



DEPARTMENT OF HEALTH AND HUMAN SERVICES

OFFICE OF INSPECTOR GENERAL

WASHINGTON, DC 20201



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TO: Josh Hodges
Acting Deputy Administrator for the Center for Integrated Programs
Administration for Community Living

FROM: Suzanne Murrin 
Deputy Inspector General
for Evaluation and Inspections

SUBJECT: Memorandum Report: *2016 Performance Data for the Senior Medicare Patrol Projects*, OEI-02-17-00220

This memorandum report presents performance data for the Senior Medicare Patrol (SMP) projects for 2016. The Office of Inspector General (OIG) has collected these data since 1997. In July 2010, the Administration on Aging (AoA), which is now part of the Administration for Community Living (ACL), requested that OIG continue to collect and report performance data for the projects to support its efforts to evaluate and improve their performance. OIG reports this performance data on an annual basis. In 2015, ACL substantially changed the performance measures. As a result, the measures presented in this report differ from those presented in prior years. (For last year's report, which covered data from 2015, ACL requested that OIG focus on the performance measures that had not changed.)

SUMMARY

The SMP projects receive grants from ACL to recruit and train retired professionals and other senior citizens to prevent, recognize, and report health care fraud, errors, and abuse. These SMP volunteers then participate in outreach events to help educate other Medicare and Medicaid beneficiaries to do the same. In 2016, the 53 SMP projects:

- had 6,126 active team members;
- conducted 26,220 group outreach and education events; and
- had 195,386 individual interactions with, or on behalf of, a Medicare beneficiary.

The projects had the following results:

- \$163,904 in cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others;
- \$53,449 in total savings to beneficiaries and others;
- \$2,672 in expected Medicare recoveries that were attributable to the projects; and
- no Medicaid recoveries.

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

BACKGROUND

There is 1 SMP project in each of the 50 States, the District of Columbia, Puerto Rico, and Guam, for a total of 53 SMP projects. In 2016, funding for the projects totaled \$18 million in Health Care Fraud and Abuse Control Program (HCFAC) funding. Of that \$18 million, \$3.3 million supported infrastructure, technical assistance, and other SMP project activities, and \$14.7 million went to SMP projects to help beneficiaries prevent, detect, and report Medicare fraud, errors, and abuse. In 2015, funding for the projects totaled \$17.6 million.

Performance Measures

Since the beginning of the program, ACL has modified the performance measures in a number of ways. In 2007, the projects were required to begin measuring “cost avoidance”—the health care expenditures for which Medicare, Medicaid, a beneficiary, or another entity (e.g., a secondary health insurer or a pharmacy) was relieved of responsibility for payment as a result of the projects. In 2012, ACL expanded the performance measures for both Medicare and Medicaid recoveries to account for expected recoveries as well as actual recoveries. This is consistent with the way OIG reports its recoveries.¹

In 2015, ACL changed the performance measures, with the goal of aligning them more closely with the SMP projects' outcomes. Specifically, ACL reduced the number of performance measures from 21 to 10 by keeping the 5 measures pertaining to recoveries, savings, and cost avoidance and combining or redefining the 16 measures pertaining to volunteer and outreach activities, condensing them into 5 new measures.

¹ As required by the Inspector General Act of 1978 (P.L. No. 95-452), as amended, OIG reports semiannually to the Secretary of Health and Human Services and to Congress on the activities of the office. In the semiannual report, OIG reports expected recoveries. See the most recent semiannual report at <https://oig.hhs.gov/reports-and-publications/semiannual/index.asp>.

In addition, ACL no longer requires the projects to report on the number of media airings and the ways they process complex issues. See Appendix E for a list of the current measures and their definitions.

Tracking Systems

Beginning in October 2015, ACL implemented a new reporting system—the SMP Information and Reporting System (SIRS). The SMP projects are required to use this system to track and report activities and complaints and to refer cases to an investigative agency when necessary. Prior to implementing this system, ACL used a Web-based system named the Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS).

METHODOLOGY

We based our review on data reported by 53 SMP projects for 2016. The data are from SIRS, which the program maintains. In this report, we provide data for the first time on five new performance measures. We reviewed the data for these measures for any discrepancies (e.g., if a project reported holding no events but reported a number of people attending events). For the five measures that were the same as in previous years, we reviewed the projects' documentation as we did in the past. Specifically, we reviewed documentation for expected recoveries of funds for the Medicare and Medicaid programs; documentation for project-attributable savings to beneficiaries and others; and documentation for cost avoidance. We provide the results for all 10 performance measures 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 2016

In 2016, the 53 SMP projects had a total of 6,126 total active team members who conducted a total of 26,220 group outreach and education events, reaching an estimated 1.5 million people. In addition, the projects had 195,386 individual interactions with, or on behalf of, a Medicare beneficiary.

For 2016, the projects reported \$163,904 in cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others. Savings to beneficiaries and others totaled \$53,449. Expected Medicare recoveries totaled \$2,672. Further, two projects provided information to Federal prosecutors that resulted in settlements totaling an additional \$9.2 million in expected Medicare recoveries.² There were no expected Medicaid recoveries.

² In these two cases, the SMP projects contributed to existing investigations.

In comparison to 2015, the projects reported much higher amounts for cost avoidance (\$163,904, up from \$21,533) and somewhat higher amounts of savings to beneficiaries and others (\$53,449, up from \$35,059). However, the projects reported significantly lower expected Medicare recoveries (\$2,672, down from \$2.5 million). The projects reported no Medicaid recoveries in either year.

Results Since 1997

Since the program's inception 20 years ago, the SMP projects have reported performance data on key measures, including Medicare and Medicaid recoveries; savings to beneficiaries and others; and cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others. In total, expected recoveries to Medicare and Medicaid attributable to the projects from 1997 through 2016 were \$117.6 million.³ Most of the recoveries resulted from one project's involvement in adjustments to Medicaid claims for individuals who were entitled to both Medicare and Medicaid.⁴ Total savings to beneficiaries and others were approximately \$7.1 million. Finally, total cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$9.2 million.

CONCLUSION

The SMP projects receive grants from ACL to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. In 2016, the SMP projects had a total of 6,126 total active team members who conducted a total of 26,220 group outreach and education events, reaching an estimated 1.5 million people. Results attributable to their efforts included \$163,904 in cost avoidance, \$53,449 in savings to beneficiaries and others, and \$2,672 in expected Medicare recoveries. In comparison to 2015, the projects reported much higher amounts for cost avoidance and somewhat higher amounts of savings to beneficiaries and others, but significantly lower expected Medicare recoveries.

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

³ Prior to 2007, OIG reviewed documentation on savings to Medicare only and included self-reported data on savings to Medicaid, beneficiaries, and other entities. In addition, prior to 2012, the projects reported only actual recoveries.

⁴ The project reported these savings between 2001 and 2003.

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As agreed, we will continue to monitor the projects and will provide ACL with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this memorandum report, please provide them within 60 days. Please refer to report number OEI-02-17-00220 in all correspondence.

cc:

Kathleen Cantwell

Director of the Office of Strategic Operations and Regulatory Affairs

Centers for Medicare & Medicaid Services

Results for Performance Measures for the Senior Medicare Patrol Projects

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APPENDIX A

Summary of Overall Performance of Projects in 2016*

Performance measures	Total for 2016
Total number of active SMP team members	6,126
Total number of SMP team member hours	415,041
Number of group outreach and education events	26,220
Estimated number of people reached through group outreach and education events	1,492,652
Number of individual interactions with, or on behalf of, a Medicare beneficiary	195,386
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$163,904
Expected Medicare recoveries attributable to the projects	\$2,672
Expected Medicaid recoveries attributable to the projects	\$0
Savings to beneficiaries attributable to the projects	\$53,106
Other savings attributable to the projects (e.g., Supplemental Insurance)	\$343
Total savings attributable to the projects *	\$56,121

* Total savings does not include cost avoidance.

** The totals in this table have been rounded.

APPENDIX B

Summary of Performance on Recoveries, Savings, and Cost Avoidance, Since 1997

Performance measures	Total Since 1997
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$9,225,223
Expected Medicare recoveries attributable to the projects**	\$22,833,763
Expected Medicaid recoveries attributable to the projects**	\$94,812,297
Savings to beneficiaries attributable to the projects	\$3,584,959
Other savings attributable to the projects (e.g., Supplemental Insurance)	\$3,472,345
Total savings attributable to the projects ***	\$124,703,364

* Performance measure was reported as of 2007.

** Performance measure was changed to include actual and expected recoveries as of 2012. Prior to 2012, the measure only included actual recoveries.

*** Total savings does not include cost avoidance.

Summary of Performance of Prior Measures, 1997-2014

Performance measures	Total: 1997 - 2014
Total number of active volunteers	46,428
Total number of volunteer training hours	505,400
Total number of volunteer work hours	1,105,124
Number of media airings	2,393,866
Number of community outreach education events conducted	196,225
Estimated number of people reached by community outreach education events	30,150,226
Number of group education sessions for beneficiaries	138,441
Number of beneficiaries who attended group education sessions	4,933,065
Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,643,744
Total number of simple inquiries received	628,608
Total number of simple inquiries resolved	614,040
Number of inquiries involving complex issues received	34,643
Number of inquiries involving complex issues referred for further action	9,418
Total dollar amount referred for further action	\$46,975,979
Number of complex issues resolved	18,239
Number of complex issues pending further action	N/A

APPENDIX C

Results for 2016, by Performance Measure

The following tables provide the results by performance measure for each of the 53 Senior Medicare Patrol projects.

Note: The total amounts for some performance measures may not match the sum of each of these performance measures in Appendix B because of rounding.

Total number of active SMP team members

Total for 2016		Total for 2016	
Alabama	70	Montana	95
Alaska	49	Nebraska	94
Arizona	92	Nevada	86
Arkansas	83	New Hampshire	21
California	653	New Jersey	64
Colorado	81	New Mexico	53
Connecticut	83	New York	24
Delaware	54	North Carolina	206
District of Columbia	80	North Dakota	83
Florida	71	Ohio	221
Georgia	230	Oklahoma	67
Guam	21	Oregon	219
Hawaii	67	Pennsylvania	47
Idaho	104	Puerto Rico	0
Illinois	114	Rhode Island	58
Indiana	79	South Carolina	39
Iowa	75	South Dakota	69
Kansas	3	Tennessee	446
Kentucky	214	Texas	128
Louisiana	90	Utah	126
Maine	136	Vermont	32
Maryland	166	Virginia	83
Massachusetts	59	Washington	69
Michigan	826	West Virginia	53
Minnesota	44	Wisconsin	39
Mississippi	34	Wyoming	64
Missouri	62		

Total number of SMP team member hours

Total for 2016		Total for 2016	
Alabama	15,650	Montana	3,967
Alaska	3,394	Nebraska	4,191
Arizona	6,305	Nevada	10,362
Arkansas	7,569	New Hampshire	655
California	53,500	New Jersey	5,558
Colorado	4,770	New Mexico	6,893
Connecticut	4,650	New York	2,761
Delaware	6,301	North Carolina	8,047
District of Columbia	7,933	North Dakota	4,990
Florida	9,579	Ohio	4,739
Georgia	7,828	Oklahoma	3,735
Guam	3,490	Oregon	4,367
Hawaii	7,738	Pennsylvania	6,860
Idaho	11,239	Puerto Rico	0
Illinois	8,784	Rhode Island	4,205
Indiana	4,555	South Carolina	9,510
Iowa	10,282	South Dakota	7,598
Kansas	117	Tennessee	25,201
Kentucky	11,619	Texas	4,246
Louisiana	3,878	Utah	12,378
Maine	14,568	Vermont	2,073
Maryland	8,879	Virginia	7,955
Massachusetts	6,878	Washington	6,834
Michigan	23,639	West Virginia	3,839
Minnesota	8,082	Wisconsin	1,062
Mississippi	6,178	Wyoming	4,195
Missouri	1,420		

Number of group outreach and education events

Total for 2016		Total for 2016	
Alabama	485	Montana	503
Alaska	134	Nebraska	224
Arizona	649	Nevada	391
Arkansas	174	New Hampshire	215
California	2,523	New Jersey	238
Colorado	433	New Mexico	384
Connecticut	159	New York	127
Delaware	194	North Carolina	422
District of Columbia	269	North Dakota	549
Florida	486	Ohio	234
Georgia	2,690	Oklahoma	529
Guam	166	Oregon	568
Hawaii	159	Pennsylvania	314
Idaho	519	Puerto Rico	0
Illinois	607	Rhode Island	329
Indiana	412	South Carolina	342
Iowa	343	South Dakota	164
Kansas	18	Tennessee	1,366
Kentucky	436	Texas	613
Louisiana	234	Utah	1,052
Maine	592	Vermont	110
Maryland	437	Virginia	475
Massachusetts	98	Washington	1,097
Michigan	874	West Virginia	425
Minnesota	596	Wisconsin	21
Mississippi	163	Wyoming	123
Missouri	1,555		

Estimated number of people reached through group outreach and education events

Total for 2016		Total for 2016	
Alabama	18,717	Montana	17,060
Alaska	2,670	Nebraska	9,817
Arizona	32,243	Nevada	15,044
Arkansas	5,472	New Hampshire	8,306
California	139,170	New Jersey	12,158
Colorado	15,895	New Mexico	10,626
Connecticut	5,662	New York	10,012
Delaware	8,475	North Carolina	45,695
District of Columbia	6,175	North Dakota	15,606
Florida	34,378	Ohio	17,728
Georgia	97,604	Oklahoma	29,034
Guam	3,876	Oregon	20,823
Hawaii	12,898	Pennsylvania	10,468
Idaho	17,063	Puerto Rico	0
Illinois	33,343	Rhode Island	16,905
Indiana	35,583	South Carolina	20,257
Iowa	11,145	South Dakota	10,643
Kansas	10,952	Tennessee	156,087
Kentucky	17,157	Texas	26,331
Louisiana	27,771	Utah	43,100
Maine	38,689	Vermont	2,108
Maryland	15,925	Virginia	24,846
Massachusetts	7,801	Washington	80,142
Michigan	99,516	West Virginia	22,370
Minnesota	69,388	Wisconsin	3,558
Mississippi	13,363	Wyoming	5,135
Missouri	77,862		

Number of individual interactions with, or on behalf of, a Medicare beneficiary

	Total for 2016			Total for 2016
Alabama	15,327		Montana	1,442
Alaska	36		Nebraska	3,167
Arizona	13		Nevada	3,429
Arkansas	373		New Hampshire	1,478
California	27,905		New Jersey	722
Colorado	3,692		New Mexico	3,340
Connecticut	154		New York	151
Delaware	396		North Carolina	6,757
District of Columbia	167		North Dakota	87
Florida	391		Ohio	87
Georgia	3,309		Oklahoma	473
Guam	1,730		Oregon	9,978
Hawaii	258		Pennsylvania	1,181
Idaho	2,843		Puerto Rico	0
Illinois	6,068		Rhode Island	1,275
Indiana	935		South Carolina	5,404
Iowa	314		South Dakota	3,023
Kansas	2		Tennessee	25,184
Kentucky	2,847		Texas	258
Louisiana	119		Utah	11,788
Maine	7,210		Vermont	83
Maryland	17,479		Virginia	3,250
Massachusetts	128		Washington	8,580
Michigan	5,497		West Virginia	827
Minnesota	1,375		Wisconsin	18
Mississippi	102		Wyoming	3,251
Missouri	1,483			

Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others

Total for 2016		Total for 2016	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$116,316
California	\$18,498	New Jersey	\$833
Colorado	\$2,483	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$821	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$711	Ohio	\$112
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$0	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$285
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$4,185
Kentucky	\$182	Texas	\$0
Louisiana	\$0	Utah	\$14,823
Maine	\$0	Vermont	\$0
Maryland	\$0	Virginia	\$0
Massachusetts	\$440	Washington	\$0
Michigan	\$0	West Virginia	\$0
Minnesota	\$0	Wisconsin	\$0
Mississippi	\$0	Wyoming	\$4,215
Missouri	\$0		

Expected Medicare recoveries attributable to the projects

Total for 2016		Total for 2016	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$81	New Jersey	\$0
Colorado	\$143	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$0
Georgia	\$0	Oklahoma	\$0
Guam	\$1,024	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$0	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$1,104	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	Utah	\$0
Maine	\$0	Vermont	\$0
Maryland	\$0	Virginia	\$0
Massachusetts	\$0	Washington	\$0
Michigan	\$0	West Virginia	\$0
Minnesota	\$0	Wisconsin	\$0
Mississippi	\$0	Wyoming	\$319
Missouri	\$0		

Expected Medicaid recoveries attributable to the projects

Total for 2016		Total for 2016	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$0	New Jersey	\$0
Colorado	\$0	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$0
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$0	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	Utah	\$0
Maine	\$0	Vermont	\$0
Maryland	\$0	Virginia	\$0
Massachusetts	\$0	Washington	\$0
Michigan	\$0	West Virginia	\$0
Minnesota	\$0	Wisconsin	\$0
Mississippi	\$0	Wyoming	\$0
Missouri	\$0		

Savings to beneficiaries attributable to the projects

Total for 2016			Total for 2016	
Alabama	\$0		Montana	\$0
Alaska	\$42		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$0		New Hampshire	\$0
California	\$678		New Jersey	\$0
Colorado	\$1,589		New Mexico	\$0
Connecticut	\$0		New York	\$12,021
Delaware	\$2,933		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$44		Ohio	\$97
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$825
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$1,170
Kentucky	\$33,274		Texas	\$0
Louisiana	\$0		Utah	\$247
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Washington	\$0
Michigan	\$0		West Virginia	\$0
Minnesota	\$0		Wisconsin	\$0
Mississippi	\$0		Wyoming	\$186
Missouri	\$0			

Other savings attributable to the projects

Total for 2016		Total for 2016	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$0	New Jersey	\$0
Colorado	\$0	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$0
Georgia	\$0	Oklahoma	\$0
Guam	\$261	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$0	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	Utah	\$0
Maine	\$0	Vermont	\$0
Maryland	\$0	Virginia	\$0
Massachusetts	\$0	Washington	\$0
Michigan	\$0	West Virginia	\$0
Minnesota	\$0	Wisconsin	\$0
Mississippi	\$0	Wyoming	\$81
Missouri	\$0		

APPENDIX D

Results for 2016, by Project

The following tables provide the results for each performance measure for each of the 53 Senior Medicare Patrol projects in 2016. The tables also include the grant total for 2016 for each project. In addition, the measure for total savings does not include cost avoidance.

Alabama – State of Alabama Department of Senior Services	
Performance Measures	Total for 2016
Total number of active SMP team members	70
Total number of SMP team member hours	15,650
Number of group outreach and education events	485
Estimated number of people reached through group outreach and education events	18,717
Number of individual interactions with, or on behalf of, a Medicare beneficiary	15,327
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$278,391

Alaska – State of Alaska Department of Health & Social Services	
Performance Measures	Total for 2016
Total number of active SMP team members	49
Total number of SMP team member hours	3,394
Number of group outreach and education events	134
Estimated number of people reached through group outreach and education events	2,670
Number of individual interactions with, or on behalf of, a Medicare beneficiary	36
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$42
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$42

Grant Total: \$234,250

Arizona – Arizona Department of Economic Security	
Performance Measures	Total for 2016
Total number of active SMP team members	92
Total number of SMP team member hours	6,305
Number of group outreach and education events	649
Estimated number of people reached through group outreach and education events	32,243
Number of individual interactions with, or on behalf of, a Medicare beneficiary	13
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$283,384

Arkansas – Arkansas Department of Human Services

Performance Measures	Total for 2016
Total number of active SMP team members	83
Total number of SMP team member hours	7,569
Number of group outreach and education events	174
Estimated number of people reached through group outreach and education events	5,472
Number of individual interactions with, or on behalf of, a Medicare beneficiary	373
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$261,315

California – California Health Advocates	
Performance Measures	Total for 2016
Total number of active SMP team members	653
Total number of SMP team member hours	53,500
Number of group outreach and education events	2,523
Estimated number of people reached through group outreach and education events	139,170
Number of individual interactions with, or on behalf of, a Medicare beneficiary	27,905
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$18,498
Expected Medicare recoveries attributable to the project	\$81
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$678
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$759

Grant Total: \$493,881

Colorado – State of Colorado Division of Insurance	
Performance Measures	Total for 2016
Total number of active SMP team members	81
Total number of SMP team member hours	4,770
Number of group outreach and education events	433
Estimated number of people reached through group outreach and education events	15,895
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,692
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,483
Expected Medicare recoveries attributable to the project	\$143
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$1,589
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$1,732

Grant Total: \$267,419

Connecticut – State of Connecticut Department on Aging	
Performance Measures	Total for 2016
Total number of active SMP team members	83
Total number of SMP team member hours	4,650
Number of group outreach and education events	159
Estimated number of people reached through group outreach and education events	5,662
Number of individual interactions with, or on behalf of, a Medicare beneficiary	154
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$260,067

Delaware – Delaware Department of Health and Social Services	
Performance Measures	Total for 2016
Total number of active SMP team members	54
Total number of SMP team member hours	6,301
Number of group outreach and education events	194
Estimated number of people reached through group outreach and education events	8,475
Number of individual interactions with, or on behalf of, a Medicare beneficiary	396
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$821
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$2,933
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$2,933

Grant Total: \$238,898

District of Columbia – AARP Legal Counsel for the Elderly	
Performance Measures	Total for 2016
Total number of active SMP team members	80
Total number of SMP team member hours	7,933
Number of group outreach and education events	269
Estimated number of people reached through group outreach and education events	6,175
Number of individual interactions with, or on behalf of, a Medicare beneficiary	167
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$234,121

Florida – eQHealth Solutions, Inc.	
Performance Measures	Total for 2016
Total number of active SMP team members	71
Total number of SMP team member hours	9,579
Number of group outreach and education events	486
Estimated number of people reached through group outreach and education events	34,378
Number of individual interactions with, or on behalf of, a Medicare beneficiary	391
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$711
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$44
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$44

Grant Total: \$417,739

Georgia – Department of Human Services	
Performance Measures	Total for 2016
Total number of active SMP team members	230
Total number of SMP team member hours	7,828
Number of group outreach and education events	2,690
Estimated number of people reached through group outreach and education events	97,604
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,309
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$305,722

Guam – Guam Department of Public Health and Social Services	
Performance Measures	Total for 2016
Total number of active SMP team members	21
Total number of SMP team member hours	3,490
Number of group outreach and education events	166
Estimated number of people reached through group outreach and education events	3,876
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,730
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$1,024
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$261
Total savings attributable to the project	\$1,286

Grant Total: \$95,831

Hawaii –State of Hawaii Department of Health	
Performance Measures	Total for 2016
Total number of active SMP team members	67
Total number of SMP team member hours	7,738
Number of group outreach and education events	159
Estimated number of people reached through group outreach and education events	12,898
Number of individual interactions with, or on behalf of, a Medicare beneficiary	258
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$242,104

Idaho – Idaho Commission on Aging	
Performance Measures	Total for 2016
Total number of active SMP team members	104
Total number of SMP team member hours	11,239
Number of group outreach and education events	519
Estimated number of people reached through group outreach and education events	17,063
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,843
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$244,653

Illinois – AgeOptions	
Performance Measures	Total for 2016
Total number of active SMP team members	114
Total number of SMP team member hours	8,784
Number of group outreach and education events	607
Estimated number of people reached through group outreach and education events	33,343
Number of individual interactions with, or on behalf of, a Medicare beneficiary	6,068
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$331,010

Indiana –IAAAA Education Institute	
Performance Measures	Total for 2016
Total number of active SMP team members	79
Total number of SMP team member hours	4,555
Number of group outreach and education events	412
Estimated number of people reached through group outreach and education events	35,583
Number of individual interactions with, or on behalf of, a Medicare beneficiary	935
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$287,288

Iowa – Northeast Iowa AAA	
Performance Measures	Total for 2016
Total number of active SMP team members	75
Total number of SMP team member hours	10,282
Number of group outreach and education events	343
Estimated number of people reached through group outreach and education events	11,145
Number of individual interactions with, or on behalf of, a Medicare beneficiary	314
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$1,104
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$1,104

Grant Total: \$260,211

Kansas – Kansas Department on Aging and Disability Services	
Performance Measures	Total for 2016
Total number of active SMP team members	3
Total number of SMP team member hours	117
Number of group outreach and education events	18
Estimated number of people reached through group outreach and education events	10,952
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$255,058

Kentucky – Louisville/Jefferson County Metro Government	
Performance Measures	Total for 2016
Total number of active SMP team members	214
Total number of SMP team member hours	11,619
Number of group outreach and education events	436
Estimated number of people reached through group outreach and education events	17,157
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,847
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$182
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$33,274
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$33,274

Grant Total: \$279,861

Louisiana – eQHealth Solutions, Inc.	
Performance Measures	Total for 2016
Total number of active SMP team members	90
Total number of SMP team member hours	3,878
Number of group outreach and education events	234
Estimated number of people reached through group outreach and education events	27,771
Number of individual interactions with, or on behalf of, a Medicare beneficiary	119
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$269,013

Maine – Maine Department of Health and Human Services	
Performance Measures	Total for 2016
Total number of active SMP team members	136
Total number of SMP team member hours	14,568
Number of group outreach and education events	592
Estimated number of people reached through group outreach and education events	38,689
Number of individual interactions with, or on behalf of, a Medicare beneficiary	7,210
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$246,431

Maryland – Maryland Department of Aging	
Performance Measures	Total for 2016
Total number of active SMP team members	166
Total number of SMP team member hours	8,879
Number of group outreach and education events	437
Estimated number of people reached through group outreach and education events	15,925
Number of individual interactions with, or on behalf of, a Medicare beneficiary	17,479
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$274,149

Massachusetts – Elder Services of the Merrimack Valley, Inc.	
Performance Measures	Total for 2016
Total number of active SMP team members	59
Total number of SMP team member hours	6,878
Number of group outreach and education events	98
Estimated number of people reached through group outreach and education events	7,801
Number of individual interactions with, or on behalf of, a Medicare beneficiary	128
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$440
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$287,539

Michigan – MMAP, Inc.	
Performance Measures	Total for 2016
Total number of active SMP team members	826
Total number of SMP team member hours	23,639
Number of group outreach and education events	874
Estimated number of people reached through group outreach and education events	99,516
Number of individual interactions with, or on behalf of, a Medicare beneficiary	5,497
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$323,087

Minnesota – Minnesota Board on Aging	
Performance Measures	Total for 2016
Total number of active SMP team members	44
Total number of SMP team member hours	8,082
Number of group outreach and education events	596
Estimated number of people reached through group outreach and education events	69,388
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,375
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$275,771

Mississippi – eQHealth Solutions, Inc.	
Performance Measures	Total for 2016
Total number of active SMP team members	34
Total number of SMP team member hours	6,178
Number of group outreach and education events	163
Estimated number of people reached through group outreach and education events	13,363
Number of individual interactions with, or on behalf of, a Medicare beneficiary	102
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$260,030

Missouri – District III Area Agency on Aging	
Performance Measures	Total for 2016
Total number of active SMP team members	62
Total number of SMP team member hours	1,420
Number of group outreach and education events	1,555
Estimated number of people reached through group outreach and education events	77,862
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,483
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$287,368

Montana – Missoula Aging Services	
Performance Measures	Total for 2016
Total number of active SMP team members	95
Total number of SMP team member hours	3,967
Number of group outreach and education events	503
Estimated number of people reached through group outreach and education events	17,060
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,442
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$240,728

Nebraska – Nebraska Department of Insurance	
Performance Measures	Total for 2016
Total number of active SMP team members	94
Total number of SMP team member hours	4,191
Number of group outreach and education events	224
Estimated number of people reached through group outreach and education events	9,817
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,167
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$246,274

Nevada – Nevada Aging and Disability Service Division	
Performance Measures	Total for 2016
Total number of active SMP team members	86
Total number of SMP team member hours	10,362
Number of group outreach and education events	391
Estimated number of people reached through group outreach and education events	15,044
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,429
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$251,152

New Hampshire – Department of Health and Human Services	
Performance Measures	Total for 2016
Total number of active SMP team members	21
Total number of SMP team member hours	655
Number of group outreach and education events	215
Estimated number of people reached through group outreach and education events	8,306
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,478
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$116,316
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$243,499

New Jersey – Jewish Family & Vocational Service of Middlesex County	
Performance Measures	Total for 2016
Total number of active SMP team members	64
Total number of SMP team member hours	5,558
Number of group outreach and education events	238
Estimated number of people reached through group outreach and education events	12,158
Number of individual interactions with, or on behalf of, a Medicare beneficiary	722
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$833
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$299,000

New Mexico – New Mexico Aging and Long Term Services Department	
Performance Measures	Total for 2016
Total number of active SMP team members	53
Total number of SMP team member hours	6,893
Number of group outreach and education events	384
Estimated number of people reached through group outreach and education events	10,626
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,340
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$248,766

New York –Services and Advocacy for GLBT Elders	
Performance Measures	Total for 2016
Total number of active SMP team members	24
Total number of SMP team member hours	2,761
Number of group outreach and education events	127
Estimated number of people reached through group outreach and education events	10,012
Number of individual interactions with, or on behalf of, a Medicare beneficiary	151
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$12,021
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$12,021

Grant Total: \$389,971

North Carolina – North Carolina Department of Insurance	
Performance Measures	Total for 2016
Total number of active SMP team members	206
Total number of SMP team member hours	8,047
Number of group outreach and education events	422
Estimated number of people reached through group outreach and education events	45,695
Number of individual interactions with, or on behalf of, a Medicare beneficiary	6,757
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$318,540

North Dakota – Minot State University	
Performance Measures	Total for 2016
Total number of active SMP team members	83
Total number of SMP team member hours	4,990
Number of group outreach and education events	549
Estimated number of people reached through group outreach and education events	15,606
Number of individual interactions with, or on behalf of, a Medicare beneficiary	87
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$236,248

Ohio – Pro Seniors, Inc.	
Performance Measures	Total for 2016
Total number of active SMP team members	221
Total number of SMP team member hours	4,739
Number of group outreach and education events	234
Estimated number of people reached through group outreach and education events	17,728
Number of individual interactions with, or on behalf of, a Medicare beneficiary	87
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$112
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$97
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$97

Grant Total: \$335,178

Oklahoma – Oklahoma Insurance Department	
Performance Measures	Total for 2016
Total number of active SMP team members	67
Total number of SMP team member hours	3,735
Number of group outreach and education events	529
Estimated number of people reached through group outreach and education events	29,034
Number of individual interactions with, or on behalf of, a Medicare beneficiary	473
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$264,692

Oregon – Department of Human Services, Office of Financial Services

Performance Measures	Total for 2016
Total number of active SMP team members	219
Total number of SMP team member hours	4,367
Number of group outreach and education events	568
Estimated number of people reached through group outreach and education events	20,823
Number of individual interactions with, or on behalf of, a Medicare beneficiary	9,978
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$267,152

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly	
Performance Measures	Total for 2016
Total number of active SMP team members	47
Total number of SMP team member hours	6,860
Number of group outreach and education events	314
Estimated number of people reached through group outreach and education events	10,468
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,181
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$825
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$825

Grant Total: \$353,280

Puerto Rico –Ombudsman Office for the Elderly	
Performance Measures	Total for 2016
Total number of active SMP team members	0
Total number of SMP team member hours	0
Number of group outreach and education events	0
Estimated number of people reached through group outreach and education events	0
Number of individual interactions with, or on behalf of, a Medicare beneficiary	0
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$266,596

Rhode Island – Rhode Island Department of Elderly Affairs	
Performance Measures	Total for 2016
Total number of active SMP team members	58
Total number of SMP team member hours	4,205
Number of group outreach and education events	329
Estimated number of people reached through group outreach and education events	16,905
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,275
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$285
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$239,539

South Carolina – South Carolina Office of Lieutenant Governor	
Performance Measures	Total for 2016
Total number of active SMP team members	39
Total number of SMP team member hours	9,510
Number of group outreach and education events	342
Estimated number of people reached through group outreach and education events	20,257
Number of individual interactions with, or on behalf of, a Medicare beneficiary	5,404
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$276,310

South Dakota – South Dakota Department of Social Services	
Performance Measures	Total for 2016
Total number of active SMP team members	69
Total number of SMP team member hours	7,598
Number of group outreach and education events	164
Estimated number of people reached through group outreach and education events	10,643
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,023
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$238,278

Tennessee – Upper Cumberland Development District	
Performance Measures	Total for 2016
Total number of active SMP team members	446
Total number of SMP team member hours	25,201
Number of group outreach and education events	1,366
Estimated number of people reached through group outreach and education events	156,087
Number of individual interactions with, or on behalf of, a Medicare beneficiary	25,184
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,185
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$1,170
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$1,170

Grant Total: \$292,210

Texas – Better Business Bureau Educational Foundation	
Performance Measures	Total for 2016
Total number of active SMP team members	128
Total number of SMP team member hours	4,246
Number of group outreach and education events	613
Estimated number of people reached through group outreach and education events	26,331
Number of individual interactions with, or on behalf of, a Medicare beneficiary	258
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$404,622

Utah – Utah Department of Human Services	
Performance Measures	Total for 2016
Total number of active SMP team members	126
Total number of SMP team member hours	12,378
Number of group outreach and education events	1,052
Estimated number of people reached through group outreach and education events	43,100
Number of individual interactions with, or on behalf of, a Medicare beneficiary	11,788
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$14,823
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$247
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$247

Grant Total: \$246,914

Vermont – Community of Vermont Elders	
Performance Measures	Total for 2016
Total number of active SMP team members	32
Total number of SMP team member hours	2,073
Number of group outreach and education events	110
Estimated number of people reached through group outreach and education events	2,108
Number of individual interactions with, or on behalf of, a Medicare beneficiary	83
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$237,159

Virginia – Virginia Association of Area Agencies on Aging, Inc.

Performance Measures	Total for 2016
Total number of active SMP team members	83
Total number of SMP team member hours	7,955
Number of group outreach and education events	475
Estimated number of people reached through group outreach and education events	24,846
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,250
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$296,639

Washington – Washington State Office of the Insurance Commissioner	
Performance Measures	Total for 2016
Total number of active SMP team members	69
Total number of SMP team member hours	6,834
Number of group outreach and education events	1,097
Estimated number of people reached through group outreach and education events	80,142
Number of individual interactions with, or on behalf of, a Medicare beneficiary	8,580
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$287,224

West Virginia – Bureau of Senior Services	
Performance Measures	Total for 2016
Total number of active SMP team members	53
Total number of SMP team member hours	3,839
Number of group outreach and education events	425
Estimated number of people reached through group outreach and education events	22,370
Number of individual interactions with, or on behalf of, a Medicare beneficiary	827
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

Grant Total: \$252,122

Wisconsin – eQHealth Solutions, Inc. *	
Performance Measures	Total for 2016
Total number of active SMP team members	39
Total number of SMP team member hours	1,062
Number of group outreach and education events	21
Estimated number of people reached through group outreach and education events	3,558
Number of individual interactions with, or on behalf of, a Medicare beneficiary	18
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., Supplemental Insurance)	\$0
Total savings attributable to the project	\$0

* In 2016, there were two grantees. The data are not available for the first grantee. The data in the table are from the second grantee and reflect the last 4 months of the year.

Grant Total: \$282,950

Wyoming – Wyoming Senior Citizens, Inc.	
Performance Measures	Total for 2016
Total number of active SMP team members	64
Total number of SMP team member hours	4,195
Number of group outreach and education events	123
Estimated number of people reached through group outreach and education events	5,135
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,251
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,215
Expected Medicare recoveries attributable to the project	\$319
Expected Medicaid recoveries attributable to the project	\$0
Savings to beneficiaries attributable to the project	\$186
Other savings attributable to the project (e.g., Supplemental Insurance)	\$81
Total savings attributable to the project	\$587

Grant Total: \$235,090

APPENDIX E

Definitions of Performance Measures

Total number of active SMP team members	Individuals who spent any time on the SMP program, including SMP-paid, in-kind paid, and volunteer team members.
Total number of SMP team member hours	Hours contributed by team members while performing SMP work and receiving training to perform SMP work, including time spent by SMP-paid, in-kind paid, and volunteer team members.
Number of group outreach and education events	Community outreach events, education activities, and presentations to educate beneficiaries, family members, caregivers, and others about SMP services and detecting health care fraud, errors, and abuse.
Estimated number of people reached through group outreach and education events	Total estimated number of people reached as a result of SMP group outreach and education activities.
Number of individual interactions with, or on behalf of, a Medicare beneficiary	Individual interactions between SMP team members and beneficiaries, family members, caregivers, or others for the purpose of discussing or gathering information about potential health care fraud, errors, or abuse.
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	Health care expenditures for which the Government, a beneficiary, or other entity (e.g., secondary health insurer or a pharmacy) was relieved of responsibility for payment as a result of the SMP project.
Expected Medicare recoveries attributable to the project	This amount represents actual and expected recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This applies to the amount of money that was ordered or agreed upon to be returned to Medicare, and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicare contractor or a law enforcement agency.
Expected Medicaid recoveries attributable to the project	This amount represents actual and expected recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This applies to the amount of money that was ordered or agreed upon to be returned to Medicaid, and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicaid Fraud Control Unit or a law enforcement agency.
Savings to beneficiaries attributable to the project	Money saved by or recouped to an individual as a result of the SMP project (e.g., copayments, deductibles, or any other out-of-pocket expenses).
Other savings attributable to the project	Money saved or recouped to an entity other than Medicare, Medicaid, or a beneficiary (e.g., secondary health insurer) as a result of the SMP project.