

**2020 SMP/SHIP  
National Conference**

July 21-23, 2020



**SMP UPDATES & LOOKING AHEAD TO 2021**

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**July 21, 2020**

# Today, we'll discuss...

- COVID-19 Efforts
- Funding Updates
- Casework Efforts
- Beneficiary Survey Updates
- OIG Report Highlights
- Barbara McGinity Award
- SIRS Updates
- SMP Partnership Projects
- Upcoming Media Training
- Listserv Changes

# COVID-19 Efforts



# Funding Updates

- FY 2020
- FY 2021 & Beyond



# Casework Efforts

- ACL, OIG, CMS & Center have been working very hard to improve casework process
- Focus is on improving:
  - Quality
  - Accuracy
  - Timeliness
- Very important to review and implement changes as they are rolled out.

# Beneficiary Survey Update

- New Survey will consist of two pieces:
  - Outreach & Education
    - Very similar to the last round of surveys
  - Beneficiary Satisfaction with one-on-one assistance
    - New for SMP!
    - Similar to SHIP survey of last 3 years
- Common Features:
  - All states will participate every year
  - Will not provide state-specific reports annually

# 2019 OIG Report Highlights

- Details added:
  - Narrative expanded to better highlight work of the program
  - Included information on genetic testing work conducted by SMPs in 2019
  - Consumer Fraud Alert
    - Included details on the alert
    - Highlighted number of events conducted and number of people reached
    - Will become a regular feature of report in future

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**THE 2020 BARBARA MCGINITY  
LEADERSHIP AWARD**

**JULY 21, 2020**



# Who was Barbara McGinity?



## Barbara McGinity Video Tribute

# What is the Barbara McGinity Award?

- An award that is given annually to an SMP director who personifies the **strong leadership and contributions** to the SMP network that Barbara McGinity was known for in her SMP work.
- The nominee is selected by your peers.



# Nominators stated this year's individual...

- “Makes significant contributions to the discussion and enlightenment during SMP Networking meetings on current fraud trends.”
- “Is an innovative leader...using webinars and other outreach to protect Medicare beneficiaries from fraud, waste and abuse.”
- “Is willing to share ideas and assist other SMP directors in advancing the SMP mission.”
- “Fosters a spirit of collaboration by providing training opportunities which are available for the entire SMP program.”
- “Exemplifies teamwork and their (SMP) work is an inspiration to all programs.
- “Has shown leadership by taking on initiatives to change and improve outreach and education.”
- “Fosters an atmosphere of collaboration by developing relationships with the state attorney general, state governor, state police department, and agencies. Also by hosting webinars that are free for SMPs has been truly a demonstration of their willingness to lead and collaborate.”

# Micki Nozaki – California SMP Director



# SIRS Updates

- The following reports are on the enhancement list but won't be released until the new contract year starts on 9/1/20:
  - Individual Interaction Summary Report – Session Conducted By
  - SIRS Group Outreach Summary Report – Session Conducted By
  - SIRS Group Outreach Summary Report – Partner Organization Affiliation
  - SIRS Media Outreach Summary Report – Partner Organization Affiliation
  - SIRS Media Outreach Summary Report – Session Conducted By
- Email Katie Glendening at [Katherine.Glendening@acl.hhs.gov](mailto:Katherine.Glendening@acl.hhs.gov) if you have SIRS enhancement recommendations

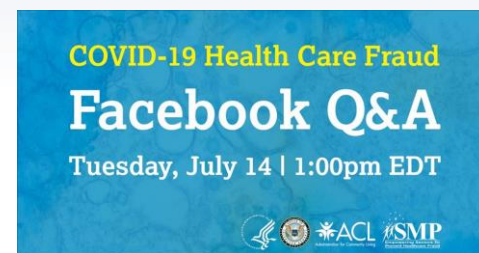
# SIRS Updates

Note for non-colocated programs where SMP also has a proprietary system:

If you are thinking about contracting with a proprietary system, reach out to your SHIP Director partner. API functionality is only available for STARS (which includes the “Send to SMP” functionality) and is a direct connection to the system rather than a CSV upload.

# Partnerships

- **AARP:**
  - Beware of Medicare Scams Teletown Hall
  - Slam the Scam: Phone Scams
  - Slam the Scam: Coronavirus
- **OIG:**
  - COVID-19 Fraud Awareness Campaign
  - Relationships with Public Affairs and Hotline Operations



# Partnerships

- **ACL Office of Performance & Evaluation:**
  - SMP Outreach Research Project
  - Goal: Research the most efficient and effective methods to reach the program's target audience via outreach and media activities.
- **BETAH:**
  - SMP National Media Campaign
  - All parts released by October 2020
    - Three part media training:
      - Goal: beginner-level training on communicating with the media
    - Quickdraw-style SMP informational videos



# Recruitment for Media Trainings

We need a live audience of 5-10 SMP Directors for each of the three following trainings. This will require engaged participation and possible role playing.

- **Basic Communications Training**
  - Sept. 10 @ 2-3 pm ET
- **Strategic Communications Training**
  - Sept. 15 @ 2-3 pm ET
- **Media Communications Training**
  - Sept. 17 @ 2-3 pm ET

**If you are interested in possibly participating as an audience member for one or more of these trainings, please complete this survey:**

<https://forms.gle/WUDMxoskLegWYWnB6> (will be sent via email today)

# SMP Listserv Changes

- SMP Listserv subscription will now be limited to:
  - SMP Directors
  - Their agency's leadership (if desired)
  - One designated representative to serve in the director's absence.
  - All others will be removed.
- Updated materials sent out via listserv today
- Complete this survey to identify those to include as subscribers (also sent in chat): <https://forms.gle/mP71RcTkuvXv1AfD6>

# Questions, Comments, or Thoughts?

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