



MAY 06 2011

**TO:** Edwin L. Walker  
Deputy Assistant Secretary for Program Operations  
Administration on Aging

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

**SUBJECT:** Memorandum Report: *Performance Data for the Senior Medicare Patrol Projects: May 2011 Performance Report*, OEI-02-11-00110

This memorandum report presents performance data for the Senior Medicare Patrol Projects. The Office of Inspector General (OIG) has collected these data since 1997. In July 2010, the Administration on Aging (AoA) requested that OIG continue to collect and report performance data for the Senior Medicare Patrol Projects to support AoA's efforts to evaluate and improve the performance of these projects. AoA also proposed several changes to the report format. OIG agreed to implement the format changes and to continue collecting performance data every 6 months but to report the data on an annual basis.

## SUMMARY

In 2010, the 55 Senior Medicare Patrol Projects had 4,964 active volunteers. Medicare funds recovered that were attributable to the projects were \$22,262 and total savings to Medicare, Medicaid, beneficiaries, and others were \$39,031. The projects had almost a 12-percent increase in the number of active volunteers in 2010, compared to the number in 2009. Despite this fact, total savings to Medicare, Medicaid, beneficiaries, and others decreased from \$214,060 in 2009 to \$39,031 in 2010, for an 82-percent decrease.

## BACKGROUND

The Senior Medicare Patrol Projects receive grants from AoA to recruit retired professionals to serve as educators and resources in helping beneficiaries to detect and report fraud, waste, and abuse in the Medicare program. At least 1 project is located in each of the 50 States, as well as in the District of Columbia, Puerto Rico, Guam, and the Virgin

Islands. In 2010, 55 Senior Medicare Patrol Projects received a total of \$9 million from AoA.<sup>1</sup>

Additionally, in October 2010, the Centers for Medicare & Medicaid Services (CMS) announced an increase in funding for the Senior Medicare Patrol Projects in an effort to fight Medicare fraud. Specifically, CMS awarded an additional \$9 million in grants to the projects to increase outreach and education to Medicare beneficiaries, particularly in targeted cities with high risks for fraud.<sup>2</sup>

### **Performance Measures**

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

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

### **Tracking Systems**

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

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<sup>1</sup> AoA was allocated an additional \$3.8 million in Health Care Fraud and Abuse Control Program funding to support infrastructure, technical assistance, and other Senior Medicare Patrol Project activities.

<sup>2</sup> CMS, *Medicare Awards Grants to More than 50 Senior Medicare Patrol Programs*. Accessed at [http://www.aoa.gov/AoARoot/Press\\_Room/For\\_The\\_Press/pr/archive/2010/october/CMS\\_grants\\_to\\_SMPs\\_10\\_01\\_2010.pdf](http://www.aoa.gov/AoARoot/Press_Room/For_The_Press/pr/archive/2010/october/CMS_grants_to_SMPs_10_01_2010.pdf) on March 31, 2011.

## **METHODOLOGY**

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

### **Standards**

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

## **RESULTS**

### **Results for 2010**

In 2010, the 55 projects had a total of 4,964 active volunteers. These volunteers educated beneficiaries in 8,300 group education sessions and held 70,789 one-on-one counseling sessions. In addition, the projects conducted 51,885 media airings and 6,231 community outreach education events. As a result of these training sessions and events, the projects received 91,094 simple inquiries. They also received 2,273 inquiries involving complex issues, of which 922 were referred for further action. Medicare funds recovered attributable to the projects were \$22,262 and actual savings to the beneficiaries attributable to the projects were \$15,466. Total savings to Medicare, Medicaid, beneficiaries, and others were \$39,031. Additionally, cost avoidance on behalf of the Medicare program, the Medicaid program, beneficiaries, and others, totaled \$248,064.

### **Results Since 1997**

Since the inception of the program 14 years ago, a total of 72 projects (17 of which had closed as of December 2008) reported educating beneficiaries in 82,968 group education sessions and 1,112,887 one-on-one sessions. In addition, the projects reported conducting 1,321,222 media airings and 75,062 community outreach education events. Actual Medicare funds recovered attributable to the projects were \$4,619,837. Total savings to Medicare, Medicaid, beneficiaries, and other payers were approximately \$106 million. Most of the \$106 million in savings was the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare.

### **Documentation of Recovered Funds**

In 2010, 4 of the 55 projects submitted 7 forms of documentation. Six forms of documentation showed funds recovered to the Medicare program by an investigative agency or Medicare

contractor. The remaining form of documentation showed funds recovered directly from a Medicare durable medical equipment supplier.

### **Comparison With Results for 2009**

The projects had more active volunteers in 2010, compared to the number in 2009. In 2010, projects had 4,964 volunteers, compared to 4,444 in 2009. The number of group education sessions and one-on-one counseling sessions held by the projects increased in 2010, compared to 2009. Specifically, projects reported educating beneficiaries in 8,300 group education sessions and 70,789 one-on-one counseling sessions in 2010, compared to 7,177 group education sessions and 33,855 one-on-one counseling sessions in 2009. However, Medicare funds recovered and total savings to Medicare, Medicaid, beneficiaries, and others were less in 2010, compared to totals in 2009. In 2010, Medicare funds recovered attributable to the projects were \$22,262 compared to \$76,176 in 2009. Total savings to Medicare, Medicaid, beneficiaries, and others attributable to the projects were \$39,031 in 2010, compared to \$214,060 in 2009.

### **CONCLUSION**

In 2010, the 55 Senior Medicare Patrol Projects had a total of 4,964 active volunteers. Medicare funds recovered that were attributable to the projects were \$22,262 and total savings to Medicare, Medicaid, beneficiaries, and others were \$39,031. The projects had almost a 12-percent increase in the number of active volunteers in 2010, compared to the number in 2009. Despite this fact, total savings to Medicare, Medicaid, beneficiaries, and others decreased from \$214,060 in 2009 to \$39,031 in 2010, for an 82-percent decrease.

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

As agreed, we will continue to monitor the projects and will provide AoA with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this memorandum report, please provide them within 60 days. Please refer to report number OEI-02-11-00110 in all correspondence.

# Senior Medicare Patrol Projects' Performance Measure Results

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## Summary of Performance for All Projects Since 1997

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

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

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

## Summary of Performance for All Projects Since 1997

|                      |  | Total Since 1997 |
|----------------------|--|------------------|
| PERFORMANCE MEASURES |  |                  |
| 1                    | Total number of active volunteers*   | 24,431           |
| 2                    | Total number of volunteer training hours*  | 341,032          |
| 3                    | Total number of volunteer work hours*  | 673,466          |
| 4                    | Number of media airings  | 1,321,222        |
| 5                    | Number of community outreach education events conducted                          | 75,062           |
| 6                    | Estimated number of people reached by community outreach education events        | 25,319,413       |
| 7                    | Number of group education sessions for beneficiaries                             | 82,968           |
| 8                    | Number of beneficiaries who attended group education sessions                    | 3,098,309        |
| 9                    | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 1,112,887        |
| 10                   | Total number of simple inquiries received*                                       | 261,878          |
| 11                   | Total number of simple inquiries resolved*                                       | 249,007          |
| 12                   | Number of inquiries involving complex issues received*                           | 27,008           |
| 13A                  | Number of inquiries involving complex issues referred for further action*        | 6,333            |
| 13B                  | Total dollar amount referred for further action*                                 | \$9,107,097      |
| 14                   | Number of complex issues resolved*   | 12,181           |
| 15                   | Number of complex issues pending further action*                                 | 2,289            |
| 16                   | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*        | \$8,334,365      |
| 17A                  | Actual Medicare funds recovered attributable to the projects                     | \$4,619,837      |
| 17B                  | Actual Medicaid funds recovered attributable to the projects                     | \$555,720        |
| 17C                  | Actual savings to beneficiaries attributable to the projects                     | \$3,232,239      |
| 17D                  | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$97,568,183     |
| 17A –17D             | Total savings attributable to the projects                                       | \$105,975,979    |



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## **Summary of Performance for All Projects for 2010**

The following table provides data for the 55 Senior Medicare Patrol Projects that operated in 2010.

## Summary of Performance for All Projects for 2010

|          |  | Total for 2010 |
|----------|--|----------------|
|          | PERFORMANCE MEASURES   |                |
| 1        | Total number of active volunteers  | 4,964          |
| 2        | Total number of volunteer training hours   | 53,878         |
| 3        | Total number of volunteer work hours   | 129,662        |
| 4        | Number of media airings  | 51,885         |
| 5        | Number of community outreach education events conducted                          | 6,231          |
| 6        | Estimated number of people reached by community outreach education events        | 1,469,785      |
| 7        | Number of group education sessions for beneficiaries                             | 8,300          |
| 8        | Number of beneficiaries who attended group education sessions                    | 298,097        |
| 9        | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 70,789         |
| 10       | Total number of simple inquiries received  | 91,094         |
| 11       | Total number of simple inquiries resolved  | 87,951         |
| 12       | Number of inquiries involving complex issues received                            | 2,273          |
| 13A      | Number of inquiries involving complex issues referred for further action         | 922            |
| 13B      | Total dollar amount referred for further action                                  | \$1,484,005    |
| 14       | Number of complex issues resolved  | 1,661          |
| 15       | Number of complex issues pending further action                                  | 2,289          |
| 16       | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$248,064      |
| 17A      | Actual Medicare funds recovered attributable to the projects                     | \$22,262       |
| 17B      | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C      | Actual savings to beneficiaries attributable to the projects                     | \$15,466       |
| 17D      | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$1,303        |
| 17A –17D | Total savings attributable to the projects                                       | \$39,031       |

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**Projects' Results for Each Performance Measure for 2010**

The following tables provide the results for each performance measure for each of the 55 Senior Medicare Patrol Projects operating in 2010.

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 56             |  | Nebraska       | 116            |
| Alaska               | 58             |  | Nevada         | 24             |
| Arizona              | 45             |  | New Hampshire  | 6              |
| Arkansas             | 104            |  | New Jersey     | 20             |
| California           | 224            |  | New Mexico     | 111            |
| Colorado             | 137            |  | New York       | 386            |
| Connecticut          | 158            |  | North Carolina | 133            |
| Delaware             | 23             |  | North Dakota   | 37             |
| District of Columbia | 61             |  | Ohio           | 74             |
| Florida              | 247            |  | Oklahoma       | 68             |
| Georgia              | 109            |  | Oregon         | 171            |
| Guam                 | 20             |  | Pennsylvania   | 45             |
| Hawaii               | 35             |  | Puerto Rico    | 22             |
| Idaho                | 174            |  | Rhode Island   | 49             |
| Illinois             | 72             |  | South Carolina | 0              |
| Indiana              | 33             |  | South Dakota   | 53             |
| Iowa                 | 95             |  | Tennessee      | 115            |
| Kansas               | 61             |  | Texas – BBB    | 187            |
| Kentucky             | 69             |  | Texas – NHCOA  | 272            |
| Louisiana            | 33             |  | Utah           | 99             |
| Maine                | 99             |  | Vermont        | 38             |
| Maryland             | 133            |  | Virginia       | 93             |
| Massachusetts        | 43             |  | Virgin Islands | 39             |
| Michigan             | 286            |  | Washington     | 24             |
| Minnesota            | 76             |  | West Virginia  | 62             |
| Mississippi          | 38             |  | Wisconsin      | 78             |
| Missouri             | 80             |  | Wyoming        | 39             |
| Montana              | 34             |  |                |                |

**PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours\***

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 379            |  | Nebraska       | 837            |
| Alaska               | 985            |  | Nevada         | 190            |
| Arizona              | 966            |  | New Hampshire  | 25             |
| Arkansas             | 683            |  | New Jersey     | 276            |
| California           | 496            |  | New Mexico     | 2,182          |
| Colorado             | 3,290          |  | New York       | 1,613          |
| Connecticut          | 922            |  | North Carolina | 3,497          |
| Delaware             | 105            |  | North Dakota   | 45             |
| District of Columbia | 514            |  | Ohio           | 1,150          |
| Florida              | 1,084          |  | Oklahoma       | 248            |
| Georgia              | 482            |  | Oregon         | 440            |
| Guam                 | 4,010          |  | Pennsylvania   | 176            |
| Hawaii               | 524            |  | Puerto Rico    | 568            |
| Idaho                | 1,949          |  | Rhode Island   | 193            |
| Illinois             | 367            |  | South Carolina | 0              |
| Indiana              | 38             |  | South Dakota   | 207            |
| Iowa                 | 455            |  | Tennessee      | 1,240          |
| Kansas               | 263            |  | Texas – BBB    | 1,297          |
| Kentucky             | 449            |  | Texas – NHCOA  | 5,017          |
| Louisiana            | 207            |  | Utah           | 1,005          |
| Maine                | 2,033          |  | Vermont        | 243            |
| Maryland             | 2,337          |  | Virginia       | 508            |
| Massachusetts        | 243            |  | Virgin Islands | 320            |
| Michigan             | 6,488          |  | Washington     | 476            |
| Minnesota            | 552            |  | West Virginia  | 394            |
| Mississippi          | 203            |  | Wisconsin      | 358            |
| Missouri             | 325            |  | Wyoming        | 783            |
| Montana              | 248            |  |                |                |

\*The total number of volunteer training hours does not match the total for this performance measure in Appendix B because of rounding.

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**PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours\***

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | 19,020                |  | Nebraska       | 196                   |
| Alaska               | 1,016                 |  | Nevada         | 84                    |
| Arizona              | 2,942                 |  | New Hampshire  | 1,665                 |
| Arkansas             | 373                   |  | New Jersey     | 157                   |
| California           | 2,019                 |  | New Mexico     | 2,104                 |
| Colorado             | 698                   |  | New York       | 1,143                 |
| Connecticut          | 287                   |  | North Carolina | 4,484                 |
| Delaware             | 412                   |  | North Dakota   | 293                   |
| District of Columbia | 530                   |  | Ohio           | 1,256                 |
| Florida              | 1,806                 |  | Oklahoma       | 2,698                 |
| Georgia              | 2,519                 |  | Oregon         | 4,786                 |
| Guam                 | 4,035                 |  | Pennsylvania   | 602                   |
| Hawaii               | 375                   |  | Puerto Rico    | 1,629                 |
| Idaho                | 2,918                 |  | Rhode Island   | 147                   |
| Illinois             | 360                   |  | South Carolina | 0                     |
| Indiana              | 106                   |  | South Dakota   | 160                   |
| Iowa                 | 2,070                 |  | Tennessee      | 1,915                 |
| Kansas               | 255                   |  | Texas – BBB    | 302                   |
| Kentucky             | 746                   |  | Texas – NHCOA  | 32,772                |
| Louisiana            | 805                   |  | Utah           | 6,601                 |
| Maine                | 4,479                 |  | Vermont        | 1,865                 |
| Maryland             | 4,043                 |  | Virginia       | 107                   |
| Massachusetts        | 3,369                 |  | Virgin Islands | 548                   |
| Michigan             | 945                   |  | Washington     | 1,802                 |
| Minnesota            | 456                   |  | West Virginia  | 367                   |
| Mississippi          | 1,821                 |  | Wisconsin      | 844                   |
| Missouri             | 1,770                 |  | Wyoming        | 77                    |
| Montana              | 885                   |  |                |                       |

\*The total number of volunteer work hours does not match the total for this performance measure in Appendix B because of rounding.

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

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | 106                   |  | Nebraska       | 237                   |
| Alaska               | 180                   |  | Nevada         | 88                    |
| Arizona              | 69                    |  | New Hampshire  | 283                   |
| Arkansas             | 47                    |  | New Jersey     | 24                    |
| California           | 160                   |  | New Mexico     | 14                    |
| Colorado             | 103                   |  | New York       | 236                   |
| Connecticut          | 5                     |  | North Carolina | 775                   |
| Delaware             | 2,308                 |  | North Dakota   | 16                    |
| District of Columbia | 331                   |  | Ohio           | 58                    |
| Florida              | 139                   |  | Oklahoma       | 11                    |
| Georgia              | 122                   |  | Oregon         | 1,249                 |
| Guam                 | 32,192                |  | Pennsylvania   | 1,278                 |
| Hawaii               | 86                    |  | Puerto Rico    | 0                     |
| Idaho                | 25                    |  | Rhode Island   | 3                     |
| Illinois             | 356                   |  | South Carolina | 2,610                 |
| Indiana              | 259                   |  | South Dakota   | 34                    |
| Iowa                 | 157                   |  | Tennessee      | 297                   |
| Kansas               | 190                   |  | Texas – BBB    | 40                    |
| Kentucky             | 109                   |  | Texas – NHCOA  | 81                    |
| Louisiana            | 487                   |  | Utah           | 87                    |
| Maine                | 23                    |  | Vermont        | 19                    |
| Maryland             | 1,127                 |  | Virginia       | 56                    |
| Massachusetts        | 93                    |  | Virgin Islands | 219                   |
| Michigan             | 101                   |  | Washington     | 60                    |
| Minnesota            | 19                    |  | West Virginia  | 107                   |
| Mississippi          | 98                    |  | Wisconsin      | 282                   |
| Missouri             | 53                    |  | Wyoming        | 4,468                 |
| Montana              | 308                   |  |                |                       |

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 235            |  | Nebraska       | 200            |
| Alaska               | 16             |  | Nevada         | 33             |
| Arizona              | 89             |  | New Hampshire  | 65             |
| Arkansas             | 48             |  | New Jersey     | 33             |
| California           | 115            |  | New Mexico     | 162            |
| Colorado             | 96             |  | New York       | 281            |
| Connecticut          | 35             |  | North Carolina | 202            |
| Delaware             | 182            |  | North Dakota   | 44             |
| District of Columbia | 75             |  | Ohio           | 107            |
| Florida              | 205            |  | Oklahoma       | 131            |
| Georgia              | 174            |  | Oregon         | 149            |
| Guam                 | 48             |  | Pennsylvania   | 57             |
| Hawaii               | 29             |  | Puerto Rico    | 298            |
| Idaho                | 45             |  | Rhode Island   | 23             |
| Illinois             | 178            |  | South Carolina | 529            |
| Indiana              | 187            |  | South Dakota   | 6              |
| Iowa                 | 45             |  | Tennessee      | 320            |
| Kansas               | 25             |  | Texas – BBB    | 41             |
| Kentucky             | 96             |  | Texas – NHCOA  | 51             |
| Louisiana            | 101            |  | Utah           | 96             |
| Maine                | 190            |  | Vermont        | 4              |
| Maryland             | 156            |  | Virginia       | 176            |
| Massachusetts        | 42             |  | Virgin Islands | 34             |
| Michigan             | 140            |  | Washington     | 167            |
| Minnesota            | 55             |  | West Virginia  | 35             |
| Mississippi          | 128            |  | Wisconsin      | 52             |
| Missouri             | 104            |  | Wyoming        | 54             |
| Montana              | 42             |  |                |                |

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

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | 13,642                |  | Nebraska       | 17,123                |
| Alaska               | 2,048                 |  | Nevada         | 4,563                 |
| Arizona              | 14,825                |  | New Hampshire  | 3,441                 |
| Arkansas             | 3,533                 |  | New Jersey     | 3,602                 |
| California           | 43,582                |  | New Mexico     | 16,158                |
| Colorado             | 7,007                 |  | New York       | 31,659                |
| Connecticut          | 2,781                 |  | North Carolina | 837,207               |
| Delaware             | 3,360                 |  | North Dakota   | 4,685                 |
| District of Columbia | 11,292                |  | Ohio           | 12,898                |
| Florida              | 28,136                |  | Oklahoma       | 23,686                |
| Georgia              | 20,674                |  | Oregon         | 17,845                |
| Guam                 | 4,778                 |  | Pennsylvania   | 4,079                 |
| Hawaii               | 3,874                 |  | Puerto Rico    | 16,128                |
| Idaho                | 21,410                |  | Rhode Island   | 1,438                 |
| Illinois             | 16,684                |  | South Carolina | 28,052                |
| Indiana              | 18,727                |  | South Dakota   | 162                   |
| Iowa                 | 4,229                 |  | Tennessee      | 19,732                |
| Kansas               | 1,853                 |  | Texas – BBB    | 4,551                 |
| Kentucky             | 9,044                 |  | Texas – NHCOA  | 3,743                 |
| Louisiana            | 5,526                 |  | Utah           | 10,489                |
| Maine                | 5,748                 |  | Vermont        | 361                   |
| Maryland             | 34,139                |  | Virginia       | 19,910                |
| Massachusetts        | 6,651                 |  | Virgin Islands | 3,312                 |
| Michigan             | 18,888                |  | Washington     | 35,727                |
| Minnesota            | 6,447                 |  | West Virginia  | 12,493                |
| Mississippi          | 9,441                 |  | Wisconsin      | 4,589                 |
| Missouri             | 6,267                 |  | Wyoming        | 3,943                 |
| Montana              | 3,623                 |  |                |                       |

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

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | 242                   |  | Nebraska       | 92                    |
| Alaska               | 25                    |  | Nevada         | 9                     |
| Arizona              | 139                   |  | New Hampshire  | 51                    |
| Arkansas             | 84                    |  | New Jersey     | 136                   |
| California           | 580                   |  | New Mexico     | 68                    |
| Colorado             | 129                   |  | New York       | 492                   |
| Connecticut          | 52                    |  | North Carolina | 443                   |
| Delaware             | 39                    |  | North Dakota   | 62                    |
| District of Columbia | 64                    |  | Ohio           | 51                    |
| Florida              | 391                   |  | Oklahoma       | 305                   |
| Georgia              | 391                   |  | Oregon         | 100                   |
| Guam                 | 108                   |  | Pennsylvania   | 30                    |
| Hawaii               | 27                    |  | Puerto Rico    | 2                     |
| Idaho                | 80                    |  | Rhode Island   | 14                    |
| Illinois             | 352                   |  | South Carolina | 17                    |
| Indiana              | 202                   |  | South Dakota   | 35                    |
| Iowa                 | 873                   |  | Tennessee      | 144                   |
| Kansas               | 26                    |  | Texas – BBB    | 185                   |
| Kentucky             | 65                    |  | Texas – NHCOA  | 216                   |
| Louisiana            | 55                    |  | Utah           | 221                   |
| Maine                | 64                    |  | Vermont        | 50                    |
| Maryland             | 156                   |  | Virginia       | 157                   |
| Massachusetts        | 42                    |  | Virgin Islands | 44                    |
| Michigan             | 170                   |  | Washington     | 108                   |
| Minnesota            | 335                   |  | West Virginia  | 20                    |
| Mississippi          | 87                    |  | Wisconsin      | 169                   |
| Missouri             | 56                    |  | Wyoming        | 25                    |
| Montana              | 220                   |  |                |                       |

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

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | 8,788                 |  | Nebraska       | 2,556                 |
| Alaska               | 9,251                 |  | Nevada         | 195                   |
| Arizona              | 9,018                 |  | New Hampshire  | 1,268                 |
| Arkansas             | 3,306                 |  | New Jersey     | 5,133                 |
| California           | 18,506                |  | New Mexico     | 2,474                 |
| Colorado             | 2,865                 |  | New York       | 14,212                |
| Connecticut          | 1,566                 |  | North Carolina | 32,955                |
| Delaware             | 1,219                 |  | North Dakota   | 942                   |
| District of Columbia | 1,488                 |  | Ohio           | 1,148                 |
| Florida              | 13,393                |  | Oklahoma       | 11,028                |
| Georgia              | 10,342                |  | Oregon         | 2,689                 |
| Guam                 | 2,313                 |  | Pennsylvania   | 674                   |
| Hawaii               | 999                   |  | Puerto Rico    | 110                   |
| Idaho                | 2,595                 |  | Rhode Island   | 201                   |
| Illinois             | 12,771                |  | South Carolina | 296                   |
| Indiana              | 4,021                 |  | South Dakota   | 4,830                 |
| Iowa                 | 24,926                |  | Tennessee      | 4,092                 |
| Kansas               | 1,652                 |  | Texas – BBB    | 7,234                 |
| Kentucky             | 1,975                 |  | Texas – NHCOA  | 9,807                 |
| Louisiana            | 1,524                 |  | Utah           | 5,184                 |
| Maine                | 1,297                 |  | Vermont        | 1,087                 |
| Maryland             | 6,077                 |  | Virginia       | 4,417                 |
| Massachusetts        | 1,200                 |  | Virgin Islands | 689                   |
| Michigan             | 9,412                 |  | Washington     | 3,999                 |
| Minnesota            | 2,926                 |  | West Virginia  | 10,681                |
| Mississippi          | 1,669                 |  | Wisconsin      | 5,369                 |
| Missouri             | 1,618                 |  | Wyoming        | 614                   |
| Montana              | 7,496                 |  |                |                       |

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 42             |  | Nebraska       | 83             |
| Alaska               | 2              |  | Nevada         | 9              |
| Arizona              | 40             |  | New Hampshire  | 226            |
| Arkansas             | 293            |  | New Jersey     | 210            |
| California           | 0              |  | New Mexico     | 1,717          |
| Colorado             | 10             |  | New York       | 2,378          |
| Connecticut          | 0              |  | North Carolina | 10,834         |
| Delaware             | 182            |  | North Dakota   | 19             |
| District of Columbia | 24             |  | Ohio           | 136            |
| Florida              | 57             |  | Oklahoma       | 511            |
| Georgia              | 166            |  | Oregon         | 4,579          |
| Guam                 | 135            |  | Pennsylvania   | 785            |
| Hawaii               | 19             |  | Puerto Rico    | 1,257          |
| Idaho                | 9,292          |  | Rhode Island   | 53             |
| Illinois             | 3,114          |  | South Carolina | 4              |
| Indiana              | 517            |  | South Dakota   | 292            |
| Iowa                 | 74             |  | Tennessee      | 2,620          |
| Kansas               | 73             |  | Texas – BBB    | 15             |
| Kentucky             | 1,808          |  | Texas – NHCOA  | 14,885         |
| Louisiana            | 81             |  | Utah           | 3,982          |
| Maine                | 1,386          |  | Vermont        | 0              |
| Maryland             | 2,255          |  | Virginia       | 126            |
| Massachusetts        | 430            |  | Virgin Islands | 102            |
| Michigan             | 36             |  | Washington     | 321            |
| Minnesota            | 135            |  | West Virginia  | 127            |
| Mississippi          | 661            |  | Wisconsin      | 29             |
| Missouri             | 15             |  | Wyoming        | 3,980          |
| Montana              | 662            |  |                |                |

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

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | 3,643                 |  | Nebraska       | 2,428                 |
| Alaska               | 20                    |  | Nevada         | 83                    |
| Arizona              | 359                   |  | New Hampshire  | 6                     |
| Arkansas             | 215                   |  | New Jersey     | 291                   |
| California           | 202                   |  | New Mexico     | 4                     |
| Colorado             | 396                   |  | New York       | 110                   |
| Connecticut          | 547                   |  | North Carolina | 16,605                |
| Delaware             | 109                   |  | North Dakota   | 86                    |
| District of Columbia | 72                    |  | Ohio           | 96                    |
| Florida              | 238                   |  | Oklahoma       | 348                   |
| Georgia              | 2,404                 |  | Oregon         | 876                   |
| Guam                 | 874                   |  | Pennsylvania   | 31                    |
| Hawaii               | 186                   |  | Puerto Rico    | 0                     |
| Idaho                | 3,273                 |  | Rhode Island   | 7,587                 |
| Illinois             | 2,046                 |  | South Carolina | 4,364                 |
| Indiana              | 34                    |  | South Dakota   | 137                   |
| Iowa                 | 180                   |  | Tennessee      | 146                   |
| Kansas               | 152                   |  | Texas – BBB    | 369                   |
| Kentucky             | 1,096                 |  | Texas – NHCOA  | 12,708                |
| Louisiana            | 166                   |  | Utah           | 8,354                 |
| Maine                | 3,012                 |  | Vermont        | 14                    |
| Maryland             | 7,855                 |  | Virginia       | 429                   |
| Massachusetts        | 661                   |  | Virgin Islands | 15                    |
| Michigan             | 7                     |  | Washington     | 179                   |
| Minnesota            | 919                   |  | West Virginia  | 938                   |
| Mississippi          | 1,263                 |  | Wisconsin      | 1,084                 |
| Missouri             | 3,514                 |  | Wyoming        | 80                    |
| Montana              | 283                   |  |                |                       |

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

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | 3,458                 |  | Nebraska       | 2,377                 |
| Alaska               | 19                    |  | Nevada         | 75                    |
| Arizona              | 354                   |  | New Hampshire  | 6                     |
| Arkansas             | 215                   |  | New Jersey     | 289                   |
| California           | 199                   |  | New Mexico     | 4                     |
| Colorado             | 364                   |  | New York       | 106                   |
| Connecticut          | 531                   |  | North Carolina | 15,639                |
| Delaware             | 104                   |  | North Dakota   | 86                    |
| District of Columbia | 72                    |  | Ohio           | 96                    |
| Florida              | 238                   |  | Oklahoma       | 344                   |
| Georgia              | 2,384                 |  | Oregon         | 876                   |
| Guam                 | 872                   |  | Pennsylvania   | 27                    |
| Hawaii               | 186                   |  | Puerto Rico    | 0                     |
| Idaho                | 3,273                 |  | Rhode Island   | 6,898                 |
| Illinois             | 2,045                 |  | South Carolina | 4,364                 |
| Indiana              | 33                    |  | South Dakota   | 137                   |
| Iowa                 | 178                   |  | Tennessee      | 146                   |
| Kansas               | 148                   |  | Texas – BBB    | 361                   |
| Kentucky             | 1,091                 |  | Texas – NHCOA  | 12,409                |
| Louisiana            | 166                   |  | Utah           | 8,354                 |
| Maine                | 2,981                 |  | Vermont        | 14                    |
| Maryland             | 7,114                 |  | Virginia       | 427                   |
| Massachusetts        | 659                   |  | Virgin Islands | 15                    |
| Michigan             | 7                     |  | Washington     | 170                   |
| Minnesota            | 919                   |  | West Virginia  | 938                   |
| Mississippi          | 1,263                 |  | Wisconsin      | 1,043                 |
| Missouri             | 3,514                 |  | Wyoming        | 80                    |
| Montana              | 283                   |  |                |                       |

A P P E N D I X ~ C

**PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received**

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 7              |  | Nebraska       | 39             |
| Alaska               | 4              |  | Nevada         | 4              |
| Arizona              | 10             |  | New Hampshire  | 22             |
| Arkansas             | 38             |  | New Jersey     | 10             |
| California           | 109            |  | New Mexico     | 63             |
| Colorado             | 113            |  | New York       | 11             |
| Connecticut          | 9              |  | North Carolina | 1              |
| Delaware             | 11             |  | North Dakota   | 3              |
| District of Columbia | 9              |  | Ohio           | 18             |
| Florida              | 53             |  | Oklahoma       | 13             |
| Georgia              | 65             |  | Oregon         | 16             |
| Guam                 | 0              |  | Pennsylvania   | 13             |
| Hawaii               | 15             |  | Puerto Rico    | 0              |
| Idaho                | 93             |  | Rhode Island   | 20             |
| Illinois             | 88             |  | South Carolina | 10             |
| Indiana              | 10             |  | South Dakota   | 3              |
| Iowa                 | 24             |  | Tennessee      | 35             |
| Kansas               | 25             |  | Texas – BBB    | 83             |
| Kentucky             | 10             |  | Texas – NHCOA  | 118            |
| Louisiana            | 77             |  | Utah           | 80             |
| Maine                | 6              |  | Vermont        | 8              |
| Maryland             | 87             |  | Virginia       | 19             |
| Massachusetts        | 54             |  | Virgin Islands | 0              |
| Michigan             | 25             |  | Washington     | 226            |
| Minnesota            | 373            |  | West Virginia  | 28             |
| Mississippi          | 50             |  | Wisconsin      | 20             |
| Missouri             | 19             |  | Wyoming        | 3              |
| Montana              | 23             |  |                |                |

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 0              |  | Nebraska       | 22             |
| Alaska               | 1              |  | Nevada         | 0              |
| Arizona              | 6              |  | New Hampshire  | 6              |
| Arkansas             | 15             |  | New Jersey     | 3              |
| California           | 76             |  | New Mexico     | 8              |
| Colorado             | 87             |  | New York       | 7              |
| Connecticut          | 2              |  | North Carolina | 0              |
| Delaware             | 8              |  | North Dakota   | 0              |
| District of Columbia | 4              |  | Ohio           | 12             |
| Florida              | 26             |  | Oklahoma       | 4              |
| Georgia              | 63             |  | Oregon         | 11             |
| Guam                 | 0              |  | Pennsylvania   | 2              |
| Hawaii               | 6              |  | Puerto Rico    | 0              |
| Idaho                | 3              |  | Rhode Island   | 2              |
| Illinois             | 65             |  | South Carolina | 3              |
| Indiana              | 41             |  | South Dakota   | 0              |
| Iowa                 | 12             |  | Tennessee      | 25             |
| Kansas               | 15             |  | Texas – BBB    | 60             |
| Kentucky             | 6              |  | Texas – NHCOA  | 96             |
| Louisiana            | 32             |  | Utah           | 70             |
| Maine                | 5              |  | Vermont        | 1              |
| Maryland             | 9              |  | Virginia       | 10             |
| Massachusetts        | 2              |  | Virgin Islands | 0              |
| Michigan             | 10             |  | Washington     | 25             |
| Minnesota            | 14             |  | West Virginia  | 10             |
| Mississippi          | 8              |  | Wisconsin      | 6              |
| Missouri             | 16             |  | Wyoming        | 1              |
| Montana              | 6              |  |                |                |

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

|                      | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
|----------------------|-----------------------|--|----------------|-----------------------|
| Alabama              | \$77                  |  | Nebraska       | \$151,145             |
| Alaska               | \$0                   |  | Nevada         | \$0                   |
| Arizona              | \$4,560               |  | New Hampshire  | \$725                 |
| Arkansas             | \$3,688               |  | New Jersey     | \$2,115               |
| California           | \$67,286              |  | New Mexico     | \$205,936             |
| Colorado             | \$156,674             |  | New York       | \$0                   |
| Connecticut          | \$25,435              |  | North Carolina | \$0                   |
| Delaware             | \$83,081              |  | North Dakota   | \$0                   |
| District of Columbia | \$2,200               |  | Ohio           | \$14,425              |
| Florida              | \$51,827              |  | Oklahoma       | \$786                 |
| Georgia              | \$96,835              |  | Oregon         | \$673                 |
| Guam                 | \$0                   |  | Pennsylvania   | \$0                   |
| Hawaii               | \$789                 |  | Puerto Rico    | \$0                   |
| Idaho                | \$947                 |  | Rhode Island   | \$3,420               |
| Illinois             | \$67,509              |  | South Carolina | \$0                   |
| Indiana              | \$0                   |  | South Dakota   | \$0                   |
| Iowa                 | \$7,341               |  | Tennessee      | \$2,030               |
| Kansas               | \$57,820              |  | Texas – BBB    | \$28,001              |
| Kentucky             | \$3,074               |  | Texas – NHCOA  | \$243,234             |
| Louisiana            | \$21,672              |  | Utah           | \$68,136              |
| Maine                | \$17,768              |  | Vermont        | \$0                   |
| Maryland             | \$11,235              |  | Virginia       | \$2,469               |
| Massachusetts        | \$4,331               |  | Virgin Islands | \$0                   |
| Michigan             | \$9,575               |  | Washington     | \$5,064               |
| Minnesota            | \$31,413              |  | West Virginia  | \$10,341              |
| Mississippi          | \$2,593               |  | Wisconsin      | \$3,450               |
| Missouri             | \$8,133               |  | Wyoming        | \$0                   |
| Montana              | \$6,192               |  |                |                       |

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 6              |  | Nebraska       | 34             |
| Alaska               | 2              |  | Nevada         | 1              |
| Arizona              | 2              |  | New Hampshire  | 9              |
| Arkansas             | 21             |  | New Jersey     | 7              |
| California           | 44             |  | New Mexico     | 46             |
| Colorado             | 92             |  | New York       | 10             |
| Connecticut          | 8              |  | North Carolina | 1              |
| Delaware             | 7              |  | North Dakota   | 3              |
| District of Columbia | 3              |  | Ohio           | 24             |
| Florida              | 23             |  | Oklahoma       | 12             |
| Georgia              | 37             |  | Oregon         | 12             |
| Guam                 | 0              |  | Pennsylvania   | 16             |
| Hawaii               | 9              |  | Puerto Rico    | 0              |
| Idaho                | 89             |  | Rhode Island   | 8              |
| Illinois             | 49             |  | South Carolina | 5              |
| Indiana              | 8              |  | South Dakota   | 6              |
| Iowa                 | 4              |  | Tennessee      | 33             |
| Kansas               | 15             |  | Texas – BBB    | 21             |
| Kentucky             | 6              |  | Texas – NHCOA  | 56             |
| Louisiana            | 42             |  | Utah           | 76             |
| Maine                | 1              |  | Vermont        | 10             |
| Maryland             | 81             |  | Virginia       | 2              |
| Massachusetts        | 37             |  | Virgin Islands | 0              |
| Michigan             | 18             |  | Washington     | 210            |
| Minnesota            | 371            |  | West Virginia  | 6              |
| Mississippi          | 31             |  | Wisconsin      | 10             |
| Missouri             | 18             |  | Wyoming        | 1              |
| Montana              | 18             |  |                |                |

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | 23             |  | Nebraska       | 30             |
| Alaska               | 3              |  | Nevada         | 23             |
| Arizona              | 15             |  | New Hampshire  | 29             |
| Arkansas             | 39             |  | New Jersey     | 23             |
| California           | 295            |  | New Mexico     | 30             |
| Colorado             | 75             |  | New York       | 125            |
| Connecticut          | 17             |  | North Carolina | 0              |
| Delaware             | 8              |  | North Dakota   | 1              |
| District of Columbia | 5              |  | Ohio           | 15             |
| Florida              | 203            |  | Oklahoma       | 6              |
| Georgia              | 106            |  | Oregon         | 14             |
| Guam                 | 6              |  | Pennsylvania   | 7              |
| Hawaii               | 12             |  | Puerto Rico    | 2              |
| Idaho                | 14             |  | Rhode Island   | 56             |
| Illinois             | 73             |  | South Carolina | 27             |
| Indiana              | 19             |  | South Dakota   | 0              |
| Iowa                 | 36             |  | Tennessee      | 18             |
| Kansas               | 76             |  | Texas – BBB    | 134            |
| Kentucky             | 3              |  | Texas – NHCOA  | 194            |
| Louisiana            | 44             |  | Utah           | 15             |
| Maine                | 24             |  | Vermont        | 4              |
| Maryland             | 22             |  | Virginia       | 38             |
| Massachusetts        | 21             |  | Virgin Islands | 1              |
| Michigan             | 6              |  | Washington     | 78             |
| Minnesota            | 16             |  | West Virginia  | 142            |
| Mississippi          | 27             |  | Wisconsin      | 15             |
| Missouri             | 66             |  | Wyoming        | 1              |
| Montana              | 7              |  |                |                |

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| <b>PERFORMANCE MEASURE 16: Cost Avoidance on Behalf of Medicare, Medicaid, Beneficiaries, or Others</b> |                       |  |                |                       |
|---|-----------------------|--|----------------|-----------------------|
|   | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
| Alabama   | \$0                   |  | Nebraska       | \$1,758               |
| Alaska  | \$0                   |  | Nevada         | \$0                   |
| Arizona   | \$0                   |  | New Hampshire  | \$0                   |
| Arkansas  | \$6,427               |  | New Jersey     | \$0                   |
| California  | \$0                   |  | New Mexico     | \$89,671              |
| Colorado  | \$1,206               |  | New York       | \$0                   |
| Connecticut   | \$0                   |  | North Carolina | \$0                   |
| Delaware  | \$931                 |  | North Dakota   | \$1,184               |
| District of Columbia  | \$0                   |  | Ohio           | \$2,758               |
| Florida   | \$0                   |  | Oklahoma       | \$0                   |
| Georgia   | \$0                   |  | Oregon         | \$0                   |
| Guam  | \$0                   |  | Pennsylvania   | \$0                   |
| Hawaii  | \$0                   |  | Puerto Rico    | \$0                   |
| Idaho   | \$47,605              |  | Rhode Island   | \$0                   |
| Illinois  | \$22,493              |  | South Carolina | \$0                   |
| Indiana   | \$0                   |  | South Dakota   | \$0                   |
| Iowa  | \$0                   |  | Tennessee      | \$0                   |
| Kansas  | \$0                   |  | Texas – BBB    | \$0                   |
| Kentucky  | \$1,285               |  | Texas – NHCOA  | \$54,190              |
| Louisiana   | \$0                   |  | Utah           | \$14,380              |
| Maine   | \$0                   |  | Vermont        | \$0                   |
| Maryland  | \$0                   |  | Virginia       | \$0                   |
| Massachusetts   | \$0                   |  | Virgin Islands | \$0                   |
| Michigan  | \$202                 |  | Washington     | \$0                   |
| Minnesota   | \$3,846               |  | West Virginia  | \$0                   |
| Mississippi   | \$0                   |  | Wisconsin      | \$0                   |
| Missouri  | \$0                   |  | Wyoming        | \$0                   |
| Montana   | \$128                 |  |                |                       |

A P P E N D I X ~ C

**PERFORMANCE MEASURE 17A: Actual Medicare Funds Recovered Attributable to the Projects**

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | \$0            |  | Nebraska       | \$0            |
| Alaska               | \$0            |  | Nevada         | \$0            |
| Arizona              | \$0            |  | New Hampshire  | \$0            |
| Arkansas             | \$0            |  | New Jersey     | \$0            |
| California           | \$0            |  | New Mexico     | \$0            |
| Colorado             | \$0            |  | New York       | \$0            |
| Connecticut          | \$0            |  | North Carolina | \$0            |
| Delaware             | \$1,930        |  | North Dakota   | \$0            |
| District of Columbia | \$0            |  | Ohio           | \$247          |
| Florida              | \$0            |  | Oklahoma       | \$0            |
| Georgia              | \$0            |  | Oregon         | \$0            |
| Guam                 | \$0            |  | Pennsylvania   | \$0            |
| Hawaii               | \$0            |  | Puerto Rico    | \$0            |
| Idaho                | \$0            |  | Rhode Island   | \$0            |
| Illinois             | \$19,532       |  | South Carolina | \$0            |
| Indiana              | \$553          |  | South Dakota   | \$0            |
| Iowa                 | \$0            |  | Tennessee      | \$0            |
| Kansas               | \$0            |  | Texas – BBB    | \$0            |
| Kentucky             | \$0            |  | Texas – NHCOA  | \$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            |
| Montana              | \$0            |  |                |                |

A P P E N D I X ~ C

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | \$0            |  | Nebraska       | \$0            |
| Alaska               | \$0            |  | Nevada         | \$0            |
| Arizona              | \$0            |  | New Hampshire  | \$0            |
| Arkansas             | \$0            |  | New Jersey     | \$0            |
| California           | \$0            |  | New Mexico     | \$0            |
| Colorado             | \$0            |  | New York       | \$0            |
| Connecticut          | \$0            |  | North Carolina | \$0            |
| Delaware             | \$0            |  | North Dakota   | \$0            |
| District of Columbia | \$0            |  | Ohio           | \$0            |
| Florida              | \$0            |  | Oklahoma       | \$0            |
| Georgia              | \$0            |  | Oregon         | \$0            |
| Guam                 | \$0            |  | Pennsylvania   | \$0            |
| Hawaii               | \$0            |  | Puerto Rico    | \$0            |
| Idaho                | \$0            |  | Rhode Island   | \$0            |
| Illinois             | \$0            |  | South Carolina | \$0            |
| Indiana              | \$0            |  | South Dakota   | \$0            |
| Iowa                 | \$0            |  | Tennessee      | \$0            |
| Kansas               | \$0            |  | Texas – BBB    | \$0            |
| Kentucky             | \$0            |  | Texas – NHCOA  | \$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            |
| Montana              | \$0            |  |                |                |

A P P E N D I X ~ C

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

|                      | Total for 2010 |  |                | Total for 2010 |
|----------------------|----------------|--|----------------|----------------|
| Alabama              | \$0            |  | Nebraska       | \$1,354        |
| Alaska               | \$0            |  | Nevada         | \$0            |
| Arizona              | \$0            |  | New Hampshire  | \$0            |
| Arkansas             | \$3,789        |  | New Jersey     | \$0            |
| California           | \$0            |  | New Mexico     | \$1,423        |
| Colorado             | \$2,086        |  | New York       | \$0            |
| Connecticut          | \$0            |  | North Carolina | \$0            |
| Delaware             | \$100          |  | North Dakota   | \$0            |
| District of Columbia | \$0            |  | Ohio           | \$0            |
| Florida              | \$65           |  | Oklahoma       | \$0            |
| Georgia              | \$0            |  | Oregon         | \$0            |
| Guam                 | \$0            |  | Pennsylvania   | \$0            |
| Hawaii               | \$0            |  | Puerto Rico    | \$0            |
| Idaho                | \$4,375        |  | Rhode Island   | \$0            |
| Illinois             | \$0            |  | South Carolina | \$0            |
| Indiana              | \$0            |  | South Dakota   | \$0            |
| Iowa                 | \$144          |  | Tennessee      | \$0            |
| Kansas               | \$0            |  | Texas – BBB    | \$0            |
| Kentucky             | \$0            |  | Texas – NHCOA  | \$40           |
| 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             | \$1,495        |  | Wyoming        | \$0            |
| Montana              | \$595          |  |                |                |

A P P E N D I X ~ C

| <b>PERFORMANCE MEASURE 17D: Other Savings Attributable to the Projects</b> |                       |  |                |                       |
|--|-----------------------|--|----------------|-----------------------|
|  | <b>Total for 2010</b> |  |                | <b>Total for 2010</b> |
| Alabama  | \$0                   |  | Nebraska       | \$0                   |
| Alaska   | \$0                   |  | Nevada         | \$0                   |
| Arizona  | \$0                   |  | New Hampshire  | \$0                   |
| Arkansas   | \$0                   |  | New Jersey     | \$0                   |
| California   | \$0                   |  | New Mexico     | \$0                   |
| Colorado   | \$0                   |  | New York       | \$0                   |
| Connecticut  | \$0                   |  | North Carolina | \$0                   |
| Delaware   | \$0                   |  | North Dakota   | \$0                   |
| District of Columbia   | \$0                   |  | Ohio           | \$0                   |
| Florida  | \$0                   |  | Oklahoma       | \$0                   |
| Georgia  | \$0                   |  | Oregon         | \$0                   |
| Guam   | \$0                   |  | Pennsylvania   | \$0                   |
| Hawaii   | \$0                   |  | Puerto Rico    | \$0                   |
| Idaho  | \$628                 |  | Rhode Island   | \$0                   |
| Illinois   | \$0                   |  | South Carolina | \$0                   |
| Indiana  | \$0                   |  | South Dakota   | \$0                   |
| Iowa   | \$0                   |  | Tennessee      | \$0                   |
| Kansas   | \$0                   |  | Texas – BBB    | \$0                   |
| Kentucky   | \$0                   |  | Texas – NHCOA  | \$675                 |
| 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                   |
| Montana  | \$0                   |  |                |                       |

➤ A P P E N D I X ~ D

## **Individual Project Results for 2010**

The following tables provide the results for each performance measure for each of the 55 Senior Medicare Patrol Projects operating in 2010.

| A P P E N D I X - D                                 |  |                |
|---|--|----------------|
| Alabama – Department of Senior Services, Montgomery |  |                |
| In operation since: July 2006                       |  | Total for 2010 |
|   | PERFORMANCE MEASURES   |                |
| 1   | Total number of active volunteers  | 56             |
| 2   | Total number of volunteer training hours   | 379            |
| 3   | Total number of volunteer work hours   | 19,020         |
| 4   | Number of media airings  | 106            |
| 5   | Number of community outreach education events conducted                          | 235            |
| 6   | Estimated number of people reached by community outreach education events        | 13,642         |
| 7   | Number of group education sessions for beneficiaries                             | 242            |
| 8   | Number of beneficiaries who attended group education sessions                    | 8,788          |
| 9   | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 42             |
| 10  | Total number of simple inquiries received  | 3,643          |
| 11  | Total number of simple inquiries resolved  | 3,458          |
| 12  | Number of inquiries involving complex issues received                            | 7              |
| 13A   | Number of inquiries involving complex issues referred for further action         | 0              |
| 13B   | Total dollar amount referred for further action                                  | \$77           |
| 14  | Number of complex issues resolved  | 6              |
| 15  | Number of complex issues pending further action                                  | 23             |
| 16  | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A   | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B   | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C   | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D   | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D  | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Alaska – Health and Social Services, Medicare Information Office, Anchorage**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 58             |
| 2                             | Total number of volunteer training hours   | 985            |
| 3                             | Total number of volunteer work hours   | 1,016          |
| 4                             | Number of media airings  | 180            |
| 5                             | Number of community outreach education events conducted                          | 16             |
| 6                             | Estimated number of people reached by community outreach education events        | 2,048          |
| 7                             | Number of group education sessions for beneficiaries                             | 25             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 9,251          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 2              |
| 10                            | Total number of simple inquiries received  | 20             |
| 11                            | Total number of simple inquiries resolved  | 19             |
| 12                            | Number of inquiries involving complex issues received                            | 4              |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 1              |
| 13B                           | Total dollar amount referred for further action                                  | \$0            |
| 14                            | Number of complex issues resolved  | 2              |
| 15                            | Number of complex issues pending further action                                  | 3              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

| A P P E N D I X - D   |  |                |
|---|--|----------------|
| Arizona – Arizona Division of Aging and Adult Services, Phoenix |  |                |
| In operation since: July 1999                                   |  | Total for 2010 |
|   | PERFORMANCE MEASURES   |                |
| 1   | Total number of active volunteers  | 45             |
| 2   | Total number of volunteer training hours   | 966            |
| 3   | Total number of volunteer work hours   | 2,942          |
| 4   | Number of media airings  | 69             |
| 5   | Number of community outreach education events conducted                          | 89             |
| 6   | Estimated number of people reached by community outreach education events        | 14,825         |
| 7   | Number of group education sessions for beneficiaries                             | 139            |
| 8   | Number of beneficiaries who attended group education sessions                    | 9,018          |
| 9   | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 40             |
| 10  | Total number of simple inquiries received  | 359            |
| 11  | Total number of simple inquiries resolved  | 354            |
| 12  | Number of inquiries involving complex issues received                            | 10             |
| 13A   | Number of inquiries involving complex issues referred for further action         | 6              |
| 13B   | Total dollar amount referred for further action                                  | \$4,560        |
| 14  | Number of complex issues resolved  | 2              |
| 15  | Number of complex issues pending further action                                  | 15             |
| 16  | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A   | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B   | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C   | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D   | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D  | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Arkansas – Arkansas Department of Human Services, Division of Aging and Adult Services, Little Rock**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
| PERFORMANCE MEASURES          |  |                |
| 1                             | Total number of active volunteers  | 104            |
| 2                             | Total number of volunteer training hours   | 683            |
| 3                             | Total number of volunteer work hours   | 373            |
| 4                             | Number of media airings  | 47             |
| 5                             | Number of community outreach education events conducted                          | 48             |
| 6                             | Estimated number of people reached by community outreach education events        | 3,533          |
| 7                             | Number of group education sessions for beneficiaries                             | 84             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 3,306          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 293            |
| 10                            | Total number of simple inquiries received  | 215            |
| 11                            | Total number of simple inquiries resolved  | 215            |
| 12                            | Number of inquiries involving complex issues received                            | 38             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 15             |
| 13B                           | Total dollar amount referred for further action                                  | \$3,688        |
| 14                            | Number of complex issues resolved  | 21             |
| 15                            | Number of complex issues pending further action                                  | 39             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$6,427        |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$3,789        |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$3,789        |

**California – California Health Advocates, Santa Ana**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 224            |
| 2                             | Total number of volunteer training hours   | 496            |
| 3                             | Total number of volunteer work hours   | 2,019          |
| 4                             | Number of media airings  | 160            |
| 5                             | Number of community outreach education events conducted                          | 115            |
| 6                             | Estimated number of people reached by community outreach education events        | 43,582         |
| 7                             | Number of group education sessions for beneficiaries                             | 580            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 18,506         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 0              |
| 10                            | Total number of simple inquiries received  | 202            |
| 11                            | Total number of simple inquiries resolved  | 199            |
| 12                            | Number of inquiries involving complex issues received                            | 109            |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 76             |
| 13B                           | Total dollar amount referred for further action                                  | \$67,286       |
| 14                            | Number of complex issues resolved  | 44             |
| 15                            | Number of complex issues pending further action                                  | 295            |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Colorado – Colorado Department of Regulatory Agencies, Division of Insurance, Denver**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 137            |
| 2                             | Total number of volunteer training hours   | 3,290          |
| 3                             | Total number of volunteer work hours   | 698            |
| 4                             | Number of media airings  | 103            |
| 5                             | Number of community outreach education events conducted                          | 96             |
| 6                             | Estimated number of people reached by community outreach education events        | 7,007          |
| 7                             | Number of group education sessions for beneficiaries                             | 129            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 2,865          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 10             |
| 10                            | Total number of simple inquiries received  | 396            |
| 11                            | Total number of simple inquiries resolved  | 364            |
| 12                            | Number of inquiries involving complex issues received                            | 113            |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 87             |
| 13B                           | Total dollar amount referred for further action                                  | \$156,674      |
| 14                            | Number of complex issues resolved  | 92             |
| 15                            | Number of complex issues pending further action                                  | 75             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$1,206        |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$2,086        |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$2,086        |

| A P P E N D I X ~ D  |  |                |
|--|--|----------------|
| Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford |  |                |
| In operation since: July 1999  |  | Total for 2010 |
|  | PERFORMANCE MEASURES   |                |
| 1  | Total number of active volunteers  | 158            |
| 2  | Total number of volunteer training hours   | 922            |
| 3  | Total number of volunteer work hours   | 287            |
| 4  | Number of media airings  | 5              |
| 5  | Number of community outreach education events conducted                          | 35             |
| 6  | Estimated number of people reached by community outreach education events        | 2,781          |
| 7  | Number of group education sessions for beneficiaries                             | 52             |
| 8  | Number of beneficiaries who attended group education sessions                    | 1,566          |
| 9  | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 0              |
| 10   | Total number of simple inquiries received  | 547            |
| 11   | Total number of simple inquiries resolved  | 531            |
| 12   | Number of inquiries involving complex issues received                            | 9              |
| 13A  | Number of inquiries involving complex issues referred for further action         | 2              |
| 13B  | Total dollar amount referred for further action                                  | \$25,435       |
| 14   | Number of complex issues resolved  | 8              |
| 15   | Number of complex issues pending further action                                  | 17             |
| 16   | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A  | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B  | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C  | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D  | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D   | Total savings attributable to the projects                                       | \$0            |

| A P P E N D I X - D                             |  |                |
|---|--|----------------|
| Delaware – Delaware Partners of SMP, New Castle |  |                |
| In operation since: July 1999                   |  | Total for 2010 |
|   | PERFORMANCE MEASURES   |                |
| 1   | Total number of active volunteers  | 23             |
| 2   | Total number of volunteer training hours   | 105            |
| 3   | Total number of volunteer work hours   | 412            |
| 4   | Number of media airings  | 2,308          |
| 5   | Number of community outreach education events conducted                          | 182            |
| 6   | Estimated number of people reached by community outreach education events        | 3,360          |
| 7   | Number of group education sessions for beneficiaries                             | 39             |
| 8   | Number of beneficiaries who attended group education sessions                    | 1,219          |
| 9   | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 182            |
| 10  | Total number of simple inquiries received  | 109            |
| 11  | Total number of simple inquiries resolved  | 104            |
| 12  | Number of inquiries involving complex issues received                            | 11             |
| 13A   | Number of inquiries involving complex issues referred for further action         | 8              |
| 13B   | Total dollar amount referred for further action                                  | \$83,081       |
| 14  | Number of complex issues resolved  | 7              |
| 15  | Number of complex issues pending further action                                  | 8              |
| 16  | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$931          |
| 17A   | Actual Medicare funds recovered attributable to the projects                     | \$1,930        |
| 17B   | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C   | Actual savings to beneficiaries attributable to the projects                     | \$100          |
| 17D   | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D  | Total savings attributable to the projects                                       | \$2,030        |

A P P E N D I X - D

**District of Columbia – AARP Legal Counsel for the Elderly, Washington, DC**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 61             |
| 2                             | Total number of volunteer training hours   | 514            |
| 3                             | Total number of volunteer work hours   | 530            |
| 4                             | Number of media airings  | 331            |
| 5                             | Number of community outreach education events conducted                          | 75             |
| 6                             | Estimated number of people reached by community outreach education events        | 11,292         |
| 7                             | Number of group education sessions for beneficiaries                             | 64             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,488          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 24             |
| 10                            | Total number of simple inquiries received  | 72             |
| 11                            | Total number of simple inquiries resolved  | 72             |
| 12                            | Number of inquiries involving complex issues received                            | 9              |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 4              |
| 13B                           | Total dollar amount referred for further action                                  | \$2,200        |
| 14                            | Number of complex issues resolved  | 3              |
| 15                            | Number of complex issues pending further action                                  | 5              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Florida – Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 247            |
| 2                             | Total number of volunteer training hours   | 1,084          |
| 3                             | Total number of volunteer work hours   | 1,806          |
| 4                             | Number of media airings  | 139            |
| 5                             | Number of community outreach education events conducted                          | 205            |
| 6                             | Estimated number of people reached by community outreach education events        | 28,136         |
| 7                             | Number of group education sessions for beneficiaries                             | 391            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 13,393         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 57             |
| 10                            | Total number of simple inquiries received  | 238            |
| 11                            | Total number of simple inquiries resolved  | 238            |
| 12                            | Number of inquiries involving complex issues received                            | 53             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 26             |
| 13B                           | Total dollar amount referred for further action                                  | \$51,827       |
| 14                            | Number of complex issues resolved  | 23             |
| 15                            | Number of complex issues pending further action                                  | 203            |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$65           |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$65           |

A P P E N D I X - D

**Georgia – GeorgiaCares SMP, Atlanta**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 109            |
| 2                             | Total number of volunteer training hours   | 482            |
| 3                             | Total number of volunteer work hours   | 2,519          |
| 4                             | Number of media airings  | 122            |
| 5                             | Number of community outreach education events conducted                          | 174            |
| 6                             | Estimated number of people reached by community outreach education events        | 20,674         |
| 7                             | Number of group education sessions for beneficiaries                             | 391            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 10,342         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 166            |
| 10                            | Total number of simple inquiries received  | 2,404          |
| 11                            | Total number of simple inquiries resolved  | 2,384          |
| 12                            | Number of inquiries involving complex issues received                            | 65             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 63             |
| 13B                           | Total dollar amount referred for further action                                  | \$96,835       |
| 14                            | Number of complex issues resolved  | 37             |
| 15                            | Number of complex issues pending further action                                  | 106            |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X ~ D

**Guam – Division of Senior Citizens, Department of Public Health & Social Services, Mangilao**

| In operation since: July 2005 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 20             |
| 2                             | Total number of volunteer training hours   | 4,010          |
| 3                             | Total number of volunteer work hours   | 4,035          |
| 4                             | Number of media airings  | 32,192         |
| 5                             | Number of community outreach education events conducted                          | 48             |
| 6                             | Estimated number of people reached by community outreach education events        | 4,778          |
| 7                             | Number of group education sessions for beneficiaries                             | 108            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 2,313          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 135            |
| 10                            | Total number of simple inquiries received  | 874            |
| 11                            | Total number of simple inquiries resolved  | 872            |
| 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                                  | 6              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

| A P P E N D I X - D  |  |                |
|--|--|----------------|
| Hawaii – State of Hawaii Executive Office on Aging, Honolulu |  |                |
| In operation since: July 1997                                |  | Total for 2010 |
|  | PERFORMANCE MEASURES   |                |
| 1  | Total number of active volunteers  | 35             |
| 2  | Total number of volunteer training hours   | 524            |
| 3  | Total number of volunteer work hours   | 375            |
| 4  | Number of media airings  | 86             |
| 5  | Number of community outreach education events conducted                          | 29             |
| 6  | Estimated number of people reached by community outreach education events        | 3,874          |
| 7  | Number of group education sessions for beneficiaries                             | 27             |
| 8  | Number of beneficiaries who attended group education sessions                    | 999            |
| 9  | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 19             |
| 10   | Total number of simple inquiries received  | 186            |
| 11   | Total number of simple inquiries resolved  | 186            |
| 12   | Number of inquiries involving complex issues received                            | 15             |
| 13A  | Number of inquiries involving complex issues referred for further action         | 6              |
| 13B  | Total dollar amount referred for further action                                  | \$789          |
| 14   | Number of complex issues resolved  | 9              |
| 15   | Number of complex issues pending further action                                  | 12             |
| 16   | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A  | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B  | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C  | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D  | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D   | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Idaho – Idaho Department of Insurance, Boise**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 174            |
| 2                             | Total number of volunteer training hours   | 1,949          |
| 3                             | Total number of volunteer work hours   | 2,918          |
| 4                             | Number of media airings  | 25             |
| 5                             | Number of community outreach education events conducted                          | 45             |
| 6                             | Estimated number of people reached by community outreach education events        | 21,410         |
| 7                             | Number of group education sessions for beneficiaries                             | 80             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 2,595          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 9,292          |
| 10                            | Total number of simple inquiries received  | 3,273          |
| 11                            | Total number of simple inquiries resolved  | 3,273          |
| 12                            | Number of inquiries involving complex issues received                            | 93             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 3              |
| 13B                           | Total dollar amount referred for further action                                  | \$947          |
| 14                            | Number of complex issues resolved  | 89             |
| 15                            | Number of complex issues pending further action                                  | 14             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$47,605       |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$4,375        |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$628          |
| 17A –17D                      | Total savings attributable to the projects                                       | \$5,003        |

A P P E N D I X - D

**Illinois – AgeOptions, Oak Park**

| In operation since: July 2006 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 72             |
| 2                             | Total number of volunteer training hours   | 367            |
| 3                             | Total number of volunteer work hours   | 360            |
| 4                             | Number of media airings  | 356            |
| 5                             | Number of community outreach education events conducted                          | 178            |
| 6                             | Estimated number of people reached by community outreach education events        | 16,684         |
| 7                             | Number of group education sessions for beneficiaries                             | 352            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 12,771         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 3,114          |
| 10                            | Total number of simple inquiries received  | 2,046          |
| 11                            | Total number of simple inquiries resolved  | 2,045          |
| 12                            | Number of inquiries involving complex issues received                            | 88             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 65             |
| 13B                           | Total dollar amount referred for further action                                  | \$67,509       |
| 14                            | Number of complex issues resolved  | 49             |
| 15                            | Number of complex issues pending further action                                  | 73             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$22,493       |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$19,532       |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$19,532       |

A P P E N D I X ~ D

| <b>Indiana – Indiana Association of Area Agencies on Aging, Education Institute, Indianapolis</b> |  |                       |
|---|--|-----------------------|
| <b>In operation since:</b> July 1999  |  | <b>Total for 2010</b> |
|   | <b>PERFORMANCE MEASURES</b>  |                       |
| 1   | Total number of active volunteers  | 33                    |
| 2   | Total number of volunteer training hours   | 38                    |
| 3   | Total number of volunteer work hours   | 106                   |
| 4   | Number of media airings  | 259                   |
| 5   | Number of community outreach education events conducted                          | 187                   |
| 6   | Estimated number of people reached by community outreach education events        | 18,727                |
| 7   | Number of group education sessions for beneficiaries                             | 202                   |
| 8   | Number of beneficiaries who attended group education sessions                    | 4,021                 |
| 9   | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 517                   |
| 10  | Total number of simple inquiries received  | 34                    |
| 11  | Total number of simple inquiries resolved  | 33                    |
| 12  | Number of inquiries involving complex issues received                            | 10                    |
| 13A   | Number of inquiries involving complex issues referred for further action         | 41                    |
| 13B   | Total dollar amount referred for further action                                  | \$0                   |
| 14  | Number of complex issues resolved  | 8                     |
| 15  | Number of complex issues pending further action                                  | 19                    |
| 16  | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0                   |
| 17A   | Actual Medicare funds recovered attributable to the projects                     | \$553                 |
| 17B   | Actual Medicaid funds recovered attributable to the projects                     | \$0                   |
| 17C   | Actual savings to beneficiaries attributable to the projects                     | \$0                   |
| 17D   | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0                   |
| 17A –17D  | Total savings attributable to the projects                                       | \$553                 |

| A P P E N D I X - D                                  |  |                |
|--|--|----------------|
| Iowa – Hawkeye Valley Area Agency on Aging, Waterloo |  |                |
| In operation since: July 1997                        |  | Total for 2010 |
|  | PERFORMANCE MEASURES   |                |
| 1  | Total number of active volunteers  | 95             |
| 2  | Total number of volunteer training hours   | 455            |
| 3  | Total number of volunteer work hours   | 2,070          |
| 4  | Number of media airings  | 157            |
| 5  | Number of community outreach education events conducted                          | 45             |
| 6  | Estimated number of people reached by community outreach education events        | 4,229          |
| 7  | Number of group education sessions for beneficiaries                             | 873            |
| 8  | Number of beneficiaries who attended group education sessions                    | 24,926         |
| 9  | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 74             |
| 10   | Total number of simple inquiries received  | 180            |
| 11   | Total number of simple inquiries resolved  | 178            |
| 12   | Number of inquiries involving complex issues received                            | 24             |
| 13A  | Number of inquiries involving complex issues referred for further action         | 12             |
| 13B  | Total dollar amount referred for further action                                  | \$7,341        |
| 14   | Number of complex issues resolved  | 4              |
| 15   | Number of complex issues pending further action                                  | 36             |
| 16   | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A  | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B  | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C  | Actual savings to beneficiaries attributable to the projects                     | \$144          |
| 17D  | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D   | Total savings attributable to the projects                                       | \$144          |

A P P E N D I X - D

**Kansas – Department on Aging, Topeka**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 61             |
| 2                             | Total number of volunteer training hours   | 263            |
| 3                             | Total number of volunteer work hours   | 255            |
| 4                             | Number of media airings  | 190            |
| 5                             | Number of community outreach education events conducted                          | 25             |
| 6                             | Estimated number of people reached by community outreach education events        | 1,853          |
| 7                             | Number of group education sessions for beneficiaries                             | 26             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,652          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 73             |
| 10                            | Total number of simple inquiries received  | 152            |
| 11                            | Total number of simple inquiries resolved  | 148            |
| 12                            | Number of inquiries involving complex issues received                            | 25             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 15             |
| 13B                           | Total dollar amount referred for further action                                  | \$57,820       |
| 14                            | Number of complex issues resolved  | 15             |
| 15                            | Number of complex issues pending further action                                  | 76             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

| A P P E N D I X ~ D  |  |                |
|--|--|----------------|
| Kentucky – Louisville Metro Department of Public Health and Wellness, Louisville |  |                |
| In operation since: July 2001  |  | Total for 2010 |
|  | PERFORMANCE MEASURES   |                |
| 1  | Total number of active volunteers  | 69             |
| 2  | Total number of volunteer training hours   | 449            |
| 3  | Total number of volunteer work hours   | 746            |
| 4  | Number of media airings  | 109            |
| 5  | Number of community outreach education events conducted                          | 96             |
| 6  | Estimated number of people reached by community outreach education events        | 9,044          |
| 7  | Number of group education sessions for beneficiaries                             | 65             |
| 8  | Number of beneficiaries who attended group education sessions                    | 1,975          |
| 9  | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 1,808          |
| 10   | Total number of simple inquiries received  | 1,096          |
| 11   | Total number of simple inquiries resolved  | 1,091          |
| 12   | Number of inquiries involving complex issues received                            | 10             |
| 13A  | Number of inquiries involving complex issues referred for further action         | 6              |
| 13B  | Total dollar amount referred for further action                                  | \$3,074        |
| 14   | Number of complex issues resolved  | 6              |
| 15   | Number of complex issues pending further action                                  | 3              |
| 16   | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$1,285        |
| 17A  | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B  | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C  | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D  | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D   | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X ~ D

**Louisiana – EQ Health Solutions, Baton Rouge**

| In operation since: June 2009 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 33             |
| 2                             | Total number of volunteer training hours   | 207            |
| 3                             | Total number of volunteer work hours   | 805            |
| 4                             | Number of media airings  | 487            |
| 5                             | Number of community outreach education events conducted                          | 101            |
| 6                             | Estimated number of people reached by community outreach education events        | 5,526          |
| 7                             | Number of group education sessions for beneficiaries                             | 55             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,524          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 81             |
| 10                            | Total number of simple inquiries received  | 166            |
| 11                            | Total number of simple inquiries resolved  | 166            |
| 12                            | Number of inquiries involving complex issues received                            | 77             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 32             |
| 13B                           | Total dollar amount referred for further action                                  | \$21,672       |
| 14                            | Number of complex issues resolved  | 42             |
| 15                            | Number of complex issues pending further action                                  | 44             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X ~ D

**Maine – Legal Services for the Elderly, Augusta**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 99             |
| 2                             | Total number of volunteer training hours   | 2,033          |
| 3                             | Total number of volunteer work hours   | 4,479          |
| 4                             | Number of media airings  | 23             |
| 5                             | Number of community outreach education events conducted                          | 190            |
| 6                             | Estimated number of people reached by community outreach education events        | 5,748          |
| 7                             | Number of group education sessions for beneficiaries                             | 64             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,297          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 1,386          |
| 10                            | Total number of simple inquiries received  | 3,012          |
| 11                            | Total number of simple inquiries resolved  | 2,981          |
| 12                            | Number of inquiries involving complex issues received                            | 6              |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 5              |
| 13B                           | Total dollar amount referred for further action                                  | \$17,768       |
| 14                            | Number of complex issues resolved  | 1              |
| 15                            | Number of complex issues pending further action                                  | 24             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X ~ D

**Maryland – Maryland Department of Aging, Baltimore**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 133            |
| 2                             | Total number of volunteer training hours   | 2,337          |
| 3                             | Total number of volunteer work hours   | 4,043          |
| 4                             | Number of media airings  | 1,127          |
| 5                             | Number of community outreach education events conducted                          | 156            |
| 6                             | Estimated number of people reached by community outreach education events        | 34,139         |
| 7                             | Number of group education sessions for beneficiaries                             | 156            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 6,077          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 2,255          |
| 10                            | Total number of simple inquiries received  | 7,855          |
| 11                            | Total number of simple inquiries resolved  | 7,114          |
| 12                            | Number of inquiries involving complex issues received                            | 87             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 9              |
| 13B                           | Total dollar amount referred for further action                                  | \$11,235       |
| 14                            | Number of complex issues resolved  | 81             |
| 15                            | Number of complex issues pending further action                                  | 22             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X ~ D

**Massachusetts – Elder Services of Merrimack Valley, Inc., Lawrence**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 43             |
| 2                             | Total number of volunteer training hours   | 243            |
| 3                             | Total number of volunteer work hours   | 3,369          |
| 4                             | Number of media airings  | 93             |
| 5                             | Number of community outreach education events conducted                          | 42             |
| 6                             | Estimated number of people reached by community outreach education events        | 6,651          |
| 7                             | Number of group education sessions for beneficiaries                             | 42             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,200          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 430            |
| 10                            | Total number of simple inquiries received  | 661            |
| 11                            | Total number of simple inquiries resolved  | 659            |
| 12                            | Number of inquiries involving complex issues received                            | 54             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 2              |
| 13B                           | Total dollar amount referred for further action                                  | \$4,331        |
| 14                            | Number of complex issues resolved  | 37             |
| 15                            | Number of complex issues pending further action                                  | 21             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X ~ D

**Michigan – Michigan Medicare/Medicaid Assistance Program, Inc., Lansing**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 286            |
| 2                             | Total number of volunteer training hours   | 6,488          |
| 3                             | Total number of volunteer work hours   | 945            |
| 4                             | Number of media airings  | 101            |
| 5                             | Number of community outreach education events conducted                          | 140            |
| 6                             | Estimated number of people reached by community outreach education events        | 18,888         |
| 7                             | Number of group education sessions for beneficiaries                             | 170            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 9,412          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 36             |
| 10                            | Total number of simple inquiries received  | 7              |
| 11                            | Total number of simple inquiries resolved  | 7              |
| 12                            | Number of inquiries involving complex issues received                            | 25             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 10             |
| 13B                           | Total dollar amount referred for further action                                  | \$9,575        |
| 14                            | Number of complex issues resolved  | 18             |
| 15                            | Number of complex issues pending further action                                  | 6              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$202          |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Minnesota – Minnesota Board on Aging, Dept. of Human Services, Aging and Adult Services Div., Saint Paul**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 76             |
| 2                             | Total number of volunteer training hours   | 552            |
| 3                             | Total number of volunteer work hours   | 456            |
| 4                             | Number of media airings  | 19             |
| 5                             | Number of community outreach education events conducted                          | 55             |
| 6                             | Estimated number of people reached by community outreach education events        | 6,447          |
| 7                             | Number of group education sessions for beneficiaries                             | 335            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 2,926          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 135            |
| 10                            | Total number of simple inquiries received  | 919            |
| 11                            | Total number of simple inquiries resolved  | 919            |
| 12                            | Number of inquiries involving complex issues received                            | 373            |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 14             |
| 13B                           | Total dollar amount referred for further action                                  | \$31,413       |
| 14                            | Number of complex issues resolved  | 371            |
| 15                            | Number of complex issues pending further action                                  | 16             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$3,846        |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Mississippi – Mississippi Department of Human Services, Division of Aging and Adult Services, Jackson**

| In operation since: July 2000 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 38             |
| 2                             | Total number of volunteer training hours   | 203            |
| 3                             | Total number of volunteer work hours   | 1,821          |
| 4                             | Number of media airings  | 98             |
| 5                             | Number of community outreach education events conducted                          | 128            |
| 6                             | Estimated number of people reached by community outreach education events        | 9,441          |
| 7                             | Number of group education sessions for beneficiaries                             | 87             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,669          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 661            |
| 10                            | Total number of simple inquiries received  | 1,263          |
| 11                            | Total number of simple inquiries resolved  | 1,263          |
| 12                            | Number of inquiries involving complex issues received                            | 50             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 8              |
| 13B                           | Total dollar amount referred for further action                                  | \$2,593        |
| 14                            | Number of complex issues resolved  | 31             |
| 15                            | Number of complex issues pending further action                                  | 27             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Missouri – Care Connection for Aging Services, Warrensburg**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 80             |
| 2                             | Total number of volunteer training hours   | 325            |
| 3                             | Total number of volunteer work hours   | 1,770          |
| 4                             | Number of media airings  | 53             |
| 5                             | Number of community outreach education events conducted                          | 104            |
| 6                             | Estimated number of people reached by community outreach education events        | 6,267          |
| 7                             | Number of group education sessions for beneficiaries                             | 56             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,618          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 15             |
| 10                            | Total number of simple inquiries received  | 3,514          |
| 11                            | Total number of simple inquiries resolved  | 3,514          |
| 12                            | Number of inquiries involving complex issues received                            | 19             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 16             |
| 13B                           | Total dollar amount referred for further action                                  | \$8,133        |
| 14                            | Number of complex issues resolved  | 18             |
| 15                            | Number of complex issues pending further action                                  | 66             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$1,495        |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$1,495        |

A P P E N D I X - D

**Montana – Missoula Aging Services, Missoula**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 34             |
| 2                             | Total number of volunteer training hours   | 248            |
| 3                             | Total number of volunteer work hours   | 885            |
| 4                             | Number of media airings  | 308            |
| 5                             | Number of community outreach education events conducted                          | 42             |
| 6                             | Estimated number of people reached by community outreach education events        | 3,623          |
| 7                             | Number of group education sessions for beneficiaries                             | 220            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 7,496          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 662            |
| 10                            | Total number of simple inquiries received  | 283            |
| 11                            | Total number of simple inquiries resolved  | 283            |
| 12                            | Number of inquiries involving complex issues received                            | 23             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 6              |
| 13B                           | Total dollar amount referred for further action                                  | \$6,192        |
| 14                            | Number of complex issues resolved  | 18             |
| 15                            | Number of complex issues pending further action                                  | 7              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$128          |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$595          |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$595          |

A P P E N D I X - D

**Nebraska – Nebraska Department of Health and Human Services, Lincoln**

| In operation since: July 2000 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 116            |
| 2                             | Total number of volunteer training hours   | 837            |
| 3                             | Total number of volunteer work hours   | 196            |
| 4                             | Number of media airings  | 237            |
| 5                             | Number of community outreach education events conducted                          | 200            |
| 6                             | Estimated number of people reached by community outreach education events        | 17,123         |
| 7                             | Number of group education sessions for beneficiaries                             | 92             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 2,556          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 83             |
| 10                            | Total number of simple inquiries received  | 2,428          |
| 11                            | Total number of simple inquiries resolved  | 2,377          |
| 12                            | Number of inquiries involving complex issues received                            | 39             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 22             |
| 13B                           | Total dollar amount referred for further action                                  | \$151,145      |
| 14                            | Number of complex issues resolved  | 34             |
| 15                            | Number of complex issues pending further action                                  | 30             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$1,758        |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$1,354        |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$1,354        |

A P P E N D I X - D

**Nevada – Office of the Nevada Attorney General, Las Vegas**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 24             |
| 2                             | Total number of volunteer training hours   | 190            |
| 3                             | Total number of volunteer work hours   | 84             |
| 4                             | Number of media airings  | 88             |
| 5                             | Number of community outreach education events conducted                          | 33             |
| 6                             | Estimated number of people reached by community outreach education events        | 4,563          |
| 7                             | Number of group education sessions for beneficiaries                             | 9              |
| 8                             | Number of beneficiaries who attended group education sessions                    | 195            |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 9              |
| 10                            | Total number of simple inquiries received  | 83             |
| 11                            | Total number of simple inquiries resolved  | 75             |
| 12                            | Number of inquiries involving complex issues received                            | 4              |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 0              |
| 13B                           | Total dollar amount referred for further action                                  | \$0            |
| 14                            | Number of complex issues resolved  | 1              |
| 15                            | Number of complex issues pending further action                                  | 23             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**New Hampshire – Health and Human Services – Bureau of Elderly and Adult Services, Concord**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 6              |
| 2                             | Total number of volunteer training hours   | 25             |
| 3                             | Total number of volunteer work hours   | 1,665          |
| 4                             | Number of media airings  | 283            |
| 5                             | Number of community outreach education events conducted                          | 65             |
| 6                             | Estimated number of people reached by community outreach education events        | 3,441          |
| 7                             | Number of group education sessions for beneficiaries                             | 51             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,268          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 226            |
| 10                            | Total number of simple inquiries received  | 6              |
| 11                            | Total number of simple inquiries resolved  | 6              |
| 12                            | Number of inquiries involving complex issues received                            | 22             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 6              |
| 13B                           | Total dollar amount referred for further action                                  | \$725          |
| 14                            | Number of complex issues resolved  | 9              |
| 15                            | Number of complex issues pending further action                                  | 29             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

| <b>New Jersey – Jewish Family &amp; Vocational Services of Middlesex County, Inc., Milltown</b> |  |                       |
|---|--|-----------------------|
| <b>In operation since: July 2001</b>  |  | <b>Total for 2010</b> |
|   | <b>PERFORMANCE MEASURES</b>  |                       |
| 1   | Total number of active volunteers  | 20                    |
| 2   | Total number of volunteer training hours   | 276                   |
| 3   | Total number of volunteer work hours   | 157                   |
| 4   | Number of media airings  | 24                    |
| 5   | Number of community outreach education events conducted                          | 33                    |
| 6   | Estimated number of people reached by community outreach education events        | 3,602                 |
| 7   | Number of group education sessions for beneficiaries                             | 136                   |
| 8   | Number of beneficiaries who attended group education sessions                    | 5,133                 |
| 9   | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 210                   |
| 10  | Total number of simple inquiries received  | 291                   |
| 11  | Total number of simple inquiries resolved  | 289                   |
| 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                                  | \$2,115               |
| 14  | Number of complex issues resolved  | 7                     |
| 15  | Number of complex issues pending further action                                  | 23                    |
| 16  | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0                   |
| 17A   | Actual Medicare funds recovered attributable to the projects                     | \$0                   |
| 17B   | Actual Medicaid funds recovered attributable to the projects                     | \$0                   |
| 17C   | Actual savings to beneficiaries attributable to the projects                     | \$0                   |
| 17D   | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0                   |
| 17A –17D  | Total savings attributable to the projects                                       | \$0                   |

A P P E N D I X - D

**New Mexico – New Mexico Aging and Long-Term Services Department, Albuquerque**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 111            |
| 2                             | Total number of volunteer training hours   | 2,182          |
| 3                             | Total number of volunteer work hours   | 2,104          |
| 4                             | Number of media airings  | 14             |
| 5                             | Number of community outreach education events conducted                          | 162            |
| 6                             | Estimated number of people reached by community outreach education events        | 16,158         |
| 7                             | Number of group education sessions for beneficiaries                             | 68             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 2,474          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 1,717          |
| 10                            | Total number of simple inquiries received  | 4              |
| 11                            | Total number of simple inquiries resolved  | 4              |
| 12                            | Number of inquiries involving complex issues received                            | 63             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 8              |
| 13B                           | Total dollar amount referred for further action                                  | \$205,936      |
| 14                            | Number of complex issues resolved  | 46             |
| 15                            | Number of complex issues pending further action                                  | 30             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$89,671       |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$1,423        |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$1,423        |

A P P E N D I X - D

**New York – New York State Office of the Aging, Albany**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 386            |
| 2                             | Total number of volunteer training hours   | 1,613          |
| 3                             | Total number of volunteer work hours   | 1,143          |
| 4                             | Number of media airings  | 236            |
| 5                             | Number of community outreach education events conducted                          | 281            |
| 6                             | Estimated number of people reached by community outreach education events        | 31,659         |
| 7                             | Number of group education sessions for beneficiaries                             | 492            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 14,212         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 2,378          |
| 10                            | Total number of simple inquiries received  | 110            |
| 11                            | Total number of simple inquiries resolved  | 106            |
| 12                            | Number of inquiries involving complex issues received                            | 11             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 7              |
| 13B                           | Total dollar amount referred for further action                                  | \$0            |
| 14                            | Number of complex issues resolved  | 10             |
| 15                            | Number of complex issues pending further action                                  | 125            |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**North Carolina – Department of Insurance, Raleigh**

| In operation since: July 2003 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 133            |
| 2                             | Total number of volunteer training hours   | 3,497          |
| 3                             | Total number of volunteer work hours   | 4,484          |
| 4                             | Number of media airings  | 775            |
| 5                             | Number of community outreach education events conducted                          | 202            |
| 6                             | Estimated number of people reached by community outreach education events        | 837,207        |
| 7                             | Number of group education sessions for beneficiaries                             | 443            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 32,955         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 10,834         |
| 10                            | Total number of simple inquiries received  | 16,605         |
| 11                            | Total number of simple inquiries resolved  | 15,639         |
| 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  | 1              |
| 15                            | Number of complex issues pending further action                                  | 0              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

| <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 2010</b> |
|  | <b>PERFORMANCE MEASURES</b>  |                       |
| 1  | Total number of active volunteers  | 37                    |
| 2  | Total number of volunteer training hours   | 45                    |
| 3  | Total number of volunteer work hours   | 293                   |
| 4  | Number of media airings  | 16                    |
| 5  | Number of community outreach education events conducted                          | 44                    |
| 6  | Estimated number of people reached by community outreach education events        | 4,685                 |
| 7  | Number of group education sessions for beneficiaries                             | 62                    |
| 8  | Number of beneficiaries who attended group education sessions                    | 942                   |
| 9  | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 19                    |
| 10   | Total number of simple inquiries received  | 86                    |
| 11   | Total number of simple inquiries resolved  | 86                    |
| 12   | Number of inquiries involving complex issues received                            | 3                     |
| 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  | 3                     |
| 15   | Number of complex issues pending further action                                  | 1                     |
| 16   | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$1,184               |
| 17A  | Actual Medicare funds recovered attributable to the projects                     | \$0                   |
| 17B  | Actual Medicaid funds recovered attributable to the projects                     | \$0                   |
| 17C  | Actual savings to beneficiaries attributable to the projects                     | \$0                   |
| 17D  | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0                   |
| 17A –17D   | Total savings attributable to the projects                                       | \$0                   |

A P P E N D I X - D

**Ohio – Pro Seniors, Inc., Cincinnati**

| In operation since: July 2002 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 74             |
| 2                             | Total number of volunteer training hours   | 1,150          |
| 3                             | Total number of volunteer work hours   | 1,256          |
| 4                             | Number of media airings  | 58             |
| 5                             | Number of community outreach education events conducted                          | 107            |
| 6                             | Estimated number of people reached by community outreach education events        | 12,898         |
| 7                             | Number of group education sessions for beneficiaries                             | 51             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,148          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 136            |
| 10                            | Total number of simple inquiries received  | 96             |
| 11                            | Total number of simple inquiries resolved  | 96             |
| 12                            | Number of inquiries involving complex issues received                            | 18             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 12             |
| 13B                           | Total dollar amount referred for further action                                  | \$14,425       |
| 14                            | Number of complex issues resolved  | 24             |
| 15                            | Number of complex issues pending further action                                  | 15             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$2,758        |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$247          |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$247          |

A P P E N D I X - D

**Oklahoma – State of Oklahoma Insurance Department, Oklahoma City**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 68             |
| 2                             | Total number of volunteer training hours   | 248            |
| 3                             | Total number of volunteer work hours   | 2,698          |
| 4                             | Number of media airings  | 11             |
| 5                             | Number of community outreach education events conducted                          | 131            |
| 6                             | Estimated number of people reached by community outreach education events        | 23,686         |
| 7                             | Number of group education sessions for beneficiaries                             | 305            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 11,028         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 511            |
| 10                            | Total number of simple inquiries received  | 348            |
| 11                            | Total number of simple inquiries resolved  | 344            |
| 12                            | Number of inquiries involving complex issues received                            | 13             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 4              |
| 13B                           | Total dollar amount referred for further action                                  | \$786          |
| 14                            | Number of complex issues resolved  | 12             |
| 15                            | Number of complex issues pending further action                                  | 6              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Oregon – Department of Human Services, Seniors and People with Disabilities, Salem**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 171            |
| 2                             | Total number of volunteer training hours   | 440            |
| 3                             | Total number of volunteer work hours   | 4,786          |
| 4                             | Number of media airings  | 1,249          |
| 5                             | Number of community outreach education events conducted                          | 149            |
| 6                             | Estimated number of people reached by community outreach education events        | 17,845         |
| 7                             | Number of group education sessions for beneficiaries                             | 100            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 2,689          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 4,579          |
| 10                            | Total number of simple inquiries received  | 876            |
| 11                            | Total number of simple inquiries resolved  | 876            |
| 12                            | Number of inquiries involving complex issues received                            | 16             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 11             |
| 13B                           | Total dollar amount referred for further action                                  | \$673          |
| 14                            | Number of complex issues resolved  | 12             |
| 15                            | Number of complex issues pending further action                                  | 14             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 45             |
| 2                             | Total number of volunteer training hours   | 176            |
| 3                             | Total number of volunteer work hours   | 602            |
| 4                             | Number of media airings  | 1,278          |
| 5                             | Number of community outreach education events conducted                          | 57             |
| 6                             | Estimated number of people reached by community outreach education events        | 4,079          |
| 7                             | Number of group education sessions for beneficiaries                             | 30             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 674            |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 785            |
| 10                            | Total number of simple inquiries received  | 31             |
| 11                            | Total number of simple inquiries resolved  | 27             |
| 12                            | Number of inquiries involving complex issues received                            | 13             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 2              |
| 13B                           | Total dollar amount referred for further action                                  | \$0            |
| 14                            | Number of complex issues resolved  | 16             |
| 15                            | Number of complex issues pending further action                                  | 7              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Puerto Rico – Office of the Ombudsman for the Elderly, Santurce**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 22             |
| 2                             | Total number of volunteer training hours   | 568            |
| 3                             | Total number of volunteer work hours   | 1,629          |
| 4                             | Number of media airings  | 0              |
| 5                             | Number of community outreach education events conducted                          | 298            |
| 6                             | Estimated number of people reached by community outreach education events        | 16,128         |
| 7                             | Number of group education sessions for beneficiaries                             | 2              |
| 8                             | Number of beneficiaries who attended group education sessions                    | 110            |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 1,257          |
| 10                            | Total number of simple inquiries received  | 0              |
| 11                            | Total number of simple inquiries resolved  | 0              |
| 12                            | Number of inquiries involving complex issues received                            | 0              |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 0              |
| 13B                           | Total dollar amount referred for further action                                  | \$0            |
| 14                            | Number of complex issues resolved  | 0              |
| 15                            | Number of complex issues pending further action                                  | 2              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Rhode Island – Department of Elderly Affairs, Cranston**

| In operation since: July 2006 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 49             |
| 2                             | Total number of volunteer training hours   | 193            |
| 3                             | Total number of volunteer work hours   | 147            |
| 4                             | Number of media airings  | 3              |
| 5                             | Number of community outreach education events conducted                          | 23             |
| 6                             | Estimated number of people reached by community outreach education events        | 1,438          |
| 7                             | Number of group education sessions for beneficiaries                             | 14             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 201            |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 53             |
| 10                            | Total number of simple inquiries received  | 7,587          |
| 11                            | Total number of simple inquiries resolved  | 6,898          |
| 12                            | Number of inquiries involving complex issues received                            | 20             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 2              |
| 13B                           | Total dollar amount referred for further action                                  | \$3,420        |
| 14                            | Number of complex issues resolved  | 8              |
| 15                            | Number of complex issues pending further action                                  | 56             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**South Carolina – Lt. Governor’s Office on Aging, Columbia**

| In operation since: July 2000 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 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  | 2,610          |
| 5                             | Number of community outreach education events conducted                          | 529            |
| 6                             | Estimated number of people reached by community outreach education events        | 28,052         |
| 7                             | Number of group education sessions for beneficiaries                             | 17             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 296            |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 4              |
| 10                            | Total number of simple inquiries received  | 4,364          |
| 11                            | Total number of simple inquiries resolved  | 4,364          |
| 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                                  | \$0            |
| 14                            | Number of complex issues resolved  | 5              |
| 15                            | Number of complex issues pending further action                                  | 27             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X ~ D

| <b>South Dakota – East River Legal Services, Sioux Falls</b> |  |                       |
|--|--|-----------------------|
| <b>In operation since:</b> July 2000                         |  | <b>Total for 2010</b> |
|  | <b>PERFORMANCE MEASURES</b>  |                       |
| 1  | Total number of active volunteers  | 53                    |
| 2  | Total number of volunteer training hours   | 207                   |
| 3  | Total number of volunteer work hours   | 160                   |
| 4  | Number of media airings  | 34                    |
| 5  | Number of community outreach education events conducted                          | 6                     |
| 6  | Estimated number of people reached by community outreach education events        | 162                   |
| 7  | Number of group education sessions for beneficiaries                             | 35                    |
| 8  | Number of beneficiaries who attended group education sessions                    | 4,830                 |
| 9  | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 292                   |
| 10   | Total number of simple inquiries received  | 137                   |
| 11   | Total number of simple inquiries resolved  | 137                   |
| 12   | Number of inquiries involving complex issues received                            | 3                     |
| 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  | 6                     |
| 15   | Number of complex issues pending further action                                  | 0                     |
| 16   | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0                   |
| 17A  | Actual Medicare funds recovered attributable to the projects                     | \$0                   |
| 17B  | Actual Medicaid funds recovered attributable to the projects                     | \$0                   |
| 17C  | Actual savings to beneficiaries attributable to the projects                     | \$0                   |
| 17D  | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0                   |
| 17A –17D   | Total savings attributable to the projects                                       | \$0                   |

A P P E N D I X - D

**Tennessee – Upper Cumberland Development District, Cookeville**

| In operation since: July 2001 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 115            |
| 2                             | Total number of volunteer training hours   | 1,240          |
| 3                             | Total number of volunteer work hours   | 1,915          |
| 4                             | Number of media airings  | 297            |
| 5                             | Number of community outreach education events conducted                          | 320            |
| 6                             | Estimated number of people reached by community outreach education events        | 19,732         |
| 7                             | Number of group education sessions for beneficiaries                             | 144            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 4,092          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 2,620          |
| 10                            | Total number of simple inquiries received  | 146            |
| 11                            | Total number of simple inquiries resolved  | 146            |
| 12                            | Number of inquiries involving complex issues received                            | 35             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 25             |
| 13B                           | Total dollar amount referred for further action                                  | \$2,030        |
| 14                            | Number of complex issues resolved  | 33             |
| 15                            | Number of complex issues pending further action                                  | 18             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Texas – Better Business Bureau Education, Houston**

| In operation since: July 2002 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 187            |
| 2                             | Total number of volunteer training hours   | 1,297          |
| 3                             | Total number of volunteer work hours   | 302            |
| 4                             | Number of media airings  | 40             |
| 5                             | Number of community outreach education events conducted                          | 41             |
| 6                             | Estimated number of people reached by community outreach education events        | 4,551          |
| 7                             | Number of group education sessions for beneficiaries                             | 185            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 7,234          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 15             |
| 10                            | Total number of simple inquiries received  | 369            |
| 11                            | Total number of simple inquiries resolved  | 361            |
| 12                            | Number of inquiries involving complex issues received                            | 83             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 60             |
| 13B                           | Total dollar amount referred for further action                                  | \$28,001       |
| 14                            | Number of complex issues resolved  | 21             |
| 15                            | Number of complex issues pending further action                                  | 134            |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Texas – The National Hispanic SMP, National Hispanic Council on Aging**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 272            |
| 2                             | Total number of volunteer training hours   | 5,017          |
| 3                             | Total number of volunteer work hours   | 32,772         |
| 4                             | Number of media airings  | 81             |
| 5                             | Number of community outreach education events conducted                          | 51             |
| 6                             | Estimated number of people reached by community outreach education events        | 3,743          |
| 7                             | Number of group education sessions for beneficiaries                             | 216            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 9,807          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 14,885         |
| 10                            | Total number of simple inquiries received  | 12,708         |
| 11                            | Total number of simple inquiries resolved  | 12,409         |
| 12                            | Number of inquiries involving complex issues received                            | 118            |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 96             |
| 13B                           | Total dollar amount referred for further action                                  | \$243,234      |
| 14                            | Number of complex issues resolved  | 56             |
| 15                            | Number of complex issues pending further action                                  | 194            |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$54,190       |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$40           |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$675          |
| 17A –17D                      | Total savings attributable to the projects                                       | \$715          |

A P P E N D I X - D

**Utah – Utah Division of Aging and Adult Services, Salt Lake City**

| In operation since: June 2009 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 99             |
| 2                             | Total number of volunteer training hours   | 1,005          |
| 3                             | Total number of volunteer work hours   | 6,601          |
| 4                             | Number of media airings  | 87             |
| 5                             | Number of community outreach education events conducted                          | 96             |
| 6                             | Estimated number of people reached by community outreach education events        | 10,489         |
| 7                             | Number of group education sessions for beneficiaries                             | 221            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 5,184          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 3,982          |
| 10                            | Total number of simple inquiries received  | 8,354          |
| 11                            | Total number of simple inquiries resolved  | 8,354          |
| 12                            | Number of inquiries involving complex issues received                            | 80             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 70             |
| 13B                           | Total dollar amount referred for further action                                  | \$68,136       |
| 14                            | Number of complex issues resolved  | 76             |
| 15                            | Number of complex issues pending further action                                  | 15             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$14,380       |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Vermont – Community of Vermont Elders, Berlin**

| In operation since: July 2003 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 38             |
| 2                             | Total number of volunteer training hours   | 243            |
| 3                             | Total number of volunteer work hours   | 1,865          |
| 4                             | Number of media airings  | 19             |
| 5                             | Number of community outreach education events conducted                          | 4              |
| 6                             | Estimated number of people reached by community outreach education events        | 361            |
| 7                             | Number of group education sessions for beneficiaries                             | 50             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 1,087          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 0              |
| 10                            | Total number of simple inquiries received  | 14             |
| 11                            | Total number of simple inquiries resolved  | 14             |
| 12                            | Number of inquiries involving complex issues received                            | 8              |
| 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  | 10             |
| 15                            | Number of complex issues pending further action                                  | 4              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Virginia – Virginia Association of Area Agencies on Aging, Richmond**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 93             |
| 2                             | Total number of volunteer training hours   | 508            |
| 3                             | Total number of volunteer work hours   | 107            |
| 4                             | Number of media airings  | 56             |
| 5                             | Number of community outreach education events conducted                          | 176            |
| 6                             | Estimated number of people reached by community outreach education events        | 19,910         |
| 7                             | Number of group education sessions for beneficiaries                             | 157            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 4,417          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 126            |
| 10                            | Total number of simple inquiries received  | 429            |
| 11                            | Total number of simple inquiries resolved  | 427            |
| 12                            | Number of inquiries involving complex issues received                            | 19             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 10             |
| 13B                           | Total dollar amount referred for further action                                  | \$2,469        |
| 14                            | Number of complex issues resolved  | 2              |
| 15                            | Number of complex issues pending further action                                  | 38             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Virgin Islands – Department of Human Services, Senior Citizens Affairs, St. Croix**

| In operation since: July 2005 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 39             |
| 2                             | Total number of volunteer training hours   | 320            |
| 3                             | Total number of volunteer work hours   | 548            |
| 4                             | Number of media airings  | 219            |
| 5                             | Number of community outreach education events conducted                          | 34             |
| 6                             | Estimated number of people reached by community outreach education events        | 3,312          |
| 7                             | Number of group education sessions for beneficiaries                             | 44             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 689            |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 102            |
| 10                            | Total number of simple inquiries received  | 15             |
| 11                            | Total number of simple inquiries resolved  | 15             |
| 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                                  | 1              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Washington – Office of the Insurance Commissioner, Tumwater**

| In operation since: July 1999 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 24             |
| 2                             | Total number of volunteer training hours   | 476            |
| 3                             | Total number of volunteer work hours   | 1,802          |
| 4                             | Number of media airings  | 60             |
| 5                             | Number of community outreach education events conducted                          | 167            |
| 6                             | Estimated number of people reached by community outreach education events        | 35,727         |
| 7                             | Number of group education sessions for beneficiaries                             | 108            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 3,999          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 321            |
| 10                            | Total number of simple inquiries received  | 179            |
| 11                            | Total number of simple inquiries resolved  | 170            |
| 12                            | Number of inquiries involving complex issues received                            | 226            |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 25             |
| 13B                           | Total dollar amount referred for further action                                  | \$5,064        |
| 14                            | Number of complex issues resolved  | 210            |
| 15                            | Number of complex issues pending further action                                  | 78             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**West Virginia – AARP Foundation, Charleston**

| In operation since: July 2003 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 62             |
| 2                             | Total number of volunteer training hours   | 394            |
| 3                             | Total number of volunteer work hours   | 367            |
| 4                             | Number of media airings  | 107            |
| 5                             | Number of community outreach education events conducted                          | 35             |
| 6                             | Estimated number of people reached by community outreach education events        | 12,493         |
| 7                             | Number of group education sessions for beneficiaries                             | 20             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 10,681         |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 127            |
| 10                            | Total number of simple inquiries received  | 938            |
| 11                            | Total number of simple inquiries resolved  | 938            |
| 12                            | Number of inquiries involving complex issues received                            | 28             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 10             |
| 13B                           | Total dollar amount referred for further action                                  | \$10,341       |
| 14                            | Number of complex issues resolved  | 6              |
| 15                            | Number of complex issues pending further action                                  | 142            |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Wisconsin – Coalition of Wisconsin Aging Groups, Madison**

| In operation since: July 1997 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 78             |
| 2                             | Total number of volunteer training hours   | 358            |
| 3                             | Total number of volunteer work hours   | 844            |
| 4                             | Number of media airings  | 282            |
| 5                             | Number of community outreach education events conducted                          | 52             |
| 6                             | Estimated number of people reached by community outreach education events        | 4,589          |
| 7                             | Number of group education sessions for beneficiaries                             | 169            |
| 8                             | Number of beneficiaries who attended group education sessions                    | 5,369          |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 29             |
| 10                            | Total number of simple inquiries received  | 1,084          |
| 11                            | Total number of simple inquiries resolved  | 1,043          |
| 12                            | Number of inquiries involving complex issues received                            | 20             |
| 13A                           | Number of inquiries involving complex issues referred for further action         | 6              |
| 13B                           | Total dollar amount referred for further action                                  | \$3,450        |
| 14                            | Number of complex issues resolved  | 10             |
| 15                            | Number of complex issues pending further action                                  | 15             |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

A P P E N D I X - D

**Wyoming – Senior Citizens, Inc., Riverton**

| In operation since: July 2000 |  | Total for 2010 |
|-------------------------------|--|----------------|
|                               | PERFORMANCE MEASURES   |                |
| 1                             | Total number of active volunteers  | 39             |
| 2                             | Total number of volunteer training hours   | 783            |
| 3                             | Total number of volunteer work hours   | 77             |
| 4                             | Number of media airings  | 4,468          |
| 5                             | Number of community outreach education events conducted                          | 54             |
| 6                             | Estimated number of people reached by community outreach education events        | 3,943          |
| 7                             | Number of group education sessions for beneficiaries                             | 25             |
| 8                             | Number of beneficiaries who attended group education sessions                    | 614            |
| 9                             | Number of one-on-one counseling sessions held with or on behalf of a beneficiary | 3,980          |
| 10                            | Total number of simple inquiries received  | 80             |
| 11                            | Total number of simple inquiries resolved  | 80             |
| 12                            | Number of inquiries involving complex issues received                            | 3              |
| 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                                  | 1              |
| 16                            | Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others         | \$0            |
| 17A                           | Actual Medicare funds recovered attributable to the projects                     | \$0            |
| 17B                           | Actual Medicaid funds recovered attributable to the projects                     | \$0            |
| 17C                           | Actual savings to beneficiaries attributable to the projects                     | \$0            |
| 17D                           | Other savings attributable to the projects (e.g., Supplemental Insurance)        | \$0            |
| 17A –17D                      | Total savings attributable to the projects                                       | \$0            |

▶ A P P E N D I X ~ E

## **Performance Measures Definitions**

The following list includes the definitions of the performance measures for 2010.

**Definitions**

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|  |   |
|--|---|
| <b>ACTIVE VOLUNTEERS</b>                       | Individuals who donate their time to assist with implementing the Senior Medicare Patrol projects. Volunteers are trained to perform Senior Medicare Patrol project work, which is conducted during their own personal time. They do not get paid by anyone during the time they perform this work.   |
| <b>TRAINING SESSIONS</b>                       | Formal gatherings (e.g., in person, by teleconference, or by web conference) sponsored for the purpose of teaching or retraining Senior Medicare Patrol project staff and/or volunteers who in turn will educate individuals to identify and report health care fraud, waste, and abuse. Training reportable to the Office of Inspector General does not include informal training mechanisms such as email updates or newsletters. |
| <b>MEDIA AIRINGS</b>                           | Any individual airing or publishing of media (e.g., print, radio, television, or electronic) to educate about Medicare/Medicaid fraud and the services of the Senior Medicare Patrol projects. <sup>3</sup>   |
| <b>COMMUNITY OUTREACH/<br/>EDUCATION EVENT</b> | Any education activity conducted by Senior Medicare Patrol project staff or volunteer that is not a group education session, one-on-one session, or media outreach activity.  |
| <b>GROUP EDUCATION<br/>SESSIONS</b>            | Formal gatherings led by Senior Medicare Patrol project staff or volunteers to educate beneficiaries, family members, caregivers, and others on detecting fraud, waste, and abuse in the health care system and services offered by the Senior Medicare Patrol projects.  |
| <b>ONE-ON-ONE COUNSELING<br/>SESSION</b>       | A meeting between Senior Medicare Patrol project staff or volunteer and an individual beneficiary and/or his or her family for the purpose of discussing or gathering   |

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<sup>3</sup> In 2008, the Administration on Aging clarified that the Senior Medicare Patrol projects should count each time an event was aired or an article published.

information about potential health care fraud, waste, or abuse. One-on-one counseling sessions may include beneficiary counseling, information gathering, or information sharing.

**SIMPLE INQUIRY**

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

**COMPLEX ISSUES**

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

**COMPLEX ISSUES REFERRED FOR FURTHER ACTION**

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

**COMPLEX ISSUES RESOLVED**

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

**COMPLEX ISSUES PENDING FURTHER ACTION**

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

**COST AVOIDANCE**

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

**MEDICARE FUNDS RECOVERED**

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

**MEDICAID FUNDS RECOVERED**

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

**SAVINGS TO THE  
BENEFICIARY**

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

**OTHER SAVINGS**

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