Total number of volunteer work hours	5,701
4	Number of media airings	4,228
5	Number of community outreach education events conducted	313
6	Estimated number of people reached by community outreach education events	20,955
7	Number of group education sessions for beneficiaries	287
8	Number of beneficiaries who attended group education sessions	6,848
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	15,501
10	Total number of simple inquiries received	8,496
11	Total number of simple inquiries resolved	8,470
12	Number of inquiries involving complex issues received	33
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$1,100
14	Number of complex issues resolved	40
15	Number of complex issues pending further action	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Massachusetts – Elder Services of Merrimack Valley, Inc., Lawrence</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	48
2	Total number of volunteer training hours	545
3	Total number of volunteer work hours	2,568
4	Number of media airings	424
5	Number of community outreach education events conducted	79
6	Estimated number of people reached by community outreach education events	8,220
7	Number of group education sessions for beneficiaries	103
8	Number of beneficiaries who attended group education sessions	2,165
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	46
10	Total number of simple inquiries received	564
11	Total number of simple inquiries resolved	558
12	Number of inquiries involving complex issues received	38
13A	Number of inquiries involving complex issues referred for further action	23
13B	Total dollar amount referred for further action	\$375,623
14	Number of complex issues resolved	22
15	Number of complex issues pending further action	37
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,880
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$2,088
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$2,088

<b>Michigan – Michigan Medicare/Medicaid Assistance Program, Inc., Lansing</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	317
2	Total number of volunteer training hours	7,416
3	Total number of volunteer work hours	3,432
4	Number of media airings	628
5	Number of community outreach education events conducted	238
6	Estimated number of people reached by community outreach education events	55,534
7	Number of group education sessions for beneficiaries	533
8	Number of beneficiaries who attended group education sessions	20,221
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,568
10	Total number of simple inquiries received	462
11	Total number of simple inquiries resolved	462
12	Number of inquiries involving complex issues received	45
13A	Number of inquiries involving complex issues referred for further action	29
13B	Total dollar amount referred for further action	\$32,918
14	Number of complex issues resolved	59
15	Number of complex issues pending further action	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Minnesota – Minnesota Board on Aging, Dept. of Human Services, Aging and Adult Services Div., Saint Paul</b>		
<b>In operation since: July 1997</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	76
2	Total number of volunteer training hours	648
3	Total number of volunteer work hours	691
4	Number of media airings	106
5	Number of community outreach education events conducted	78
6	Estimated number of people reached by community outreach education events	41,098
7	Number of group education sessions for beneficiaries	450
8	Number of beneficiaries who attended group education sessions	7,394
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	119
10	Total number of simple inquiries received	2,123
11	Total number of simple inquiries resolved	2,123
12	Number of inquiries involving complex issues received	115
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$2,655
14	Number of complex issues resolved	106
15	Number of complex issues pending further action	46
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$156
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$156

<b>Mississippi – Mississippi Department of Human Services, Division of Aging and Adult Services, Jackson</b>		
<b>In operation since:</b> July 2000		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	15
2	Total number of volunteer training hours	49
3	Total number of volunteer work hours	313
4	Number of media airings	1
5	Number of community outreach education events conducted	33
6	Estimated number of people reached by community outreach education events	3,656
7	Number of group education sessions for beneficiaries	97
8	Number of beneficiaries who attended group education sessions	2,075
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	825
10	Total number of simple inquiries received	84
11	Total number of simple inquiries resolved	84
12	Number of inquiries involving complex issues received	2
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	32
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Missouri – Care Connection for Aging Services, Warrensburg</b>		
<b>In operation since: July 1997</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	90
2	Total number of volunteer training hours	531
3	Total number of volunteer work hours	172
4	Number of media airings	132
5	Number of community outreach education events conducted	165
6	Estimated number of people reached by community outreach education events	8,656
7	Number of group education sessions for beneficiaries	180
8	Number of beneficiaries who attended group education sessions	5,215
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2
10	Total number of simple inquiries received	8,223
11	Total number of simple inquiries resolved	8,210
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	66
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Montana – Missoula Aging Services, Missoula</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	49
2	Total number of volunteer training hours	188
3	Total number of volunteer work hours	850
4	Number of media airings	513
5	Number of community outreach education events conducted	22
6	Estimated number of people reached by community outreach education events	1,557
7	Number of group education sessions for beneficiaries	417
8	Number of beneficiaries who attended group education sessions	11,464
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	571
10	Total number of simple inquiries received	488
11	Total number of simple inquiries resolved	488
12	Number of inquiries involving complex issues received	38
13A	Number of inquiries involving complex issues referred for further action	27
13B	Total dollar amount referred for further action	\$165,905
14	Number of complex issues resolved	36
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$363
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$12,660
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$12,660

<b>Nebraska – Nebraska Department of Health and Human Services, Lincoln</b>		
<b>In operation since: July 2000</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	114
2	Total number of volunteer training hours	516
3	Total number of volunteer work hours	1,900
4	Number of media airings	6,406
5	Number of community outreach education events conducted	257
6	Estimated number of people reached by community outreach education events	21,319
7	Number of group education sessions for beneficiaries	168
8	Number of beneficiaries who attended group education sessions	4,239
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,682
10	Total number of simple inquiries received	196
11	Total number of simple inquiries resolved	196
12	Number of inquiries involving complex issues received	25
13A	Number of inquiries involving complex issues referred for further action	17
13B	Total dollar amount referred for further action	\$37,580
14	Number of complex issues resolved	29
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Nevada – Office of the Nevada Attorney General, Las Vegas</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	65
2	Total number of volunteer training hours	928
3	Total number of volunteer work hours	1,023
4	Number of media airings	13,779
5	Number of community outreach education events conducted	125
6	Estimated number of people reached by community outreach education events	10,184
7	Number of group education sessions for beneficiaries	96
8	Number of beneficiaries who attended group education sessions	2,842
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	464
10	Total number of simple inquiries received	148
11	Total number of simple inquiries resolved	148
12	Number of inquiries involving complex issues received	12
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$1,319
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	25
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>New Hampshire – Health and Human Services – Bureau of Elderly and Adult Services, Concord</b>		
<b>In operation since: July 1997</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	13
2	Total number of volunteer training hours	257
3	Total number of volunteer work hours	178
4	Number of media airings	2,517
5	Number of community outreach education events conducted	97
6	Estimated number of people reached by community outreach education events	4,021
7	Number of group education sessions for beneficiaries	156
8	Number of beneficiaries who attended group education sessions	2,894
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,345
10	Total number of simple inquiries received	538
11	Total number of simple inquiries resolved	538
12	Number of inquiries involving complex issues received	16
13A	Number of inquiries involving complex issues referred for further action	6
13B	Total dollar amount referred for further action	\$3,000
14	Number of complex issues resolved	11
15	Number of complex issues pending further action	9
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>New Jersey – Jewish Family &amp; Vocational Services of Middlesex County, Inc., Milltown</b>		
<b>In operation since: July 2001</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	26
2	Total number of volunteer training hours	354
3	Total number of volunteer work hours	445
4	Number of media airings	934
5	Number of community outreach education events conducted	55
6	Estimated number of people reached by community outreach education events	7,291
7	Number of group education sessions for beneficiaries	356
8	Number of beneficiaries who attended group education sessions	16,378
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	235
10	Total number of simple inquiries received	463
11	Total number of simple inquiries resolved	461
12	Number of inquiries involving complex issues received	86
13A	Number of inquiries involving complex issues referred for further action	23
13B	Total dollar amount referred for further action	\$27,390
14	Number of complex issues resolved	82
15	Number of complex issues pending further action	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$929
17A	Expected Medicare funds recovered attributable to the projects	\$282
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$668
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$950

<b>New Mexico – New Mexico Aging and Long-Term Services Department, Albuquerque</b>		
<b>In operation since:</b> July 1999		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	59
2	Total number of volunteer training hours	1,183
3	Total number of volunteer work hours	2,860
4	Number of media airings	5,829
5	Number of community outreach education events conducted	421
6	Estimated number of people reached by community outreach education events	41,852
7	Number of group education sessions for beneficiaries	66
8	Number of beneficiaries who attended group education sessions	1,450
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,206
10	Total number of simple inquiries received	214
11	Total number of simple inquiries resolved	214
12	Number of inquiries involving complex issues received	35
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$28,838
14	Number of complex issues resolved	21
15	Number of complex issues pending further action	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$9,195
17A	Expected Medicare funds recovered attributable to the projects	\$215
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$3,530
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$3,745

<b>New York – New York State Office of the Aging, Albany</b>		
<b>In operation since:</b> July 1997		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	429
2	Total number of volunteer training hours	1,847
3	Total number of volunteer work hours	1,617
4	Number of media airings	38,061
5	Number of community outreach education events conducted	519
6	Estimated number of people reached by community outreach education events	38,532
7	Number of group education sessions for beneficiaries	684
8	Number of beneficiaries who attended group education sessions	20,999
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,111
10	Total number of simple inquiries received	63
11	Total number of simple inquiries resolved	62
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	121
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>North Carolina – Department of Insurance, Raleigh</b>		
<b>In operation since:</b> July 2003		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	86
2	Total number of volunteer training hours	164
3	Total number of volunteer work hours	31,698
4	Number of media airings	38,290
5	Number of community outreach education events conducted	231
6	Estimated number of people reached by community outreach education events	107,025
7	Number of group education sessions for beneficiaries	541
8	Number of beneficiaries who attended group education sessions	22,922
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5,778
10	Total number of simple inquiries received	4,037
11	Total number of simple inquiries resolved	4,036
12	Number of inquiries involving complex issues received	62
13A	Number of inquiries involving complex issues referred for further action	46
13B	Total dollar amount referred for further action	\$90,741
14	Number of complex issues resolved	29
15	Number of complex issues pending further action	29
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>North Dakota – North Dakota Center for Persons with Disabilities, Minot State University, Minot</b>		
<b>In operation since:</b> July 2003		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	44
2	Total number of volunteer training hours	101
3	Total number of volunteer work hours	483
4	Number of media airings	104
5	Number of community outreach education events conducted	128
6	Estimated number of people reached by community outreach education events	5,249
7	Number of group education sessions for beneficiaries	103
8	Number of beneficiaries who attended group education sessions	1,753
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	104
10	Total number of simple inquiries received	76
11	Total number of simple inquiries resolved	76
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$74
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$74
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$74

<b>Ohio – Pro Seniors, Inc., Cincinnati</b>		
<b>In operation since:</b> July 2002		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	56
2	Total number of volunteer training hours	223
3	Total number of volunteer work hours	726
4	Number of media airings	1,965
5	Number of community outreach education events conducted	174
6	Estimated number of people reached by community outreach education events	15,498
7	Number of group education sessions for beneficiaries	138
8	Number of beneficiaries who attended group education sessions	3,716
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	63
10	Total number of simple inquiries received	44
11	Total number of simple inquiries resolved	44
12	Number of inquiries involving complex issues received	12
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$6,102
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$11,522
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$11,522

<b>Oklahoma – State of Oklahoma Insurance Department, Oklahoma City</b>		
<b>In operation since:</b> July 1999		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	0
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	0
4	Number of media airings	7,475
5	Number of community outreach education events conducted	89
6	Estimated number of people reached by community outreach education events	11,324
7	Number of group education sessions for beneficiaries	189
8	Number of beneficiaries who attended group education sessions	6,711
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	91
10	Total number of simple inquiries received	77
11	Total number of simple inquiries resolved	75
12	Number of inquiries involving complex issues received	6
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	15
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Oregon – Department of Human Services, Seniors and People with Disabilities, Salem</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	183
2	Total number of volunteer training hours	1,674
3	Total number of volunteer work hours	1,846
4	Number of media airings	18
5	Number of community outreach education events conducted	23
6	Estimated number of people reached by community outreach education events	2,519
7	Number of group education sessions for beneficiaries	93
8	Number of beneficiaries who attended group education sessions	1,895
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,167
10	Total number of simple inquiries received	3,186
11	Total number of simple inquiries resolved	3,186
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	9
13B	Total dollar amount referred for further action	\$3,013
14	Number of complex issues resolved	7
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia</b>		
<b>In operation since:</b> July 1997		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	61
2	Total number of volunteer training hours	114
3	Total number of volunteer work hours	1,003
4	Number of media airings	69
5	Number of community outreach education events conducted	86
6	Estimated number of people reached by community outreach education events	8,641
7	Number of group education sessions for beneficiaries	197
8	Number of beneficiaries who attended group education sessions	5,343
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,109
10	Total number of simple inquiries received	153
11	Total number of simple inquiries resolved	153
12	Number of inquiries involving complex issues received	68
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$423
14	Number of complex issues resolved	51
15	Number of complex issues pending further action	39
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Puerto Rico – Office of the Ombudsman for the Elderly, Santurce</b>		
<b>In operation since:</b> July 1999		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	26
2	Total number of volunteer training hours	938
3	Total number of volunteer work hours	4,948
4	Number of media airings	20
5	Number of community outreach education events conducted	1,174
6	Estimated number of people reached by community outreach education events	39,618
7	Number of group education sessions for beneficiaries	0
8	Number of beneficiaries who attended group education sessions	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5,219
10	Total number of simple inquiries received	0
11	Total number of simple inquiries resolved	0
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Rhode Island – Department of Elderly Affairs, Cranston</b>		
<b>In operation since:</b> July 2006		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	50
2	Total number of volunteer training hours	222
3	Total number of volunteer work hours	880
4	Number of media airings	181
5	Number of community outreach education events conducted	131
6	Estimated number of people reached by community outreach education events	3,903
7	Number of group education sessions for beneficiaries	77
8	Number of beneficiaries who attended group education sessions	1,738
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,592
10	Total number of simple inquiries received	3,757
11	Total number of simple inquiries resolved	3,757
12	Number of inquiries involving complex issues received	14
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$5,055
14	Number of complex issues resolved	28
15	Number of complex issues pending further action	32
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>South Carolina – Lt. Governor’s Office on Aging, Columbia</b>		
<b>In operation since:</b> July 2000		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	36
2	Total number of volunteer training hours	528
3	Total number of volunteer work hours	205
4	Number of media airings	4,397
5	Number of community outreach education events conducted	330
6	Estimated number of people reached by community outreach education events	20,982
7	Number of group education sessions for beneficiaries	105
8	Number of beneficiaries who attended group education sessions	2,882
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	10,151
10	Total number of simple inquiries received	2,459
11	Total number of simple inquiries resolved	2,373
12	Number of inquiries involving complex issues received	47
13A	Number of inquiries involving complex issues referred for further action	17
13B	Total dollar amount referred for further action	\$270
14	Number of complex issues resolved	12
15	Number of complex issues pending further action	70
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>South Dakota – East River Legal Services, Sioux Falls</b>		
<b>In operation since:</b> July 2000		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	28
2	Total number of volunteer training hours	33
3	Total number of volunteer work hours	73
4	Number of media airings	26
5	Number of community outreach education events conducted	6
6	Estimated number of people reached by community outreach education events	319
7	Number of group education sessions for beneficiaries	13
8	Number of beneficiaries who attended group education sessions	469
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	193
10	Total number of simple inquiries received	83
11	Total number of simple inquiries resolved	83
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$20,703
14	Number of complex issues resolved	15
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$18,973
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Tennessee – Upper Cumberland Development District, Cookeville</b>		
<b>In operation since: July 2001</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	125
2	Total number of volunteer training hours	1,507
3	Total number of volunteer work hours	1,817
4	Number of media airings	3,710
5	Number of community outreach education events conducted	579
6	Estimated number of people reached by community outreach education events	79,250
7	Number of group education sessions for beneficiaries	214
8	Number of beneficiaries who attended group education sessions	9,998
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,778
10	Total number of simple inquiries received	95
11	Total number of simple inquiries resolved	95
12	Number of inquiries involving complex issues received	55
13A	Number of inquiries involving complex issues referred for further action	25
13B	Total dollar amount referred for further action	\$6,152
14	Number of complex issues resolved	36
15	Number of complex issues pending further action	62
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,934
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$1,934

<b>Texas – Better Business Bureau Education, Houston</b>		
<b>In operation since:</b> July 2002		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	186
2	Total number of volunteer training hours	1,005
3	Total number of volunteer work hours	593
4	Number of media airings	3,632
5	Number of community outreach education events conducted	124
6	Estimated number of people reached by community outreach education events	10,142
7	Number of group education sessions for beneficiaries	258
8	Number of beneficiaries who attended group education sessions	8,135
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	441
10	Total number of simple inquiries received	484
11	Total number of simple inquiries resolved	469
12	Number of inquiries involving complex issues received	55
13A	Number of inquiries involving complex issues referred for further action	45
13B	Total dollar amount referred for further action	\$93,890
14	Number of complex issues resolved	45
15	Number of complex issues pending further action	135
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Utah – Utah Division of Aging and Adult Services, Salt Lake City</b>		
<b>In operation since:</b> June 2009		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	182
2	Total number of volunteer training hours	854
3	Total number of volunteer work hours	5,939
4	Number of media airings	135
5	Number of community outreach education events conducted	176
6	Estimated number of people reached by community outreach education events	11,401
7	Number of group education sessions for beneficiaries	300
8	Number of beneficiaries who attended group education sessions	6,532
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	6,335
10	Total number of simple inquiries received	7,675
11	Total number of simple inquiries resolved	7,675
12	Number of inquiries involving complex issues received	38
13A	Number of inquiries involving complex issues referred for further action	35
13B	Total dollar amount referred for further action	\$125,610
14	Number of complex issues resolved	39
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$11,140
17A	Expected Medicare funds recovered attributable to the projects	\$4,665
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$314
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$4,980

<b>Vermont – Community of Vermont Elders, Berlin</b>		
<b>In operation since: July 2003</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	47
2	Total number of volunteer training hours	162
3	Total number of volunteer work hours	957
4	Number of media airings	529
5	Number of community outreach education events conducted	19
6	Estimated number of people reached by community outreach education events	813
7	Number of group education sessions for beneficiaries	102
8	Number of beneficiaries who attended group education sessions	2,501
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0
10	Total number of simple inquiries received	18
11	Total number of simple inquiries resolved	18
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$220
14	Number of complex issues resolved	9
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Virginia – Virginia Association of Area Agencies on Aging, Richmond</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	36
2	Total number of volunteer training hours	341
3	Total number of volunteer work hours	360
4	Number of media airings	2,838
5	Number of community outreach education events conducted	268
6	Estimated number of people reached by community outreach education events	18,915
7	Number of group education sessions for beneficiaries	291
8	Number of beneficiaries who attended group education sessions	8,209
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	612
10	Total number of simple inquiries received	798
11	Total number of simple inquiries resolved	798
12	Number of inquiries involving complex issues received	31
13A	Number of inquiries involving complex issues referred for further action	47
13B	Total dollar amount referred for further action	\$4,349
14	Number of complex issues resolved	17
15	Number of complex issues pending further action	68
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Virgin Islands – Department of Human Services, Senior Citizens Affairs, St. Croix</b>		
<b>In operation since: July 2005</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	29
2	Total number of volunteer training hours	296
3	Total number of volunteer work hours	528
4	Number of media airings	89
5	Number of community outreach education events conducted	29
6	Estimated number of people reached by community outreach education events	2,404
7	Number of group education sessions for beneficiaries	38
8	Number of beneficiaries who attended group education sessions	485
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	115
10	Total number of simple inquiries received	17
11	Total number of simple inquiries resolved	17
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the projects	\$0

<b>Washington – Office of the Insurance Commissioner, Tumwater</b>		
<b>In operation since: July 1999</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	13
2	Total number of volunteer training hours	142
3	Total number of volunteer work hours	698
4	Number of media airings	4
5	Number of community outreach education events conducted	198
6	Estimated number of people reached by community outreach education events	22,412
7	Number of group education sessions for beneficiaries	1,245
8	Number of beneficiaries who attended group education sessions	19,479
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,272
10	Total number of simple inquiries received	7,537
11	Total number of simple inquiries resolved	7,525
12	Number of inquiries involving complex issues received	575
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$419
14	Number of complex issues resolved	328
15	Number of complex issues pending further action	323
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>West Virginia – AARP Foundation, Charleston</b>		
<b>In operation since:</b> July 2003		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	66
2	Total number of volunteer training hours	5
3	Total number of volunteer work hours	995
4	Number of media airings	337
5	Number of community outreach education events conducted	34
6	Estimated number of people reached by community outreach education events	5,880
7	Number of group education sessions for beneficiaries	40
8	Number of beneficiaries who attended group education sessions	24,646
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	504
10	Total number of simple inquiries received	2,560
11	Total number of simple inquiries resolved	2,560
12	Number of inquiries involving complex issues received	9
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$980
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	141
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

<b>Wisconsin – Coalition of Wisconsin Aging Groups, Madison</b>		
<b>In operation since:</b> July 1997		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	107
2	Total number of volunteer training hours	295
3	Total number of volunteer work hours	873
4	Number of media airings	1,187
5	Number of community outreach education events conducted	75
6	Estimated number of people reached by community outreach education events	5,804
7	Number of group education sessions for beneficiaries	152
8	Number of beneficiaries who attended group education sessions	3,721
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	193
10	Total number of simple inquiries received	1,812
11	Total number of simple inquiries resolved	1,809
12	Number of inquiries involving complex issues received	24
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$16,533
14	Number of complex issues resolved	26
15	Number of complex issues pending further action	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$7,891
17A	Expected Medicare funds recovered attributable to the projects	\$203
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$203

<b>Wyoming – Senior Citizens, Inc., Riverton</b>		
<b>In operation since: July 2000</b>		<b>Total for 2012</b>
	<b>PERFORMANCE MEASURES</b>	
1	Total number of active volunteers	32
2	Total number of volunteer training hours	673
3	Total number of volunteer work hours	85
4	Number of media airings	8,825
5	Number of community outreach education events conducted	52
6	Estimated number of people reached by community outreach education events	8,358
7	Number of group education sessions for beneficiaries	18
8	Number of beneficiaries who attended group education sessions	471
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,143
10	Total number of simple inquiries received	3,177
11	Total number of simple inquiries resolved	3,177
12	Number of inquiries involving complex issues received	10
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$2,213
14	Number of complex issues resolved	7
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare funds recovered attributable to the projects	\$0
17B	Expected Medicaid funds recovered attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A–17D	Total savings attributable to the projects	\$0

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## **APPENDIX E**

### **Definitions of Performance Measures**

The following list includes the definitions of the performance measures for 2012.

## Definitions

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### **ACTIVE VOLUNTEERS**

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

### **VOLUNTEER TRAINING**

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

### **MEDIA AIRINGS**

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

### **COMMUNITY OUTREACH/ EDUCATION EVENT**

An outreach and/or education activity conducted by SMP project staff or volunteers that is not a group education session, one-on-one session, or media airing. The purpose of such an event is to educate the public about health care fraud prevention, detection, and reporting, and the availability of project services in their area.

### **GROUP EDUCATION SESSIONS**

Formal presentations led by SMP project staff or volunteers to educate beneficiaries, family members, caregivers, and others on detecting fraud, waste, and abuse in the health care system and services offered by the project.

**ONE-ON-ONE COUNSELING SESSION**

A meeting between an SMP project representative and an individual beneficiary and/or his or her family or caregiver for the purpose of discussing or gathering information about potential health care fraud, error, or abuse. One-on-one counseling sessions may include beneficiary counseling, information gathering, or information sharing.

**SIMPLE INQUIRY**

A brief contact initiated by a consumer and/or beneficiary that is resolved with minimal time and research or review. Simple inquiries typically do not require individual demographic or private personal information, such as a Medicare number or information about a medical condition.

**COMPLEX ISSUES**

An inquiry that generally requires the SMP project staff or volunteer to obtain beneficiary personal identifying information and detailed information related to the issue, complaint, or allegation in order to conduct further investigation or referral.

**COMPLEX ISSUES REFERRED FOR FURTHER ACTION**

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

**COMPLEX ISSUES RESOLVED**

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

**COMPLEX ISSUES PENDING FURTHER ACTION**

All complex issues—irrespective of when they were received—that are still being investigated by either the SMP project or an entity to which the case was referred.

**COST AVOIDANCE**

Health care expenditures for which the Government, a beneficiary, or other entity (e.g., secondary health insurer) was relieved of responsibility for payment as a result of the SMP project.

**EXPECTED MEDICARE FUNDS RECOVERED**

This amount represents actual and expected recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This applies to the amount of money that was ordered or agreed upon to be returned to Medicare, and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicare contractor or a law enforcement agency.

**EXPECTED MEDICAID FUNDS RECOVERED**

This amount represents actual and expected recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This applies to the amount of money that was ordered or agreed upon to be returned to Medicaid, and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicaid Fraud Control Unit or a law enforcement agency.

**SAVINGS TO THE BENEFICIARY**

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

**OTHER SAVINGS**

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