Administration for Community Living

Office of Healthcare Information and Counseling (OHIC)

National Conference

August 3–6, 2026 • Washington, DC

Training Toward Success

Provided by: Jonathan Burlison, Director,
Nebraska SHIP & SMP

SHIP State Health Insurance Assistance Program
Navigating Medicare

SMP Senior Medicare Patrol
Preventing Medicare Fraud

Jonathan Burlison

- Nebraska Department of Insurance employee since 2015
  - Administrative Services – Accounting & HR duties
- Started with SHIP & SMP Division in February 2017
  - Certified Counselor
  - Regional Volunteer Representative
  - Program Outreach Coordinator
- Appointed Interim Director in March 2022
- Named Director in May 2022
- Nominated to SHIP Steering Committee fall 2024

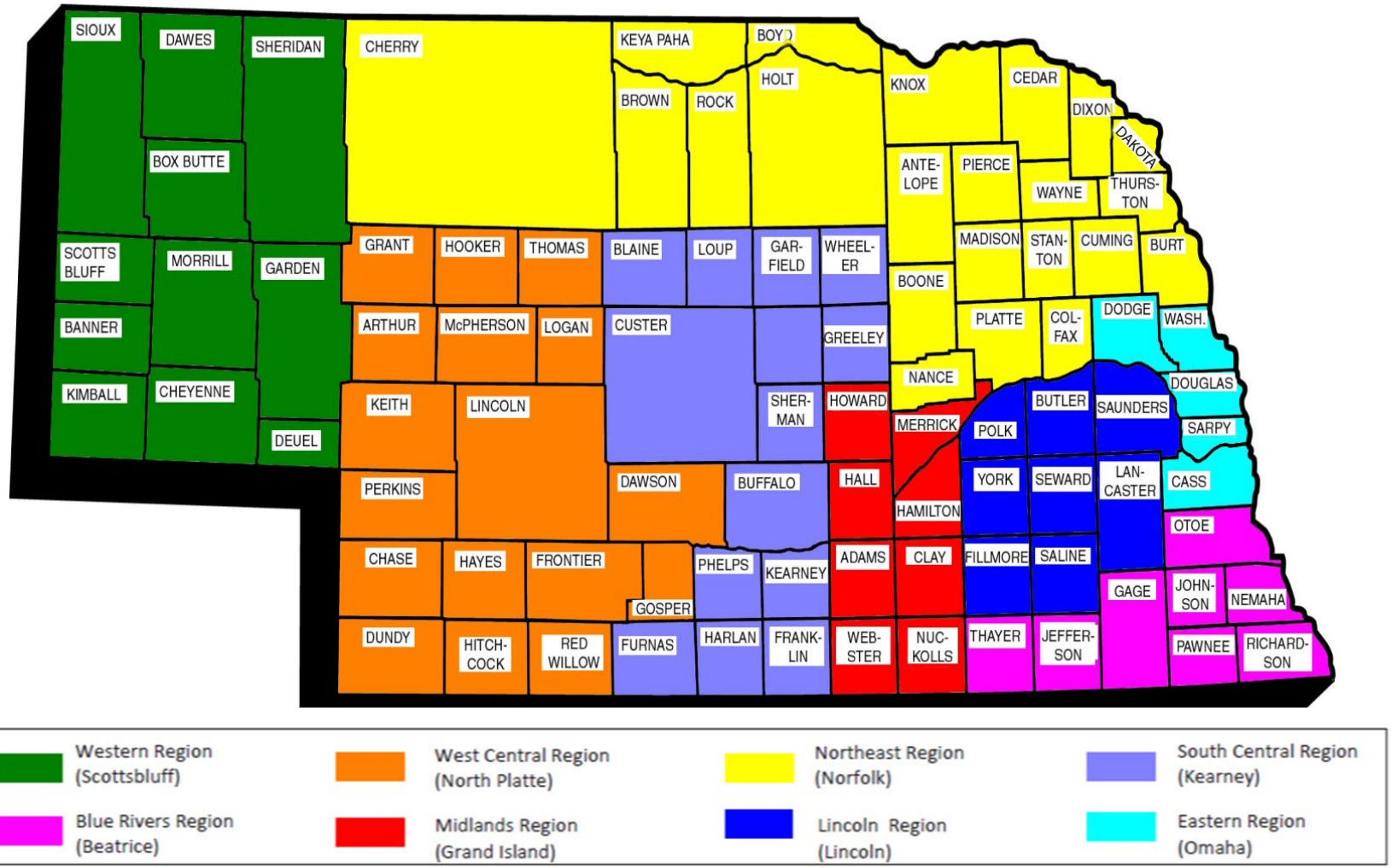
Nebraska SHIP & SMP

- Division of the Nebraska Department of Insurance
  - Manages MIPPA Priorities 1, 2, and 3
- Seven Regional Offices
  - Area Agency on Aging
  - Volunteers Assisting Seniors
  - Independent Contractors

Nebraska

- 93 Counties (77,347 sq. mi.)
- Total Population – 2,018,006 (US Census Bureau)
- Nebraskans with Medicare 395,998 as of February 2026
- 66% (260,138) enrolled into Original Medicare
- 34% (135,860) enrolled into Medicare Advantage
  - Source: data.cms.gov/tools/medicare-enrollment-dashboard

Nebraska SHIP & SMP



Nebraska SHIP & SMP

- Regional Office Duties:
  - Manage SHIP, SMP, and MIPPA activities:
    - Counseling
    - SHIP & SMP Hotline
    - Outreach
    - Media
    - Volunteer Management
      - Recruitment
      - Training
      - Retention

Training Program

- 2022 and before
  - Training materials and exams fully created in house.
  - All volunteers trained as full counselors.
  - Only one Initial Training available per year.
  - Training lacked opportunities to test knowledge throughout.
  - Certification provided after completion of written exam.
  - Lack of mentoring.

Training Program

- In 2023 & 2024
  - Transition to using training and testing provided by:
    - SHIP TA Center (2023)
    - SMP Resource Center (2024)
  - Volunteer roles defined:
    - Front Line Worker (Office assistance/Program awareness)
    - Part D Counselor
    - Medicare Advantage Counselor
    - Comprehensive Counselor
    - Fraud Warrior

Training Program

- In 2023 & 2024
  - Two Initial Training Sessions made available
  - SHIP TA Center & SMP Resource Center addressed lack of opportunities to test knowledge of materials
  - Certification provided after attending one-day Live training
  - Mentoring provided but still an opportunity

Training Program

- In 2025
  - Volunteer roles consolidated and renamed:
    - Community Engagement Ambassador
      - Build program awareness and educate to avoid fraud & assist with office phones
    - Medicare Plan Navigator
      - Assist in comparing Part D Plans and Medicare Advantage Plans, while also providing fraud prevention education
    - Comprehensive Medicare Counselor
      - Provide overall Medicare education and counseling either in-person or as a speaker at presentations

I volunteer with SHIP to educate individuals on the finer points of Medicare with the intent of improving their quality of life emphasizing medication prescribing from a pharmacist's perspective. Secondly my ultimate goal is to save them health care dollars.



Don - Scottsbluff



I enjoy helping people wade through over-whelming information to find the plan that best fits their needs.

Deb - Fairbury

I very much enjoy working with people seeking assistance in finding the best Part D insurance. It feels good to be able to do that.



Sharon - Lincoln

01/25 OUT10193

NEBRASKA SHIP | SMP

Navigating Medicare | Preventing Medicare Fraud

Local help for Nebraskans with Medicare

SHIP State Health Insurance Assistance Program

SMP Senior Medicare Patrol



For more information about becoming a volunteer contact:

1-800-234-7119

www.doi.nebraska.gov/ship-smp

SHIP & SMP Volunteers

Local help for Nebraskans with Medicare

This project was supported, in part by grant number 90SAPG0078 and 90MPPG0004 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201.



Why Volunteer?

SHIP & SMP are programs based on Nebraskans helping Nebraskans. Our counselors are known statewide as trusted Medicare experts who provide unbiased and confidential Medicare information while educating Nebraskans to identify and report possible Medicare fraud, error, or abuse.

What's Required?

SHIP & SMP volunteer training includes both online and classroom training. All counselors complete a certification to ensure they have the knowledge to educate people with Medicare.

How Can I Volunteer?

Community Engagement Ambassador

- Build program awareness, e.g., Health Fairs or Pop Up Booths
- Educate to avoid Medicare fraud.
- Office Assistance, e.g., answering calls into hotline or data support.

Medicare Plan Navigator

- Assist in comparing Part D, Prescription Drug Plans.
- Assist in comparing, Part C, Medicare Advantage Plans.
- Help identify potential fraud, error, or abuse.

Comprehensive Medicare Counselor

- Meet with people to answer Medicare questions, e.g., New to Medicare counseling sessions.
- Provide comprehensive Medicare presentations to community groups.

For more information on becoming a SHIP & SMP volunteer call 1-800-234-7119.

ACL Administration for Community Living | SHIP State Health Insurance Assistance Program Navigating Medicare | SMP Senior Medicare Patrol Preventing Medicare Fraud

Nebraska SHIP & SMP

- Current Volunteer Training Program:
  - Initial Training
    - Spring Session:
      - February & March – Online Training
      - April – Live Training (in-person or webinar)
    - Summer Session:
      - June & July – Online Training
      - August – Live Training (in-person or webinar)
  - Spring Update Training – May
  - Recertification Exam – June
  - CMS Unique ID Certification – July
  - Fall Update Training – October (Open Enrollment Specific)

Community Engagement Ambassador

Courses
Level 1: Medicare Basics
-Course 1: Health Insurance Terms (35 minutes)
-Course 2: Medicare Overview (30 minutes)
-Course 3: Medicare Options (30 minutes)
-Course 4: Enrollment Periods (35 minutes)

Courses
Level 2: Medicare Coverage Rules
-Course 1: Part A (Hospital Insurance) (40 minutes)
-Course 2: Part B (Medical Insurance) (30 minutes)
-Course 3: Part D (Medicare Prescription Drug Benefit) (40 minutes)
-Course 4: Medigap Plans (Supplemental Insurance) (30 minutes)
-Course 5: Medicare Advantage Plans (35 minutes)

Courses
Level 3: Appeals and Penalties
-Course 1: Original Medicare Health Appeals (45 minutes)
-Course 2: Medicare Advantage Health Appeals (60 minutes)
-Course 3: Medicare Part D Drug Appeals (35 minutes)
-Course 4: Enrollment Penalties and IRMAA (45 minutes)

Courses
Level 4: Other Insurance and Assistance Programs
-Course 1: Medicare and Employer Insurance (35 minutes)
-Course 2: Medicare and Other Insurance (30 minutes)
-Course 3: Medicare and Medicaid (45 minutes)
-Course 4: Medicare Assistance Programs (35 minutes)

Special Topics
-Privacy and Confidentiality (35 minutes)
-Medicare Fraud, Errors, and Abuse (30 minutes)

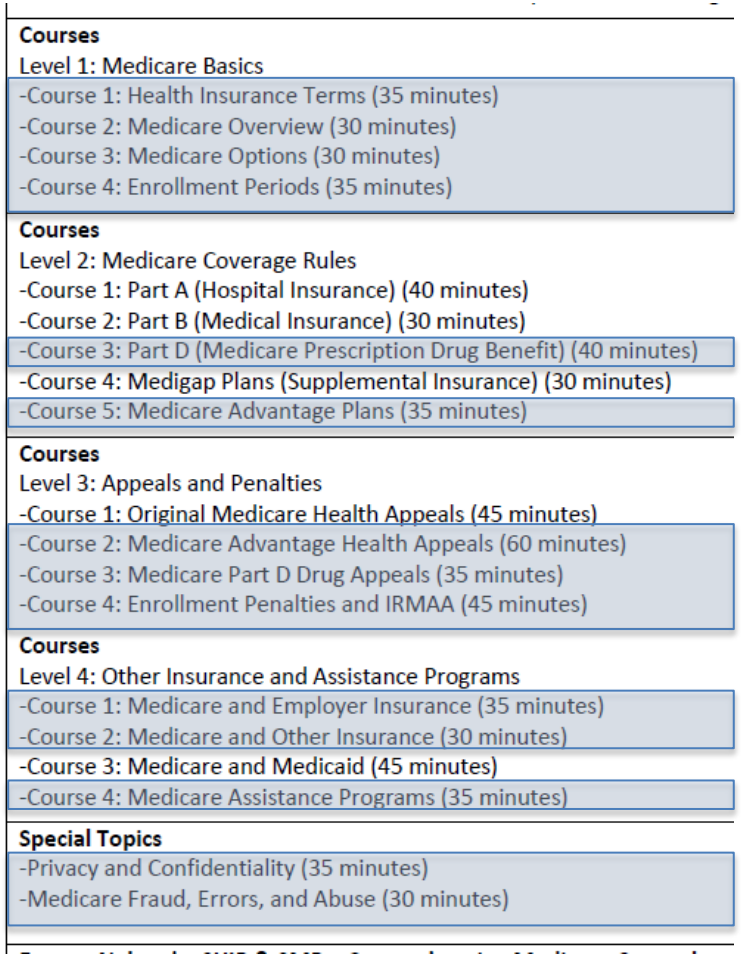
Community Engagement Ambassador

SMP Resource Center

Action	Item Name
Actions	SMP Foundations Training Manual
Actions	SMP Foundations Training Chapter 1 - SMP Program
Actions	SMP Foundations Training Chapter 4 - Medicare Fraud, Errors, and Abuse
Actions	SMP Foundations Training Assessment

Action	Item Name
Actions	SMP Group Education Training Manual
Actions	SMP Group Education Online Training - Chapter 1 Presentation Content
Actions	SMP Group Education Online Training - Chapter 2 Customizing the Presentation
Actions	SMP Group Education Online Training - Chapter 3 Giving an SMP Presentation
Actions	SMP Group Education Training Assessment

Medicare Plan Navigator



Courses
Level 1: Medicare Basics
-Course 1: Health Insurance Terms (35 minutes)
-Course 2: Medicare Overview (30 minutes)
-Course 3: Medicare Options (30 minutes)
-Course 4: Enrollment Periods (35 minutes)

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Level 2: Medicare Coverage Rules
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Medicare Plan Navigator

SMP Resource Center

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Actions	SMP Foundations Training Chapter 1 - SMP Program
Actions	SMP Foundations Training Chapter 4 - Medicare Fraud, Errors, and Abuse
Actions	SMP Foundations Training Assessment

Action	Item Name
Actions	SMP Counselor Training Manual
Actions	SMP Counselor Online Training - Chapter 1 Types of SMP Questions
Actions	SMP Counselor Online Training - Chapter 2 How to Read MSNs and EOBs
Actions	SMP Counselor Online Training - Chapter 3 How to Use the My Health Care Tracker
Actions	SMP Counselor Online Training - Chapter 4 Counseling Skills
Actions	SMP Counselor Online Training - Chapter 5 Handling SMP Questions
Actions	National SMP Bookmark
Actions	My Health Care Tracker
Actions	Medicare Statements Tip Sheet and Press Release
Actions	Additional Tip Sheets
Actions	Referrals to ACL Grantees for SSA and CMS Supports
Actions	SMP Counselor Training Assessment

Comprehensive Medicare Counselor

SHIP TA Center

Courses Level 1: Medicare Basics -Course 1: Health Insurance Terms (35 minutes) -Course 2: Medicare Overview (30 minutes) -Course 3: Medicare Options (30 minutes) -Course 4: Enrollment Periods (35 minutes)
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Comprehensive Medicare Counselor

SMP Resource Center

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Actions	SMP Foundations Training Manual
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Actions	SMP Group Education Training Assessment

Volunteer Resources

- 326 Page Manual (Paper or Electronic)
  - Section 1 – Nebraska SHIP & SMP Overview
  - Section 2 – What is Medicare? (Part A & Part B)
  - Section 3 – Medicare Supplement Policies
  - Section 4 – Medicare Part D
  - Section 5 – Medicare Advantage
  - Section 6 – Medicare Claims, Complaints, and Appeals
  - Section 7 – Assistance Programs
  - Section 8 – Other Insurance and Medicare
  - Section 9 – Medicare Fraud & Abuse
  - Section 10 – SHIP & SMP Reporting
  - Section 11 – Resources and Forms

Volunteer Resources



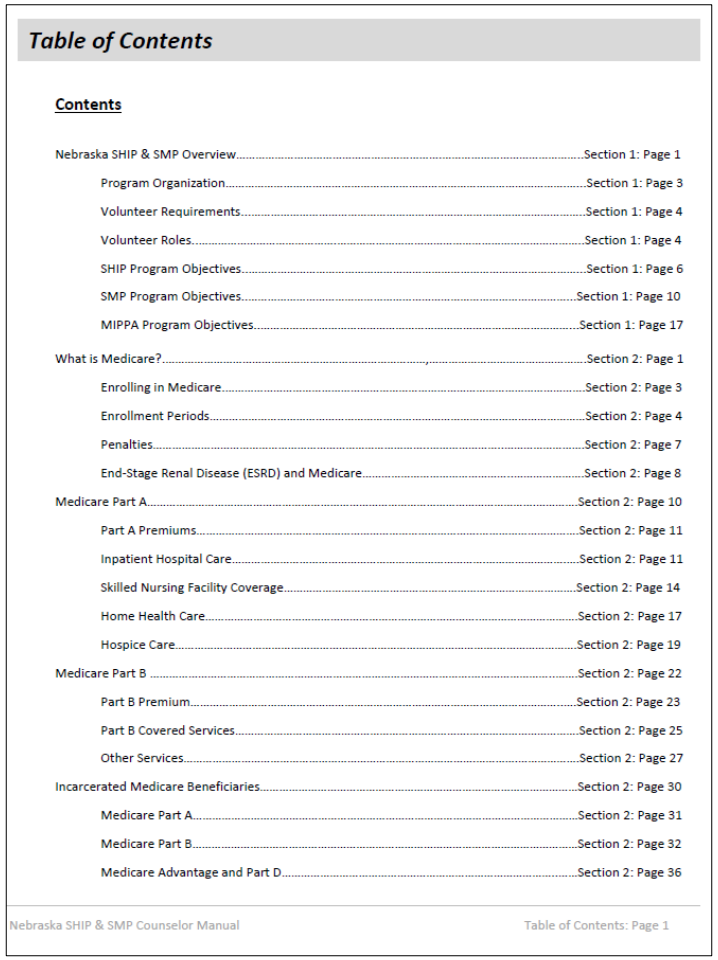
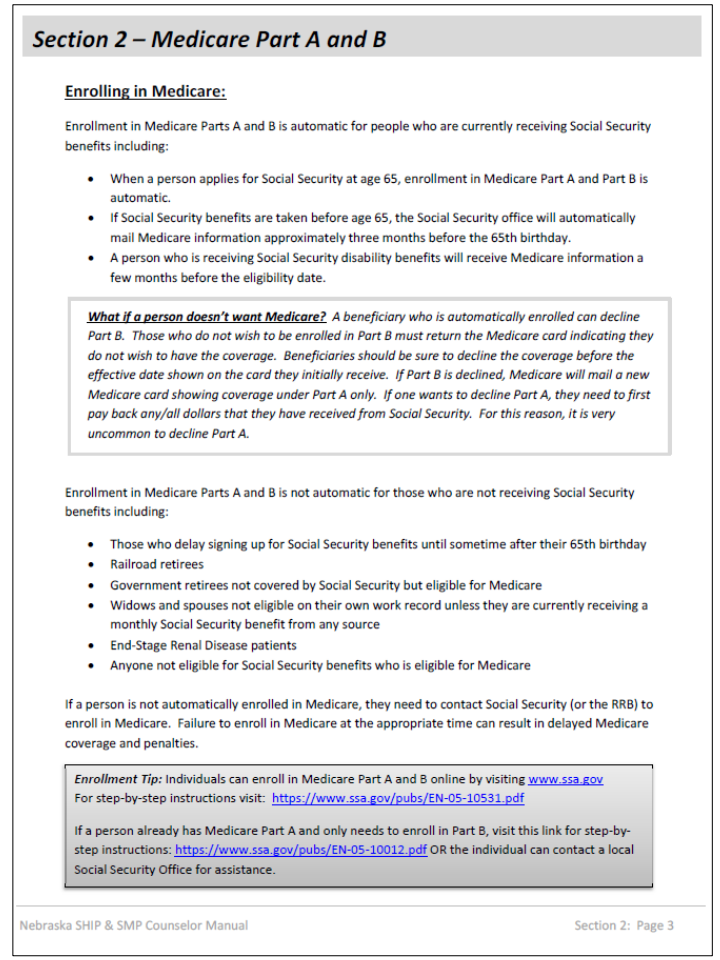


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SMP Program Objectives ..... Section 1: Page 10
MIPPA Program Objectives ..... Section 1: Page 17
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Enrolling in Medicare ..... Section 2: Page 3
Enrollment Periods ..... Section 2: Page 4
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Other Services ..... Section 2: Page 27
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Medicare Advantage and Part D ..... Section 2: Page 36



Section 2 – Medicare Part A and B

Enrolling in Medicare:

Enrollment in Medicare Parts A and B is automatic for people who are currently receiving Social Security benefits including:

- When a person applies for Social Security at age 65, enrollment in Medicare Part A and Part B is automatic.
- If Social Security benefits are taken before age 65, the Social Security office will automatically mail Medicare information approximately three months before the 65th birthday.
- A person who is receiving Social Security disability benefits will receive Medicare information a few months before the eligibility date.

What if a person doesn't want Medicare? *A beneficiary who is automatically enrolled can decline Part B. Those who do not wish to be enrolled in Part B must return the Medicare card indicating they do not wish to have the coverage. Beneficiaries should be sure to decline the coverage before the effective date shown on the card they initially receive. If Part B is declined, Medicare will mail a new Medicare card showing coverage under Part A only. If one wants to decline Part A, they need to first pay back any/all dollars that they have received from Social Security. For this reason, it is very uncommon to decline Part A.*

Enrollment in Medicare Parts A and B is not automatic for those who are not receiving Social Security benefits including:

- Those who delay signing up for Social Security benefits until sometime after their 65th birthday
- Railroad retirees
- Government retirees not covered by Social Security but eligible for Medicare
- Widows and spouses not eligible on their own work record unless they are currently receiving a monthly Social Security benefit from any source
- End-Stage Renal Disease patients
- Anyone not eligible for Social Security benefits who is eligible for Medicare

If a person is not automatically enrolled in Medicare, they need to contact Social Security (or the RRB) to enroll in Medicare. Failure to enroll in Medicare at the appropriate time can result in delayed Medicare coverage and penalties.

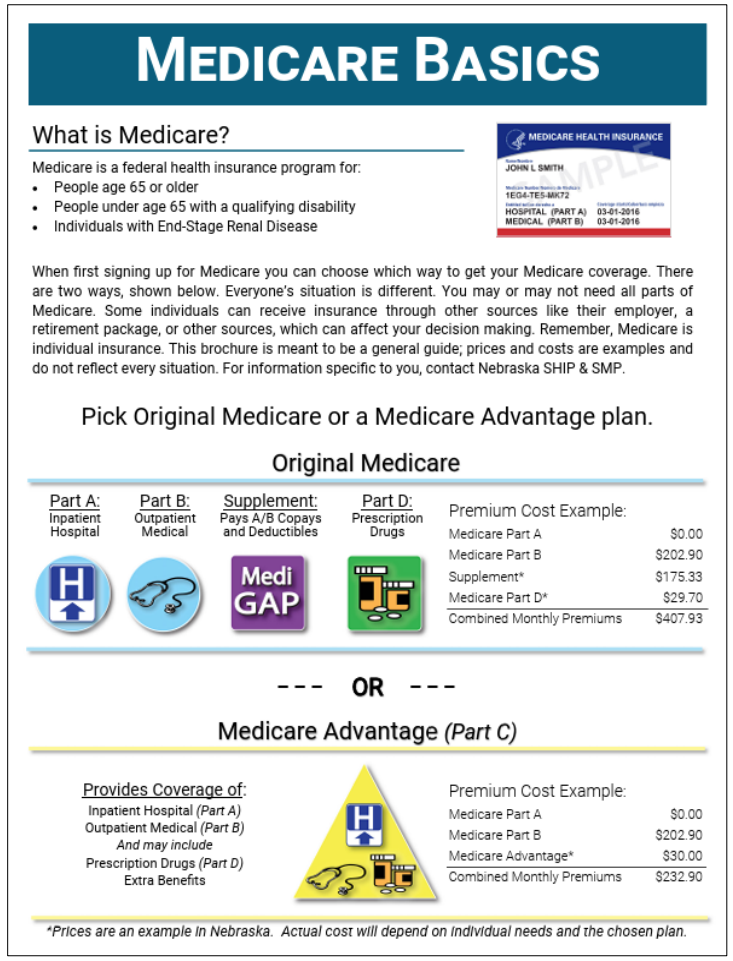
Enrollment Tip: Individuals can enroll in Medicare Part A and B online by visiting www.ssa.gov
For step-by-step instructions visit: https://www.ssa.gov/pubs/EN-05-10531.pdf

If a person already has Medicare Part A and only needs to enroll in Part B, visit this link for step-by-step instructions: https://www.ssa.gov/pubs/EN-05-10012.pdf OR the individual can contact a local Social Security Office for assistance.

Volunteer Resources

- Website
  - doi.nebraska.gov/ship-smp
    - SHIP & SMP Brochures and CMS Resources
    - Volunteer Resources
      - Enrollment Tools
      - Complaint Reporting
      - Counseling Resources
      - Part D and Medicare Advantage Plan Guide
    - Medicare Resources from Social Security

Volunteer Resources



MEDICARE BASICS

What is Medicare?

Medicare is a federal health insurance program for:

- People age 65 or older
- People under age 65 with a qualifying disability
- Individuals with End-Stage Renal Disease

When first signing up for Medicare you can choose which way to get your Medicare coverage. There are two ways, shown below. Everyone's situation is different. You may or may not need all parts of Medicare. Some individuals can receive insurance through other sources like their employer, a retirement package, or other sources, which can affect your decision making. Remember, Medicare is individual insurance. This brochure is meant to be a general guide; prices and costs are examples and do not reflect every situation. For information specific to you, contact Nebraska SHIP & SMP.

Pick Original Medicare or a Medicare Advantage plan.

Original Medicare

Part A: Inpatient Hospital	Part B: Outpatient Medical	Supplement: Pays A/B Copays and Deductibles	Part D: Prescription Drugs

Premium Cost Example:

Medicare Part A	$0.00
Medicare Part B	$202.90
Supplement*	$175.33
Medicare Part D*	$29.70
Combined Monthly Premiums	$407.93

--- OR ---

Medicare Advantage *(Part C)*

Provides Coverage of:
Inpatient Hospital *(Part A)*
Outpatient Medical *(Part B)*
And may include
Prescription Drugs *(Part D)*
Extra Benefits

Premium Cost Example:

Medicare Part A	$0.00
Medicare Part B	$202.90
Medicare Advantage*	$30.00
Combined Monthly Premiums	$232.90

Prices are an example in Nebraska. Actual cost will depend on individual needs and the chosen plan.



Nebraska SHIP & SMP Personal Information Worksheet

Use this worksheet to help gather all the information you need to choose a Medicare drug plan that meets your needs. Please fill out as much of the information on this worksheet as possible.

Name: _____ Date of Birth: _____-_____-_____

Address: _____ County: _____

Mailing Address: _____

City: _____ State: _____ Zip Code: _____

Telephone Number: (_____) _____-_____

Medicare Claim Number: _____

Part A Effective Date: _____-_____-_____

Part B Effective Date: _____-_____-_____

Can you save on your Medicare prescriptions?

If your income and assets fall within the below range, you may qualify for Extra Help. Ask your counselor for more information.

Individual:	Married Couple:
Monthly Gross Income: $2,015 or less	Monthly Gross Income: $2,725 or less
Assets: $18,090 or less	Assets: $36,100 or less

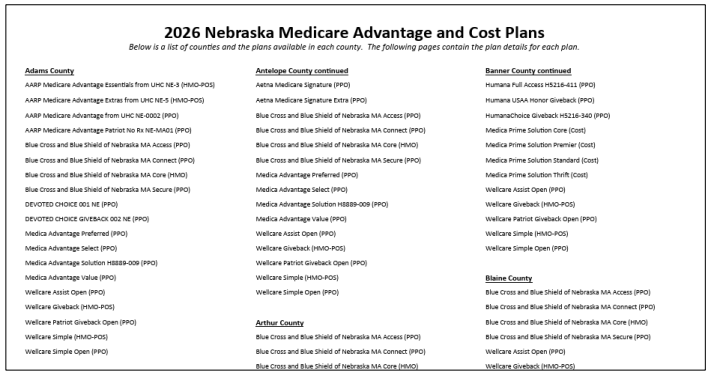
Did you know fraud costs Medicare billions of dollars each year and damages the Medicare program. It is vitally important to root out fraud, and Medicare needs your help!

PREVENT potential fraud and abuse by protecting your personal information. Do not share it with anyone you do not know.

DETECT fraud, abuse, or errors, by examining your Medicare Summary Notice (MSN) and Explanation of Benefits (EOB).

If you suspect potential fraud or have concerns, **REPORT** it to the Nebraska SHIP & SMP.

PREVENT *Fraud and Abuse* | **DETECT** *Errors* | **REPORT** *Your Concerns*



2026 Nebraska Medicare Advantage and Cost Plans

Below is a list of counties and the plans available in each county. The following pages contain the plan details for each plan.

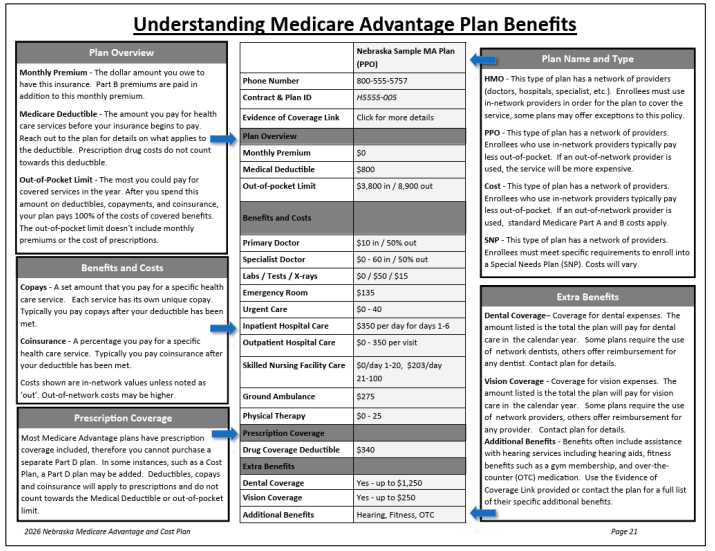
Adams County
AARP Medicare Advantage Essentials from UHC NE-3 (HMO-POS)
AARP Medicare Advantage Extras from UHC NE-5 (HMO-POS)
AARP Medicare Advantage from UHC NE-0002 (PPO)
AARP Medicare Advantage Patriot No Rx NE-MA01 (PPO)
Blue Cross and Blue Shield of Nebraska MA Access (PPO)
Blue Cross and Blue Shield of Nebraska MA Connect (PPO)
Blue Cross and Blue Shield of Nebraska MA Core (HMO)
Blue Cross and Blue Shield of Nebraska MA Secure (PPO)
DEVOTED CHOICE 001 NE (PPO)
DEVOTED CHOICE GIVEBACK 002 NE (PPO)
Medica Advantage Preferred (PPO)
Medica Advantage Select (PPO)
Medica Advantage Solution H8889-009 (PPO)
Medica Advantage Value (PPO)
Wellcare Assist Open (PPO)
Wellcare Giveback (HMO-POS)
Wellcare Patriot Giveback Open (PPO)
Wellcare Simple (HMO-POS)
Wellcare Simple Open (PPO)

Antelope County continued
Aetna Medicare Signature (PPO)
Aetna Medicare Signature Extra (PPO)
Blue Cross and Blue Shield of Nebraska MA Access (PPO)
Blue Cross and Blue Shield of Nebraska MA Connect (PPO)
Blue Cross and Blue Shield of Nebraska MA Core (HMO)
Blue Cross and Blue Shield of Nebraska MA Secure (PPO)
Medica Advantage Preferred (PPO)
Medica Advantage Select (PPO)
Medica Advantage Solution H8889-009 (PPO)
Medica Advantage Value (PPO)
Wellcare Assist Open (PPO)
Wellcare Giveback (HMO-POS)
Wellcare Patriot Giveback Open (PPO)
Wellcare Simple (HMO-POS)
Wellcare Simple Open (PPO)

Arthur County
Blue Cross and Blue Shield of Nebraska MA Access (PPO)
Blue Cross and Blue Shield of Nebraska MA Connect (PPO)
Blue Cross and Blue Shield of Nebraska MA Core (HMO)

Banner County continued
Humana Full Access H5216-611 (PPO)
Humana USAA Honor Giveback (PPO)
HumanaChoice Giveback H5216-340 (PPO)
Medica Prime Solution Core (Cost)
Medica Prime Solution Premier (Cost)
Medica Prime Solution Standard (Cost)
Medica Prime Solution Thrift (Cost)
Wellcare Assist Open (PPO)
Wellcare Giveback (HMO-POS)
Wellcare Patriot Giveback Open (PPO)
Wellcare Simple (HMO-POS)
Wellcare Simple Open (PPO)

Blaine County
Blue Cross and Blue Shield of Nebraska MA Access (PPO)
Blue Cross and Blue Shield of Nebraska MA Connect (PPO)
Blue Cross and Blue Shield of Nebraska MA Core (HMO)
Blue Cross and Blue Shield of Nebraska MA Secure (PPO)
Wellcare Assist Open (PPO)
Wellcare Giveback (HMO-POS)



Understanding Medicare Advantage Plan Benefits

Plan Overview

Monthly Premium - The dollar amount you owe to have this insurance. Part B premiums are paid in addition to this monthly premium.

Medicare Deductible - The amount you pay for health care services before your insurance begins to pay. Reach out to the plan for details on what applies to the deductible. Prescription drug costs do not count towards this deductible.

Out-of-Pocket Limit - The most you could pay for covered services in the year. After you spend this amount on deductibles, copayments, and coinsurance, your plan pays 100% of the costs of covered benefits. The out-of-pocket limit doesn't include monthly premiums or the cost of prescriptions.

Benefits and Costs

Copays - A set amount that you pay for a specific health care service. Each service has its own unique copay. Typically you pay copays after your deductible has been met.

Coinsurance - A percentage you pay for a specific health care service. Typically you pay coinsurance after your deductible has been met.

Costs shown are in-network values unless noted as 'out'. Out-of-network costs may be higher.

Prescription Coverage

Most Medicare Advantage plans have prescription coverage included, therefore you cannot purchase a separate Part D plan. In some instances, such as a Cost Plan, a Part D plan may be added. Deductibles, copays and coinsurance will apply to prescriptions and do not count towards the Medical Deductible or out-of-pocket limit.

	Nebraska Sample MA Plan (PPO)
Phone Number	800-555-5757
Contract & Plan ID	H5555-005
Evidence of Coverage Link	Click for more details
Plan Overview	
Monthly Premium	$0
Medical Deductible	$800
Out-of-pocket Limit	$3,800 in / 8,900 out
Benefits and Costs	
Primary Doctor	$10 in / 50% out
Specialist Doctor	$0 - 60 in / 50% out
Labs / Tests / X-rays	$0 / $50 / $15
Emergency Room	$135
Urgent Care	$0 - 40
Inpatient Hospital Care	$350 per day for days 1-6
Outpatient Hospital Care	$0 - 350 per visit
Skilled Nursing Facility Care	$0/day 1-20, $203/day 21-100
Ground Ambulance	$275
Physical Therapy	$0 - 25
Prescription Coverage	
Drug Coverage Deductible	$340
Extra Benefits	
Dental Coverage	Yes - up to $1,250
Vision Coverage	Yes - up to $250
Additional Benefits	Hearing, Fitness, OTC

Plan Name and Type

HMO - This type of plan has a network of providers (doctors, hospitals, specialist, etc.). Enrollees must use in-network providers in order for the plan to cover the service, some plans may offer exceptions to this policy.

PPO - This type of plan has a network of providers. Enrollees who use in-network providers typically pay less out-of-pocket. If an out-of-network provider is used, the service will be more expensive.

Cost - This type of plan has a network of providers. Enrollees who use in-network providers typically pay less out-of-pocket. If an out-of-network provider is used, standard Medicare Part A and B costs apply.

SNP - This type of plan has a network of providers. Enrollees must meet specific requirements to enroll into a Special Needs Plan (SNP). Costs will vary.

Extra Benefits

Dental Coverage– Coverage for dental expenses. The amount listed is the total the plan will pay for dental care in the calendar year. Some plans require the use of network dentists, others offer reimbursement for any dentist. Contact plan for details.

Vision Coverage - Coverage for vision expenses. The amount listed is the total the plan will pay for vision care in the calendar year. Some plans require the use of network providers, others offer reimbursement for any provider. Contact plan for details.

Additional Benefits - Benefits often include assistance with hearing services including hearing aids, fitness benefits such as a gym membership, and over-the-counter (OTC) medication. Use the Evidence of Coverage Link provided or contact the plan for a full list of their specific additional benefits.

2026 Nebraska Medicare Advantage and Cost Plan Page 21

Training Program

- Results
  - Increased recruitment & retention
    - 4 Community Engagement Ambassadors
      - Human Resources
      - True Volunteers
    - 82 Plan Navigators
      - True & Professional Volunteers
      - Students – Gerontology and Pharmacology
    - 152 Comprehensive Counselors
      - True & Professional Volunteers

2026 Spring Update Training: State of the Program



Take credit for your work!

SHIP

State Health Insurance Assistance Program

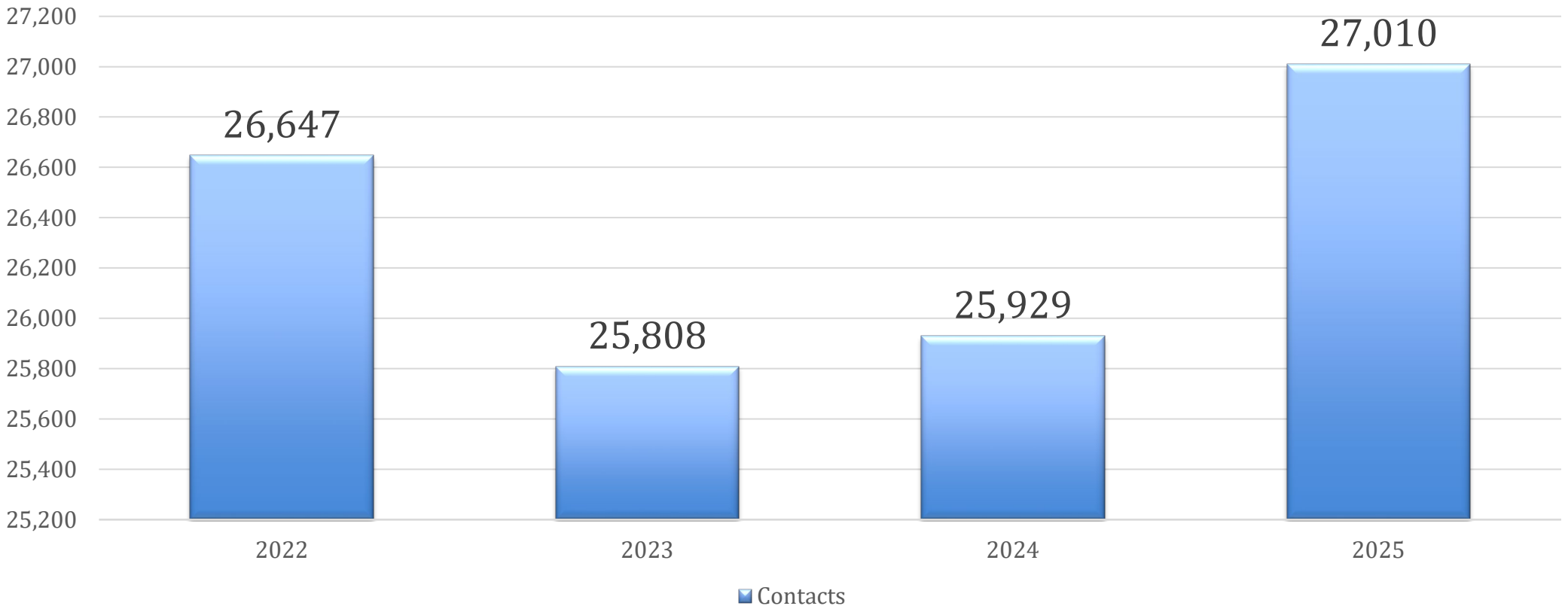
Navigating Medicare

SHIP Performance Measures

PM1: Beneficiary Contacts	Percentage of total beneficiary contact forms per Medicare beneficiaries in the State.
PM2: Outreach Contacts	Total number of people reached through presentations, booths/exhibits at health/senior fairs, and enrollment events per Medicare beneficiaries in the State.
PM3: Medicare Beneficiaries Under 65	Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the State.
PM4: Hard to Reach Contacts	Percentage of low-income, rural, and non-native English contacts per total "hard-to-reach" Medicare beneficiaries in the State.
PM5: Enrollment Contacts	Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.

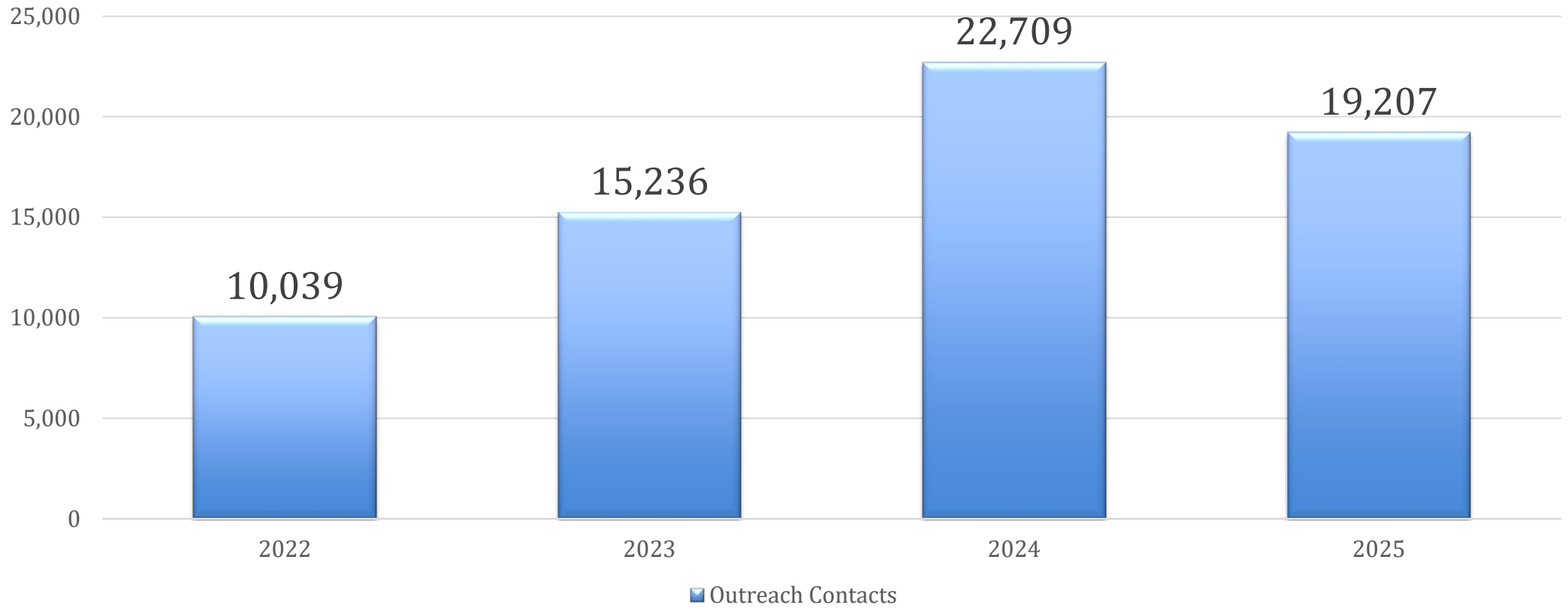
PM1: Beneficiary Contacts

Percentage of total beneficiary contact forms per Medicare beneficiaries in the State.



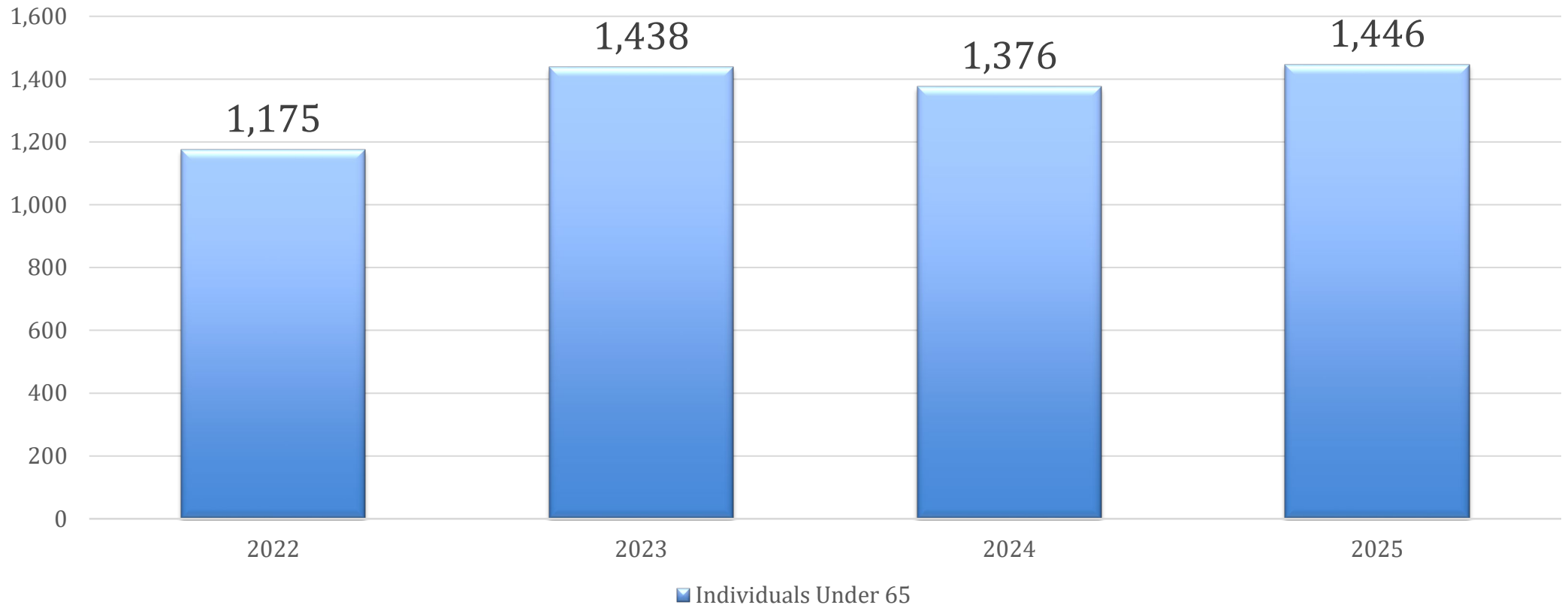
PM2: Outreach Contacts

Total number of people reached through presentations, booths/exhibits at health/senior fairs, and enrollment events per Medicare beneficiaries in the State.



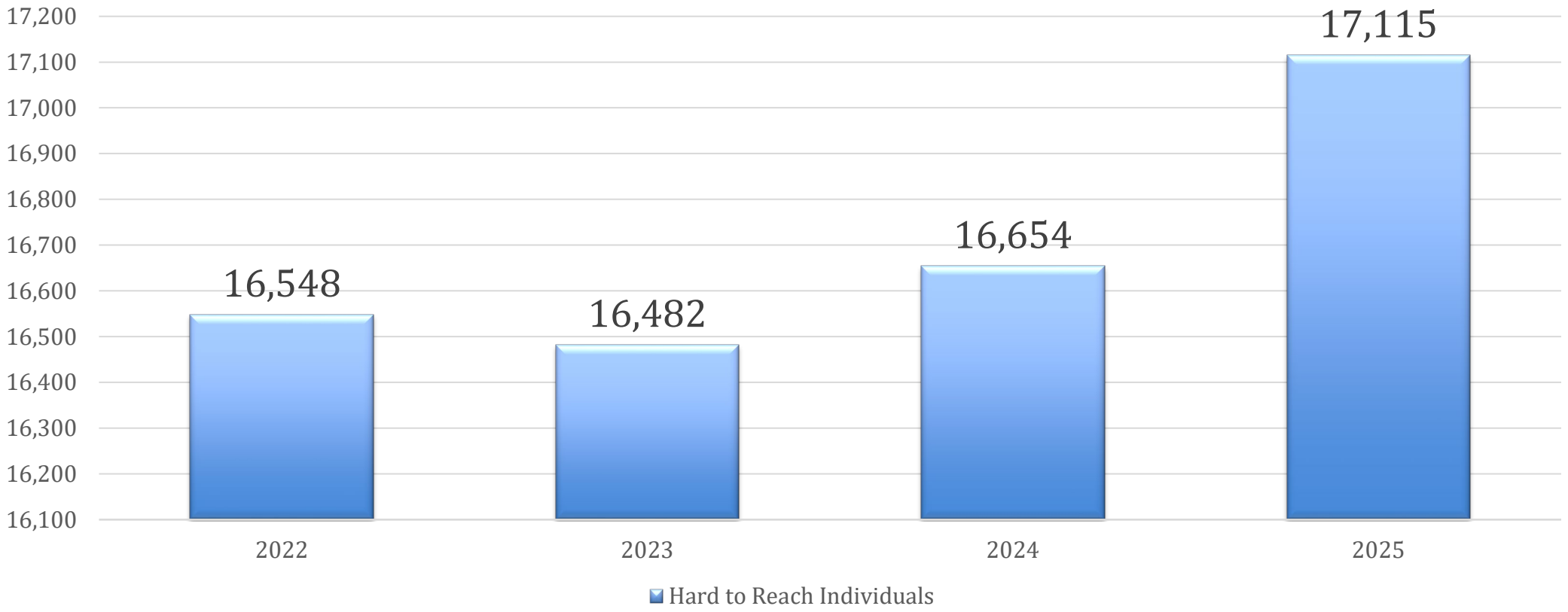
PM3: Medicare Beneficiaries Under 65

Percentage of contacts with Medicare beneficiaries under the age of 65 per Medicare beneficiaries under 65 in the State.



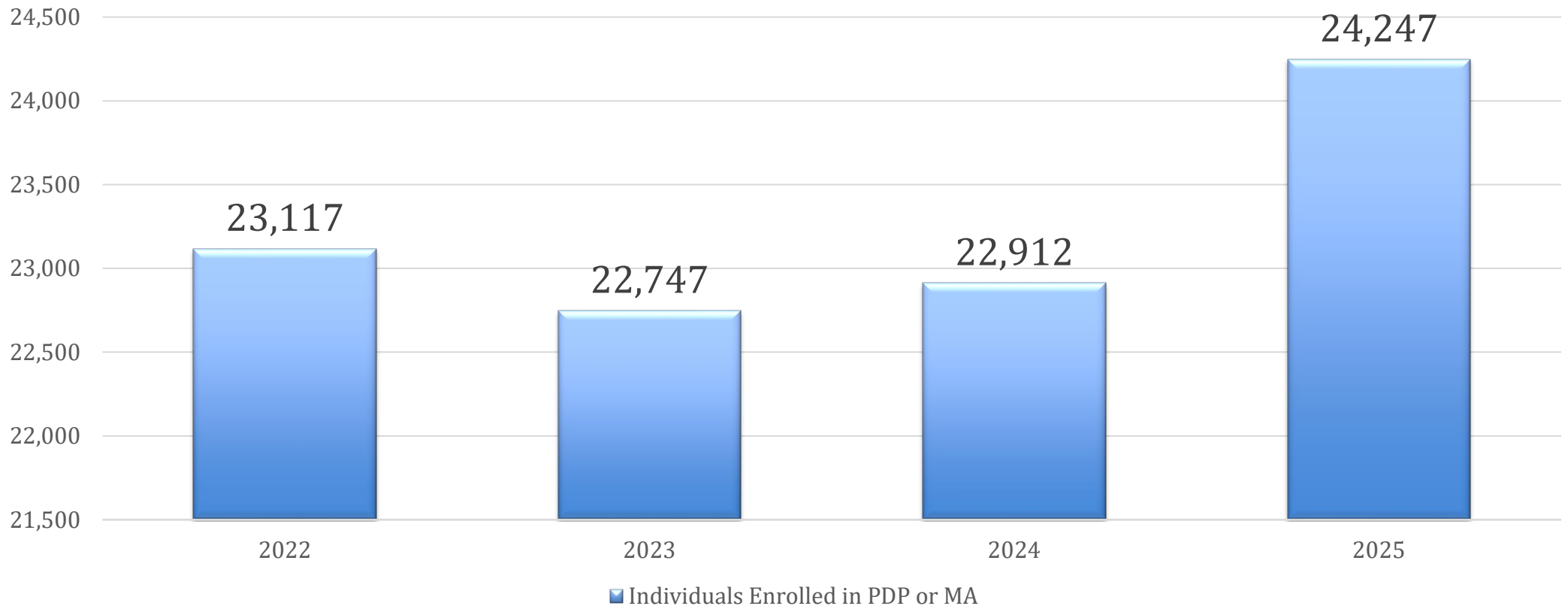
PM4: Hard to Reach Contacts

Percentage of low-income, rural, and non-native English contacts per total “hard-to-reach” Medicare beneficiaries in the State.



PM5: Enrollment Contacts

Percentage of unduplicated enrollment contacts (i.e., contacts with one or more qualifying enrollment topics) discussed per Medicare beneficiaries in the State.



Nebraska SHIP

- 2025 GY results of our hard work:

Likert Performance Rating
PM 1 - Excellent
PM 2 - Good
PM 3 - Good
PM 4 - Average
PM 5 - Excellent

=

Score Location	Rating
Top 10% (5 States/Territories)	Excellent
Next 20% (11 States/Territories)	Good
Middle 40% (22 States/Territories)	Average
Next 20% (11 States/Territories)	Fair
Bottom 10% (5 States/Territories)	Low



SMP

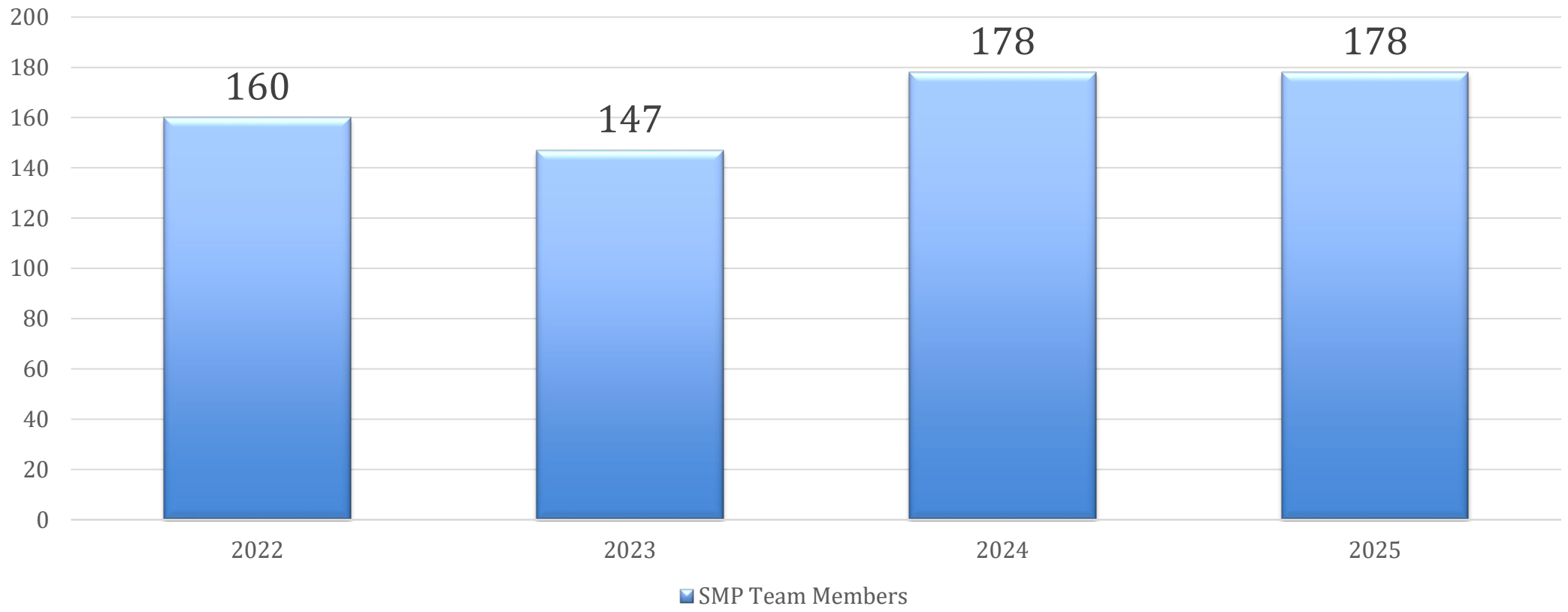
Senior Medicare Patrol

Preventing Medicare Fraud

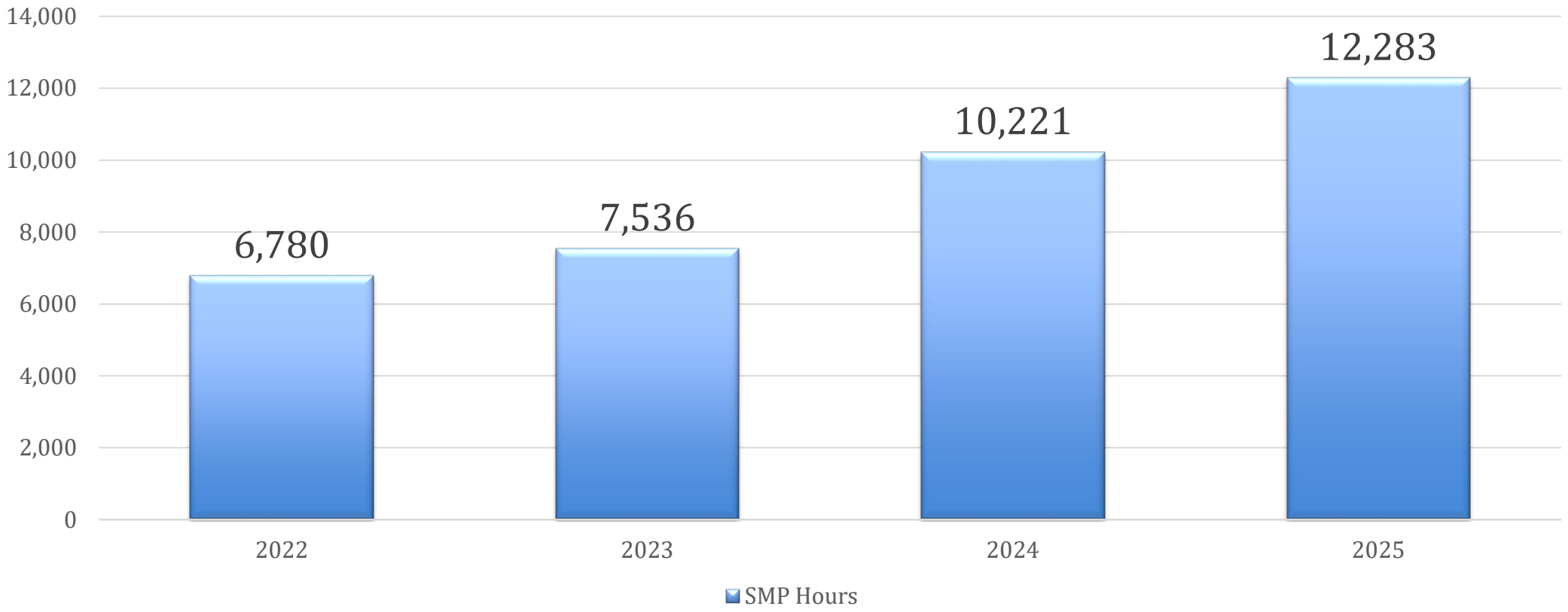
PM	Description
1	Number of Active SMP Team Members
2	Number of SMP Team Member Hours
3	Number of Group Outreach & Education Events
4	Estimated Number of People Reached Through Events
5	Number of Individual Interactions
6	Cost Avoidance
7	Expected Medicare Recoveries
8	Additional Expected Medicare Recoveries
9	Expected Medicaid Recoveries
10	Additional Expected Medicaid Recoveries
11	Actual Savings to the Beneficiary
12	Other Savings

SMP Performance Measures

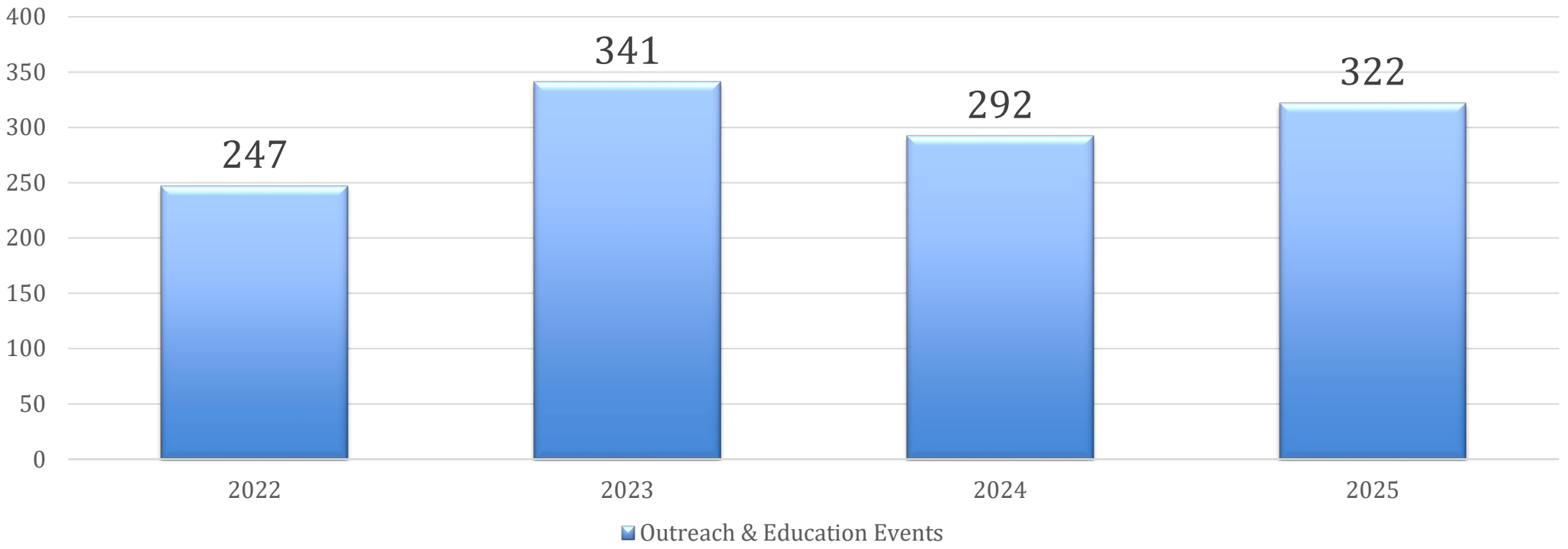
PM1: Number of Active SMP Team Members



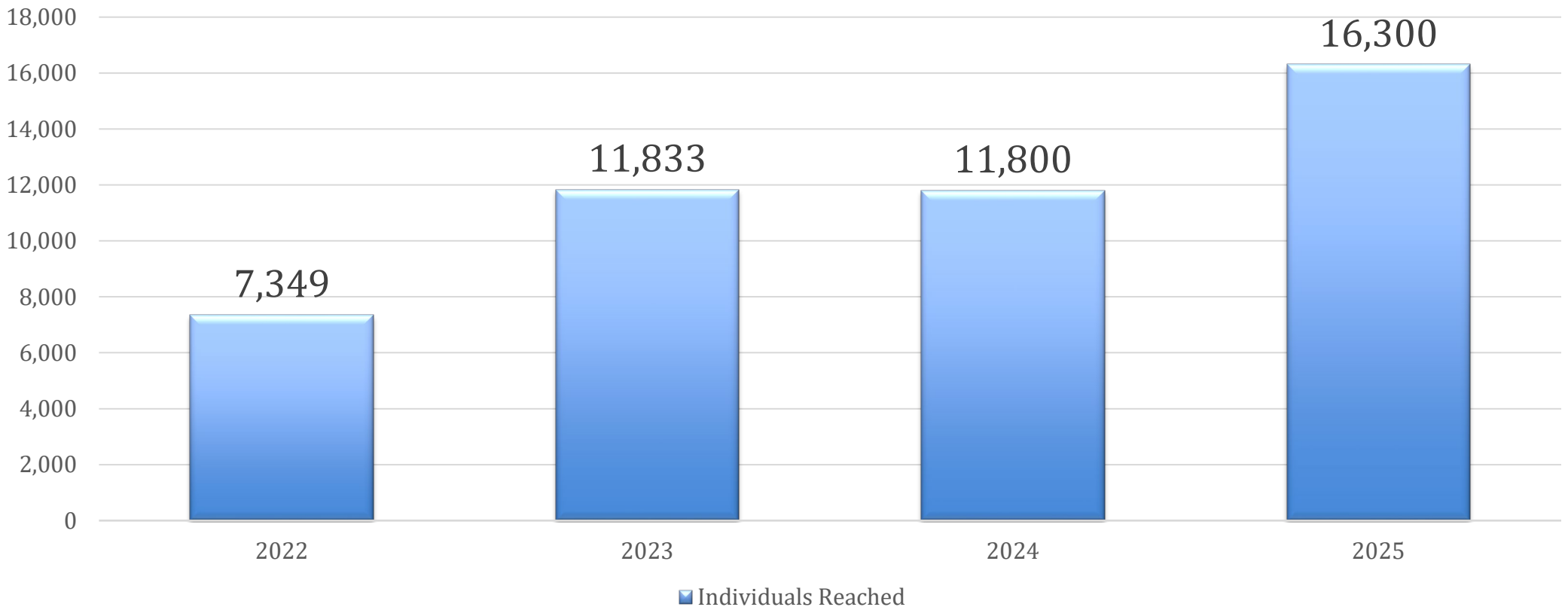
PM2: Number of SMP Team Member Hours



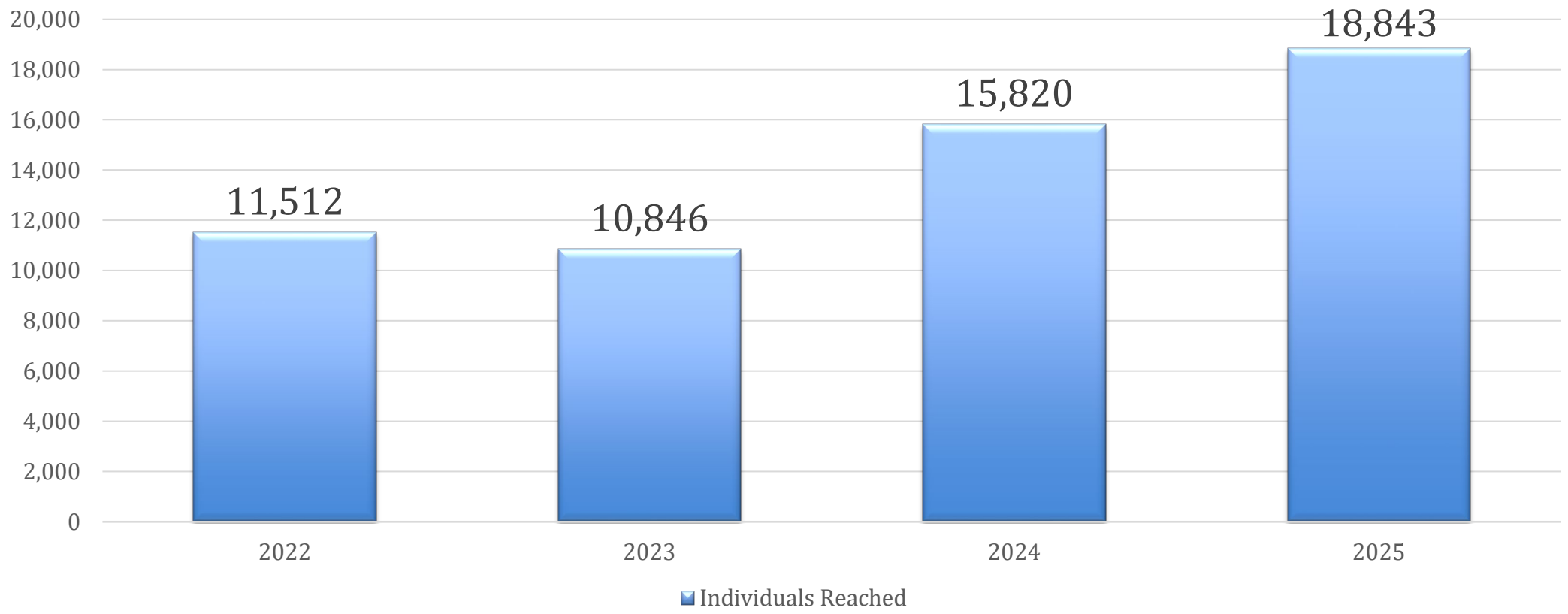
PM3: Number of Group Outreach and Education Events



PM4: Estimated Number of People Reached Through Events



PM5: Number of Individual Interactions



MIPPA

Medicare Improvements for Patients and Providers Act

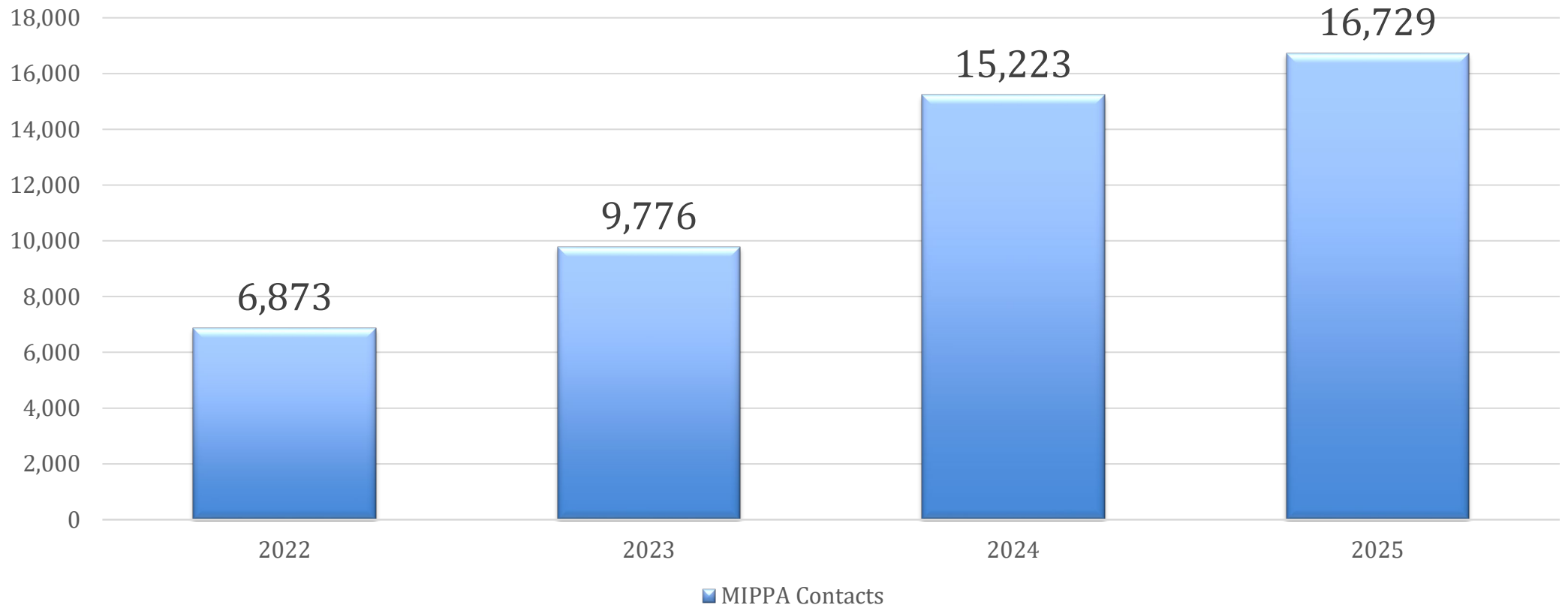
Medicare Low Income Resources and Preventive Services

MIPPA Performance Measures

PM1: Overall MIPPA Contacts	Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the State
PM2: Overall Persons Reached through Outreach	Total number of people reached as reported on group outreach and education forms
PM3: MIPPA Target Populations	Total number of beneficiary contact forms by target beneficiary groups (Under 65, Rural, Native American, English as a Secondary Language)
PM4: Contacts with Applications Submitted	Percentage of forms with applications submitted compared to overall MIPPA contacts reported in PM1

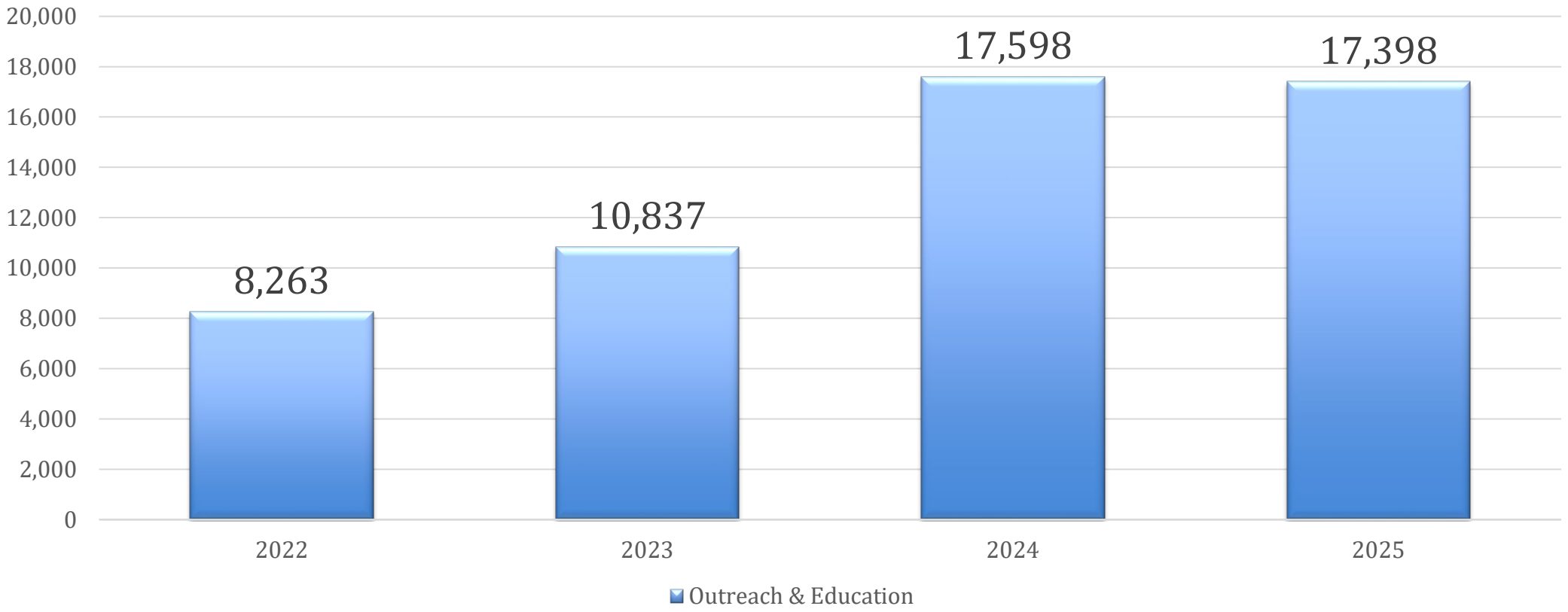
PM1: Overall MIPPA Contacts

Percentage of total beneficiary contact forms per Medicare beneficiaries under 150% FPL in the State



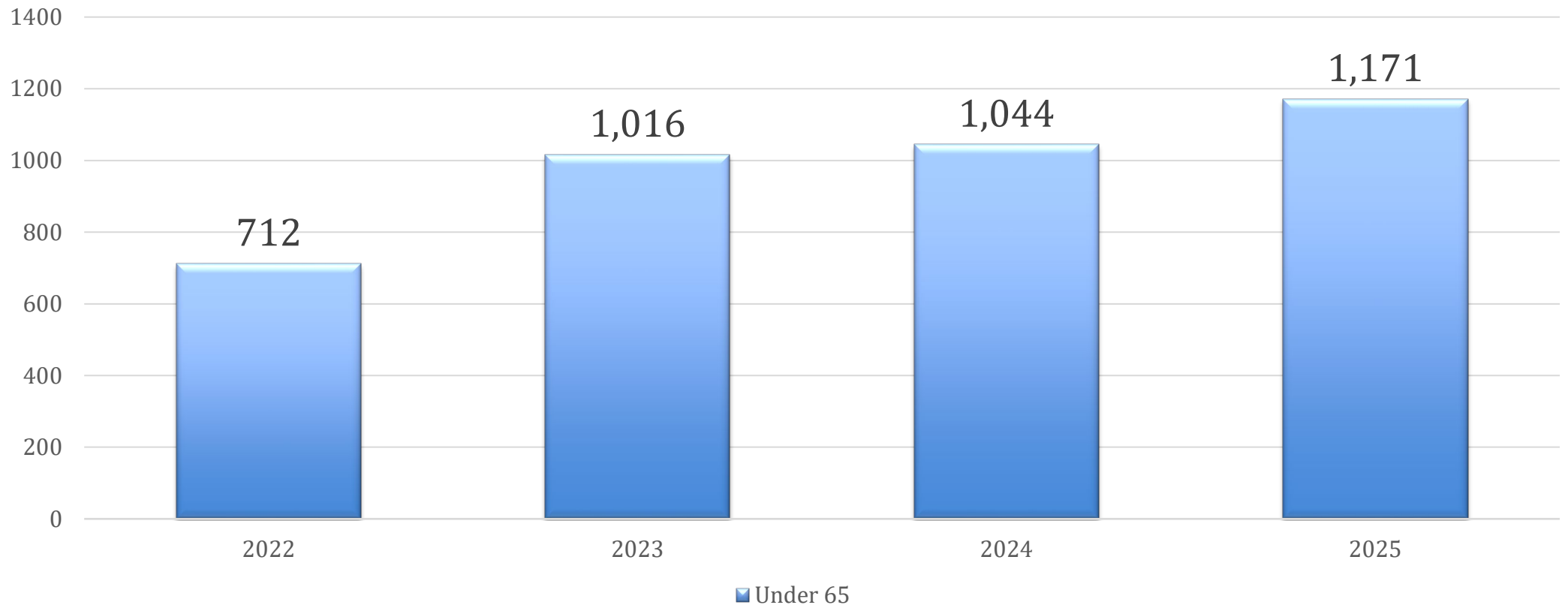
PM2: Overall Persons Reached through Outreach

Total number of people reached as reported on group outreach and education forms



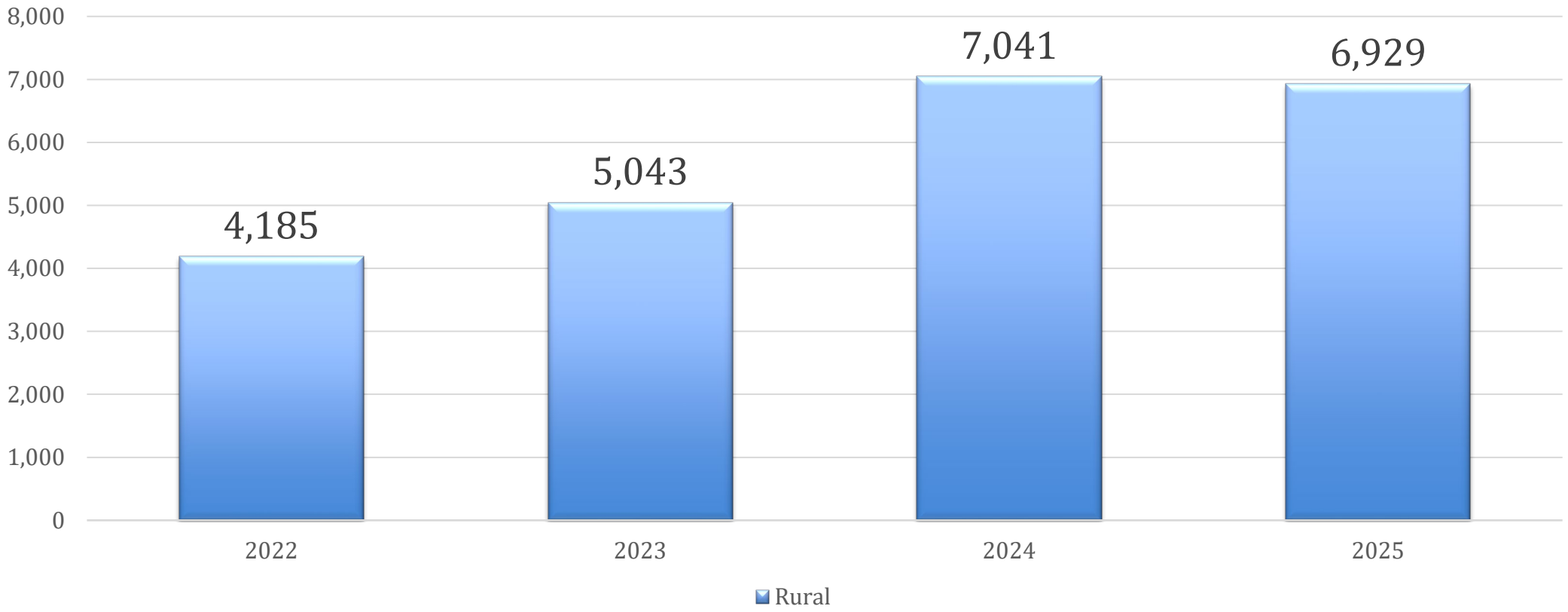
PM3: MIPPA Target Populations

Under 65



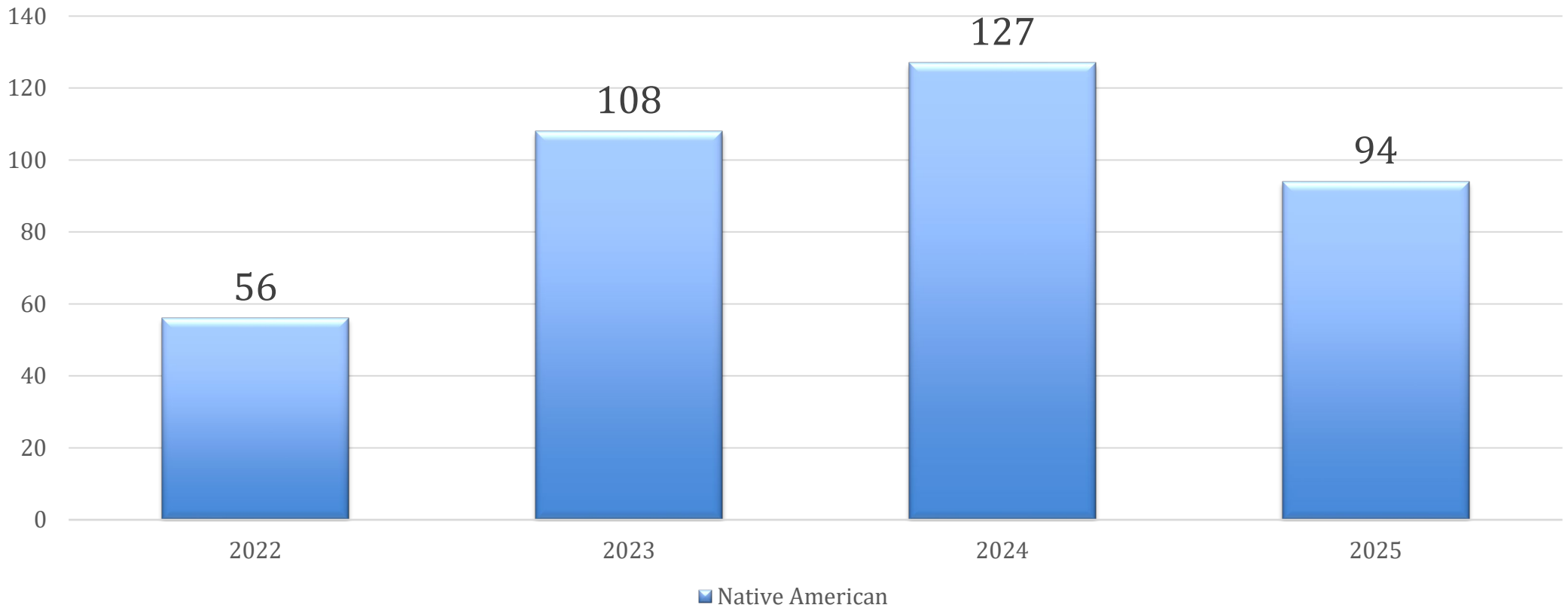
PM3: MIPPA Target Populations

Rural



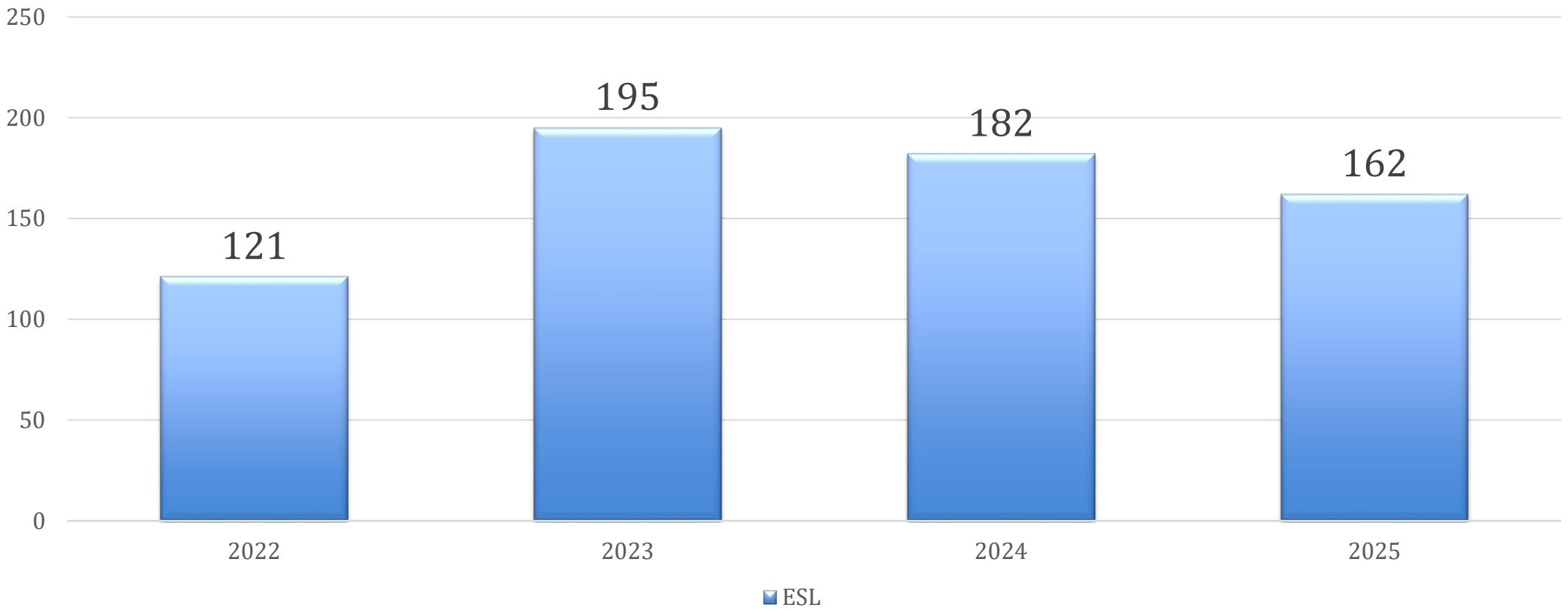
PM3: MIPPA Target Populations

Native American



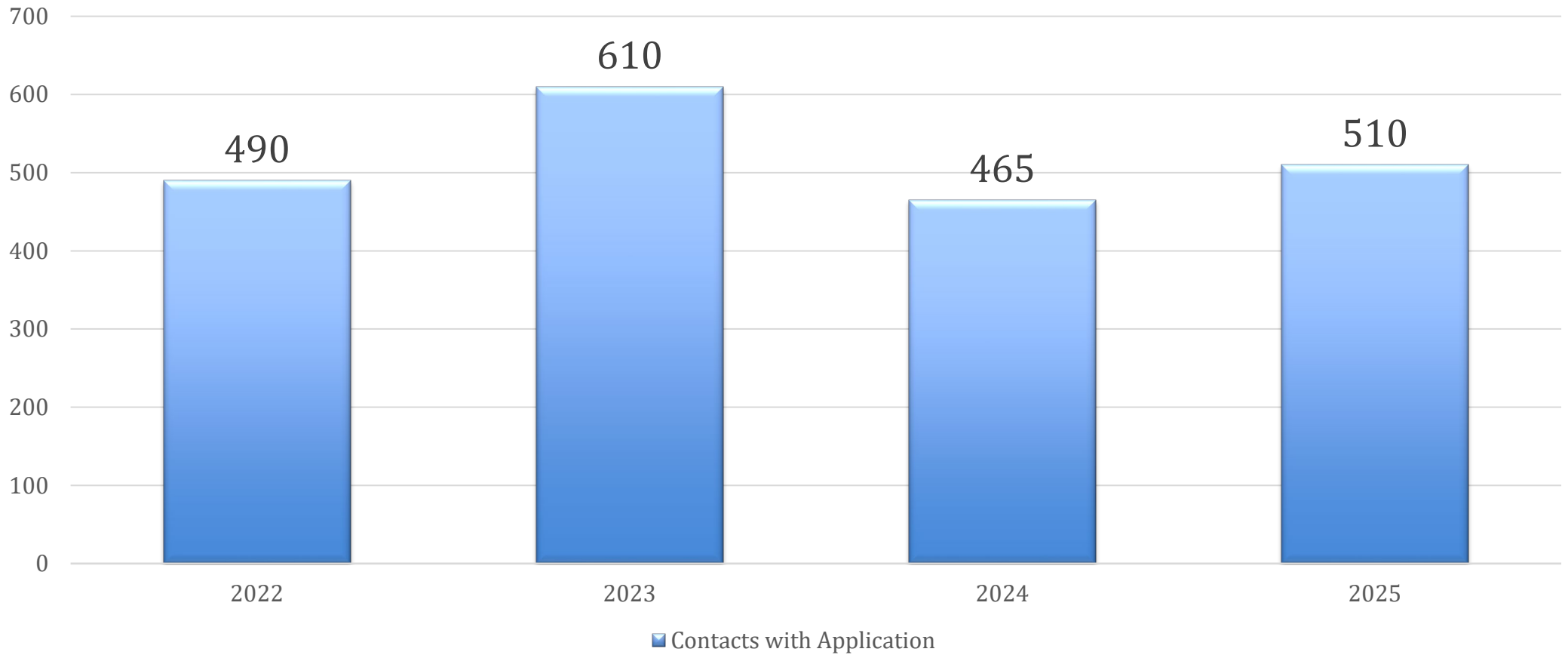
PM3: MIPPA Target Populations

English as a Secondary Language

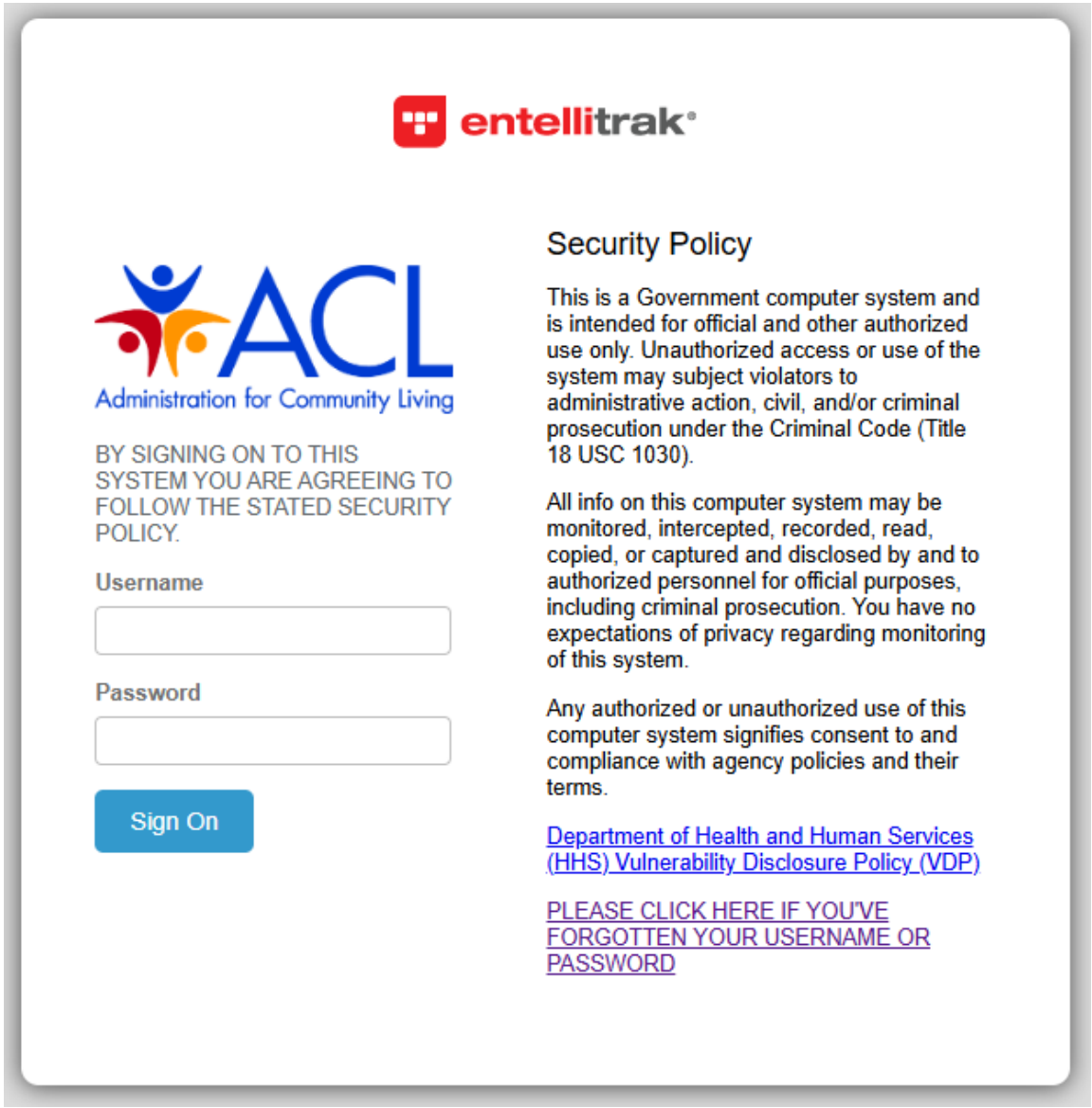


PM4: Contacts with Applications Submitted

Percentage of forms with applications submitted compared to overall MIPPA contacts reported in PM1



How You Contributed



Training Program

- Key aspects to evaluate:
  - Measurable Metrics:
    - Number of volunteers
    - Volunteer hours logged
    - Number of people served
    - Volunteer Retention Rate
  - Operational Aspects:
    - Recruitment strategies
    - Training and onboarding
    - Volunteer management
    - Communication channels

Training Program

- Important Considerations:
  - Set clear objectives
  - Regular evaluation
  - Celebrate achievements
  - Adapt to changing needs

Contact

- Jonathan Burlison – Director, Nebraska SHIP & SMP
  - 402.471.3845
  - Jonathan.Burlison@nebraska.gov

NEBRASKA

SHIP | SMP

Navigating Medicare | Preventing Medicare Fraud

Local help for Nebraskans with Medicare