NEW YORK SENIOR MEDICARE PATROL:
A MODEL OF TEAMWORK

ACL New Directors Meeting
April 28, 2026 Washington, DC

Maria Alvarez, Executive Director
NY StateWide Senior Action Council, AOR, NY SMP

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SMP Senior Medicare Patrol
Preventing Medicare Fraud

STATE WIDE
New York StateWide Senior Action Council, Inc
4 Computer Drive West, Suite 205, Albany, NY 12205 • Fax 518-436-7642
www.nysenior.org • 800-333-4374



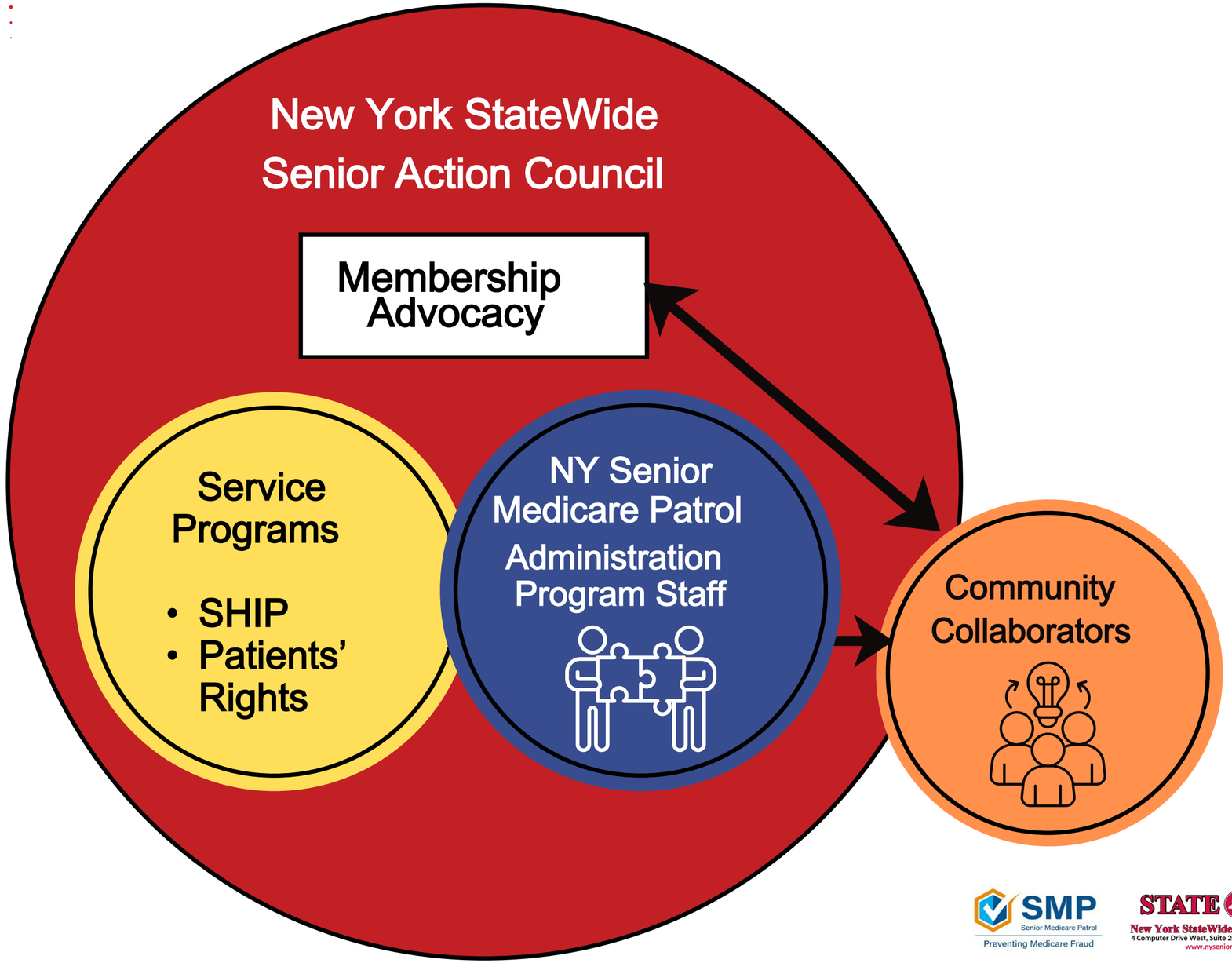
NY StateWide Senior Action Council

- Non -Profit Grassroots Membership Organization
- 54 Years serving the community
- Patients' Rights Helpline
- Health Insurance & Prescription Drug Advocacy/ Navigation Services
- Senior Medicare Patrol
- 7 Local Regional Chapters
- 4 Offices across the state

Mission

Improving the Quality of Life of Senior Citizens and Families in NYS through Economic Security.





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Team:
In-house Staff vs. Community Collaborators

Each segment has its own characteristics.





- Program Staff/Consultants
- Volunteers
- Community Collaborators

Team Roles

STAFF	VOLUNTEERS	COMMUNITY COLLABORATORS
Plans, Develops & Oversees Program Implementation	Participates in preparing, planning and execution of activities	Participates in Planning Sessions and Helps Execute Program Activities
Recruits & Manages Volunteer & Collaborator Relationships	Helps recruit volunteers	Helps recruit volunteers
Reports to Funding Source		
Reports Cases to OIG		
Participates in Administrative, Outreach & Informational Activities		
Provides One-on-One Beneficiary Services	Refers Cases to SMP Staff	Refers Cases to SMP Staff
Official Liaison to Community & Press on SMP Matters in NYS		

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Teamwork

Work done by a group acting together so that each member does a part that contributes to the efficiency of the whole.

Example:
The crew's smoothly coordinated teamwork

Merriam Webster Dictionary



Mission: Senior Medicare Patrol

To empower Medicare beneficiaries, their families and caregivers to prevent, detect, and report health care fraud, errors and abuse through outreach, counseling and education.

All segments of the NYS SMP work together to achieve this mission.



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Excellence



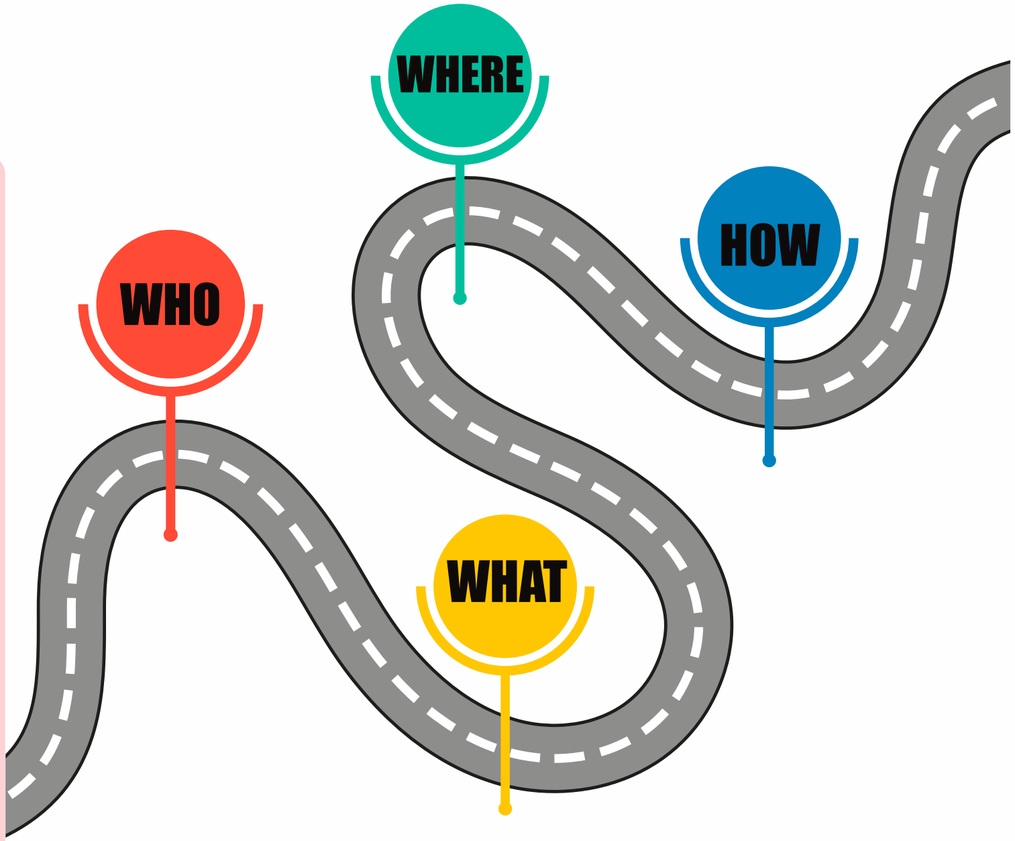
Choosing Our Team:

To fulfill the mission of this program and attain our goals, **NY Senior Medicare Patrol is committed to a standard of Excellence in all aspects of its program.**

We believe that excellent programs are built by excellent people. That's why we focus on bringing together individuals who are committed to planning, implementing, and delivering excellence at every level.

Before Selecting Your Team

- **Have a clear vision of the goals and objectives** that you want to attain. (Hint: look at Program's 5-Year Plan – it is your road map!)
- **Identify needed resources** to accomplish your goals & objectives.
- **Plan ahead:** determine **who** to engage, **what** needs to be done, **where** it will happen, and **how** you will successfully implement and execute the program.



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Staff/Consultants

Consider selecting team members who have:

- Technical Skills pertinent to the project.
- Share the same values, vision, and goals. (Cultural Fit)
- Interpersonal Compatibility
- Availability and Capacity
- Diversity of Perspectives: to bring new ideas and solutions.
- Motivation and Positive Attitude
- Experience and Past Performance

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Volunteers

It is important to know:

- Why do they want to volunteer in the program?
- What are their skills?
- In which way do they wish to contribute their time?
- What preferences do they have in how to serve?
- It is important to establish that they are eligible to serve:
  - No criminal background
  - Not affiliated with health insurance companies
  - Not employed by the federal government

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Community Collaborators

- List Potential Partners
  - Service delivery partners (senior centers, legal services, health systems)
  - Advocacy coalitions (aging networks, disability rights groups)
  - Referral networks (case managers, social workers, helplines)
  - Academic partners (evaluation, research, interns)
- Lean on Your Connections
- Ensure Compatibility
- Present Your Vision and Goals
- Set up Strategy Meetings

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Ongoing Evaluation

- **Regularly monitor progress** and compare them to the goals & objectives you have identified for your program.
  - This will give you the opportunity to make any adjustments/changes in a timely manner and will ensure your success.

- **Added Value:**
  - Your SMP / ACL Program Officer is a seasoned resource who assists and provides insight into your situation.
  - The SMP is a national network that offers a wealth of information, resources, and experienced peers who can provide ideas and support in your work.

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NYS SMP OUTCOMES

DEC 1, 2024 - NOV 30, 2025

129
ACTIVE TEAM MEMBERS



21,919
TOTAL TIME SPENT



533
GROUP OUTREACHES



23.4k
GROUP REACH



654
MEDIA OUTREACHES



13.8M
MEDIA REACH



3,361
INTERACTIONS



2,219
INTERACTIONS HOURS



41
COUNTIES SERVED



415
ORGANIZATION PARTNERS



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Good Luck



as You Begin this Exciting Phase in Your Career!

Any Questions



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