SMP

Senior Medicare Patrol

Preventing Medicare Fraud

A Day In the Life

Virginia Senior Medicare Patrol

Shawn Smith - State Director

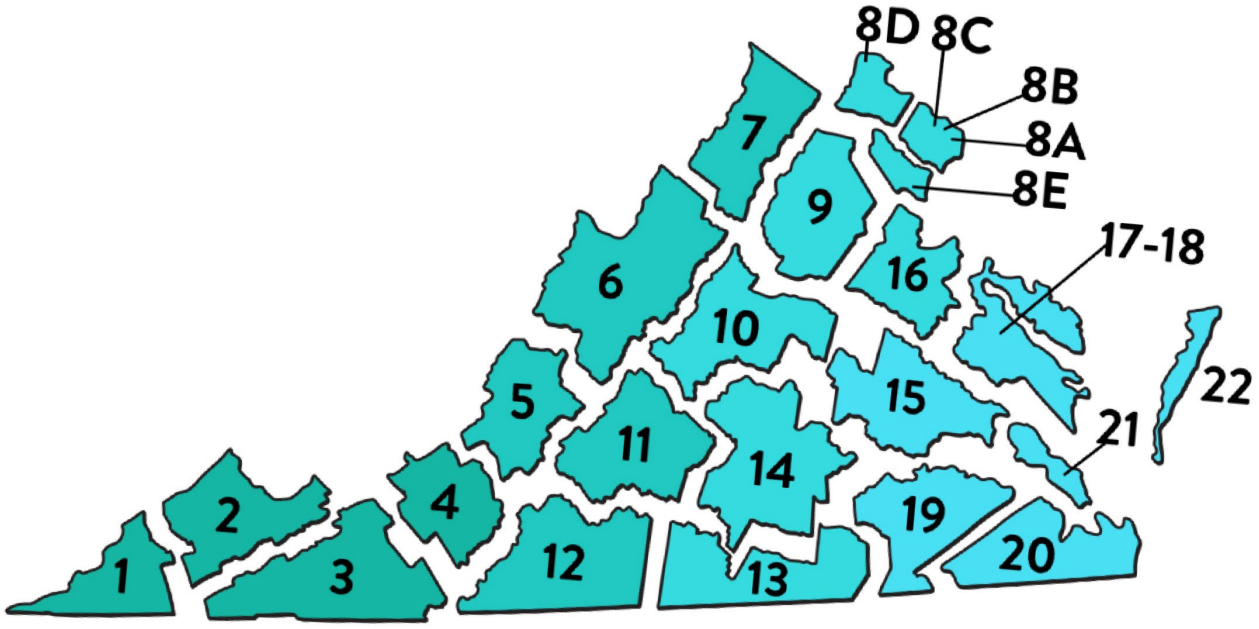
Agenda

- Virginia SMP Structure
- A Day In the Life (3rd Monday of the Month)
  - Emails & Voicemail
  - Review SIRS Data & Monthly Reports
  - Volunteer Coordinator & Event Prep
  - Data Entry

Virginia SMP Structure

Virginia SMP Structure

Virginia Association of Area Agencies on Aging



Virginia SMP Structure

Virginia Association of Area Agencies on Aging

- **State Level**
  - State Director
  - Volunteer Coordinator
- **AAA Level**
  - SMP Coordinator
  - AAA Volunteers
- **Core Volunteers**
  - Volunteers not associated with a AAA

A Day In the Life

3rd Monday of the Month

Emails & Voicemails

Emails & Voicemails

- **A typical Monday Emails**
  - 10-20 Emails
  - Speaker Requests / Event Registrations
  - Complex Cases (Website or National Site)
- **Voicemails (4-6 over the weekend)**
  - All calls go to voicemail
  - Phone App (I'll check over the weekend - typically no response)
  - Log all calls on a spreadsheet, then return them with notes

Reveiw SIRS Data & Monthly Reports

Reveiw SIRS Data

- “Shared Search” in SIRS
- Select “Sample Search #1”
- Adjust the dates to match the reporting period
- Select Excel as the Display Options
- Provides an Excel Spreadsheet that I can filter & sort

Monthly Reports

- **Each SMP Coordinator gets a monthly report**
- **An individualized email that…**
  - Asks them to review the numbers for accuracy
  - Let me know if there are any issues
  - Highlights how they're performing towards goals
  - Offers strategic assistance for improving numbers

Volunteer Coordinator Meeting & Event Prep

Volunteer Coordinator Meeting & Event Prep

- **Past & Upcoming Trainings**
- **SMP Coordinator Updates**
- **Collaborative Efforts**
- **Upcoming Event Review**
  - Discuss Volunteer Attendees
  - Door Prizes
  - New Swag Options - Swag Bag Prep

SWAG BAGS


SMP
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1-800-938-8885


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SWAG BAG CONTENTS

Healthcare Trackers

SMP Pens

SMP Folders

SMP Notepad

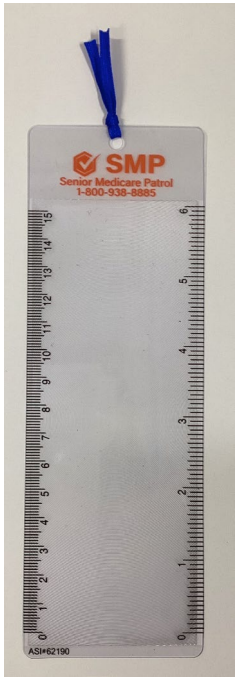
Scam Flyers

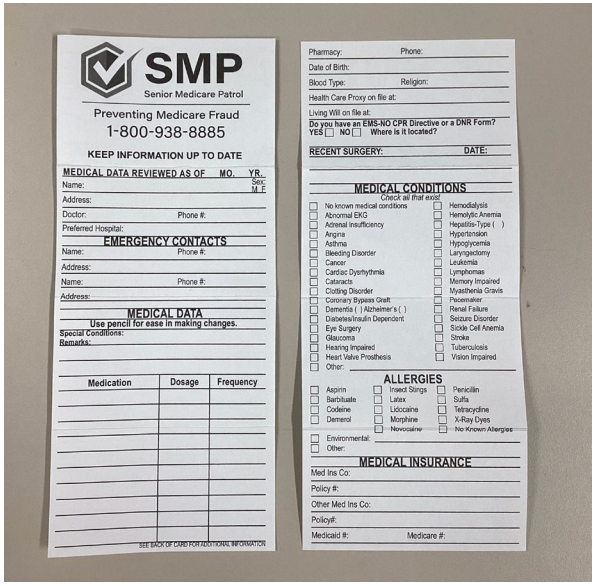
Ruler/Magnifier

Medicare Card Holder

RFID CC Protector Sleeve

Emory Boards









Data Entry

Data Entry

- **Group & Community Events**
  - Event workers complete a document with event details
  - Volunteer enters events in SIRS
  - Event workers verify information via the Monthly Reports
- **Complex Interactions**
  - All handled by SMP State Level Staff
  - New volunteer team to enter basic details for CIs
  - State Level Staff verifies, completes, and submits cases

QUESTIONS

Thank You

Virginia SMP
www.VirginiaSMP.com
1-800-938-8885