

NEW DIRECTOR TRAINING

February 21–22, 2024 | Washington, DC

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ACL's doing what? National Initiatives and Your State

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Navigating Medicare



Preventing Medicare Fraud

Topics Covered

Medicare Fraud
Prevention Week

SHIP Workforce
Awards

Branding and
Marketing

SHIP Report to
Congress

SMP Grants

Part D
Enrollment
Outcomes
Project

SHIP Sub-
recipient Report

MIPPA Grants

Consumer Fraud
Alerts

Program
Evaluations

SMP OIG Report
& Performance

SMP Interviews
& OHIC Profiles

SHIP Grants

Data Quality
Assurance

Customer Survey

SMP Grants

Senior Medicare Patrol State Project Grants (54 grantees)

- June 1, 2018 – May 31, 2023 (\$15,000,000)
- June 1, 2023 – May 31, 2028 (\$32,000,000)

Addressing Diversity, Equity, and Inclusion in SMP State Projects (5 grantees)

- September 1, 2022 – February 28, 2024 (\$750,000)

2022 SMP OIG Report & Performance

OIG Office of Evaluation conducts and publishes an annual report on the SMP program, published each summer.

Outreach Events

- 18,274 group outreach events
- Reaching 1,000,240 people

One-on-One

- 246,722 Individual Interaction

Savings

- \$31,122 in cost avoidance in 2022

Savings Note from OIG:

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.

2023 OIG Report coming soon!
Data Quality Assurance activities coming soon!

Consumer Fraud Alerts

Consumer Alert: Medicaid Renewal Scams



Scams Wind Up as the COVID-19 Pandemic Winds Down

The federal Public Health Emergency (PHE) for COVID-19 expired on May 11, 2023, and at that time federally funded programs returned to normal operations. This change in process had effects on many people and health care programs, including the temporary, yet significant, changes to Medicaid enrollment and eligibility that occurred during the pandemic. Over the course of the PHE, states were required to keep people enrolled in Medicaid even if they experienced a change in eligibility, such as an increase in income. However, as of April 1, 2023, states have resumed checking Medicaid eligibility through a process known as renewal or redetermination of Medicaid.

While states work through their Medicaid renewal processes, you should remember these facts to safeguard yourself against scams:

- Applying for Medicaid is always free. You do not need to pay anything or provide a credit card number when applying for benefits through your state.
- Renewal or redetermination of Medicaid benefits is always free.
- You do not need to pay to continue receiving Medicaid benefits.
- If you have moved, Medicaid may need to use methods other than mail to reach you. If you receive a call from someone claiming to be from Medicaid, tell them you will call Medicaid directly and use a trusted phone number to do so.

The SMP recommends that you should:

- Not answer calls from numbers you do not recognize.
- Guard your Medicare and Medicaid cards and numbers like credit card numbers.
- Not confirm your Medicare or Medicaid numbers to anyone who calls you over the phone.
- Never answer "yes" to any question over the phone from someone you do not know.
- Make sure your contact information is correct with Medicaid. This includes your correct mailing address, phone number, and email address.
- Reach out to the SMP if you were contacted by someone who was possibly trying to steal your information or benefits.

If you have questions or concerns about your Medicare or Medicaid benefits, please reach out to the local State Health Insurance Assistance Program (SHIP) at shiphelp.org or 877-839-2675. The SHIP provides in depth, one-on-one insurance counseling and assistance with enrolling in Medicare if you lost Medicaid coverage.

The Senior Medicare Patrol (SMP) is ready to provide you with the information you need to PROTECT yourself from Medicare fraud, errors, and abuse; DETECT potential fraud, errors, and abuse; and REPORT your concerns. SMPs help educate and empower Medicare beneficiaries in the fight against health care fraud. Your SMP can help you with your questions, concerns, or complaints about potential fraud and abuse issues. It also provides information and educational presentations. To locate your local Senior Medicare Patrol, call 1-877-808-2468 or visit www.smpresource.org.

◆ www.smpresource.org ◆ info@smpresource.org ◆ 1-877-808-2468

COVID-19

Genetic Testing

Hospice

Medicaid Renewal

Topic-Specific Fraud Concerns

Recommendations for Beneficiaries

How SMP Can Help

Flyers, Infographics, Tip sheets, Videos, Social Media Materials

Partner Organizations' Materials

Medicare Fraud Prevention Week (MFPW)

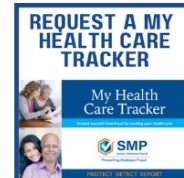
3rd Annual MFPW



How to Participate in Medicare Fraud Prevention Week



Find Your Local SMP



Request a My Health Care Tracker



Follow the SMP on Facebook

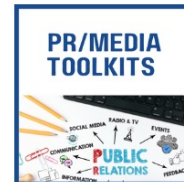


Follow the SMP on Twitter

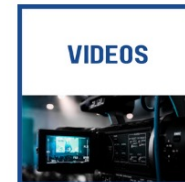
Resources for SMPS/Partners



Social Media Toolkit



PR/Media Toolkits



Videos



Print Materials

SMP Interviews & OHIC Profiles

SMP Interviews Project

- Goal – To better understand existing and needed SMP project support, specifically to meet diverse populations' needs

OHIC Profiles Project

- Goal – to collect consistent, uniform agency overview information for SHIP, SMP, & MIPPA

OHIC Profiles & Issue Briefs

The OHIC profiles and issue briefs are in the resource libraries of the SHIP TA Center (OHIC Profiles - Issue Briefs) and the SMP Resource Center (Issue Briefs and Program Profiles).

The cover features the ACL logo (Administration for Community Living) on the left. On the right, it reads "ACL Office of Healthcare Information and Counseling (OHIC)" and "Program Profile 2023 Alabama". At the bottom, it lists "Programs include: SHIP · SMP · MIPPA" with sub-points: "MIPPA Priority 1 (SHIP), Priority 2 (AAA), Priority 3 (ADRC)" and a URL "https://acl.gov/".

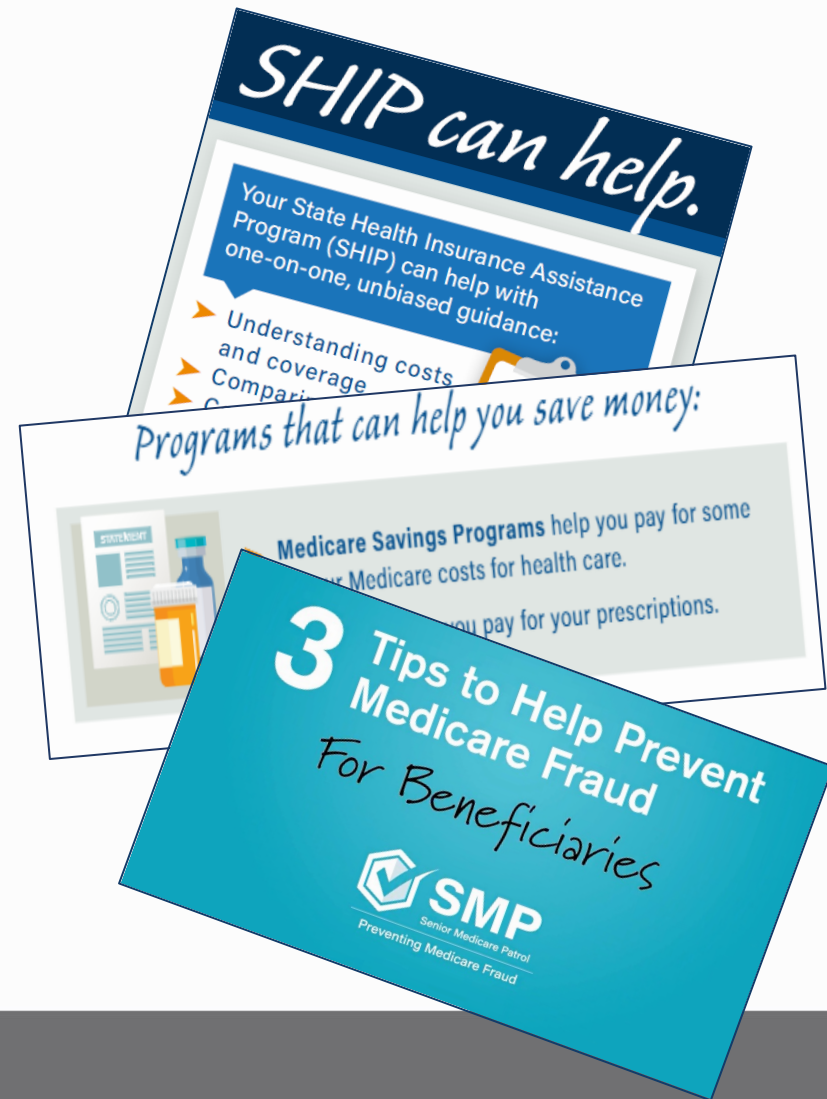
The cover features the ACL logo and text: "ACL Office of Healthcare Information and Counseling (OHIC)", "Data Collection: October 2022 – June 2023", and "OHIC Issue Brief: Program Management".

The cover features the ACL logo and text: "ACL Office of Healthcare Information and Counseling (OHIC)", "Data Collection: October 2022 – June 2023", and "OHIC Issue Brief: Reaching and Serving Beneficiaries".

The cover features the ACL logo and text: "ACL Office of Healthcare Information and Counseling (OHIC)", "Data Collection: October 2022 – June 2023", and "OHIC Issue Brief: Team Member Management". Below the cover, the "Introduction" section states: "Managed by ACL's Office of Healthcare Information and Counseling (OHIC), the core activities of the State Health Insurance Assistance Program (SHIP), Senior Medicare Patrol (SMP), and Medicare Improvement for Patients and Providers Act (MIPPA) programs are reaching and serving Medicare beneficiaries, managing team members, and working with other program elements, such as program data. This issue brief summarizes best practices related to Team Member Management reported by each program's leadership. Team Member Management includes the following best practices: Volunteers or Team Member Management, Team Member or Volunteer Training, and Team Member Certification Process." The "Data Collection Methods" section states: "Between April 4 and April 25, 2023, 90 SHIP, SMP, and MIPPA representatives from 54 states and territories completed a web-based form to provide their most recent program information to OHIC to generate a set of profiles highlighting their activities. Program respondents selected relevant categories from a list of best practice topics, and described best practices learned from their SHIP, SMP, or MIPPA program work for the selected topics. This is one of three issue briefs describing best practices reported by program leaders during this data collection effort." A URL "https://acl.gov/" and page number "1" are at the bottom.

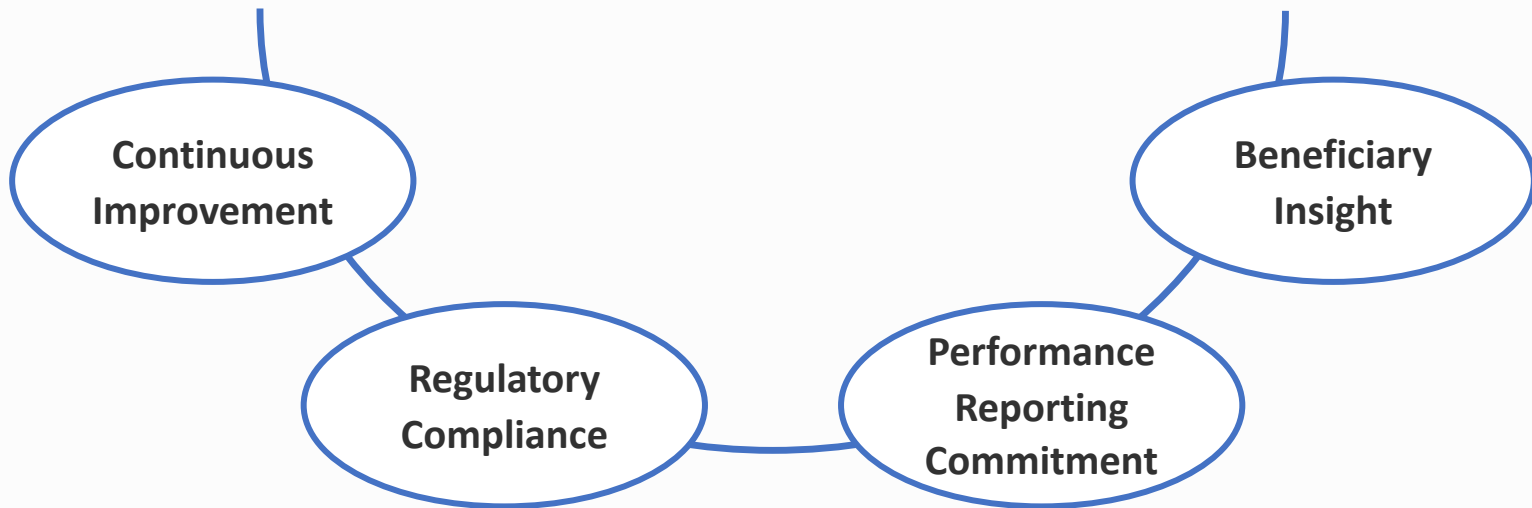
Branding & Outreach Materials

- Updated Logos & Branding Guide for SHIP & SMP
 - Note: MIPPA does not have a logo
- Outreach Materials for all Programs:
 - Animations
 - Flyers
 - Social Graphics
 - SMP Congressional Training Materials
 - MIPPA Program Talking Points



SMP/SHIP Customer Survey

Customer Satisfaction Survey



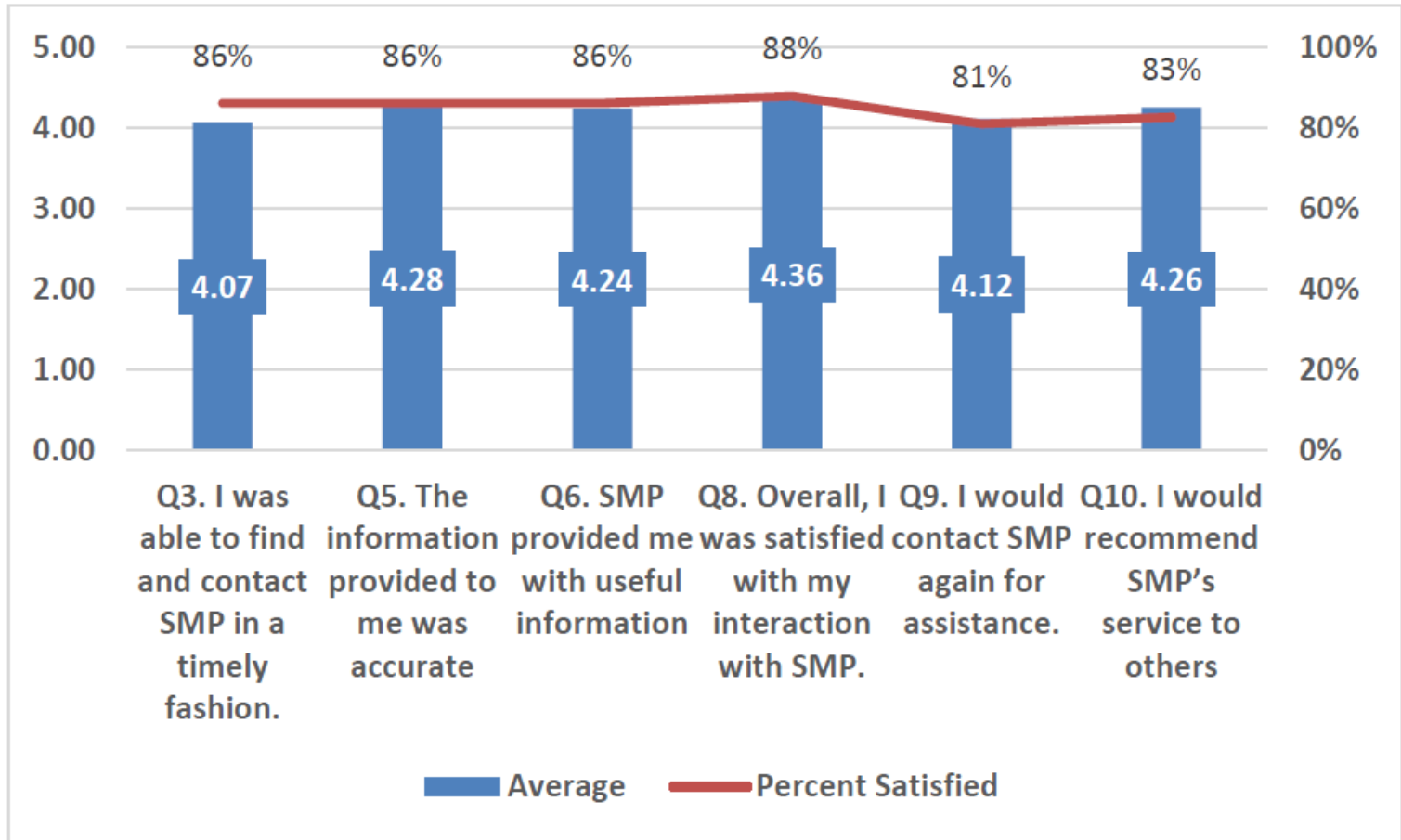
Survey Administration: Grantee Role

- Group Outreach & Education Survey
 - Prepare for survey administration
 - Identify events to survey
 - Distribute surveys to attendees after the presentation and collect completed surveys
 - Submit surveys via surveymonkey or email to contractor
 - Note: Each state/territory should collect a minimum of five surveys every quarter
- One-on-One Counseling Survey
 - Ensure STARS/SIRS entries are accurate and complete

SHIP Results: One-on-One Assistance

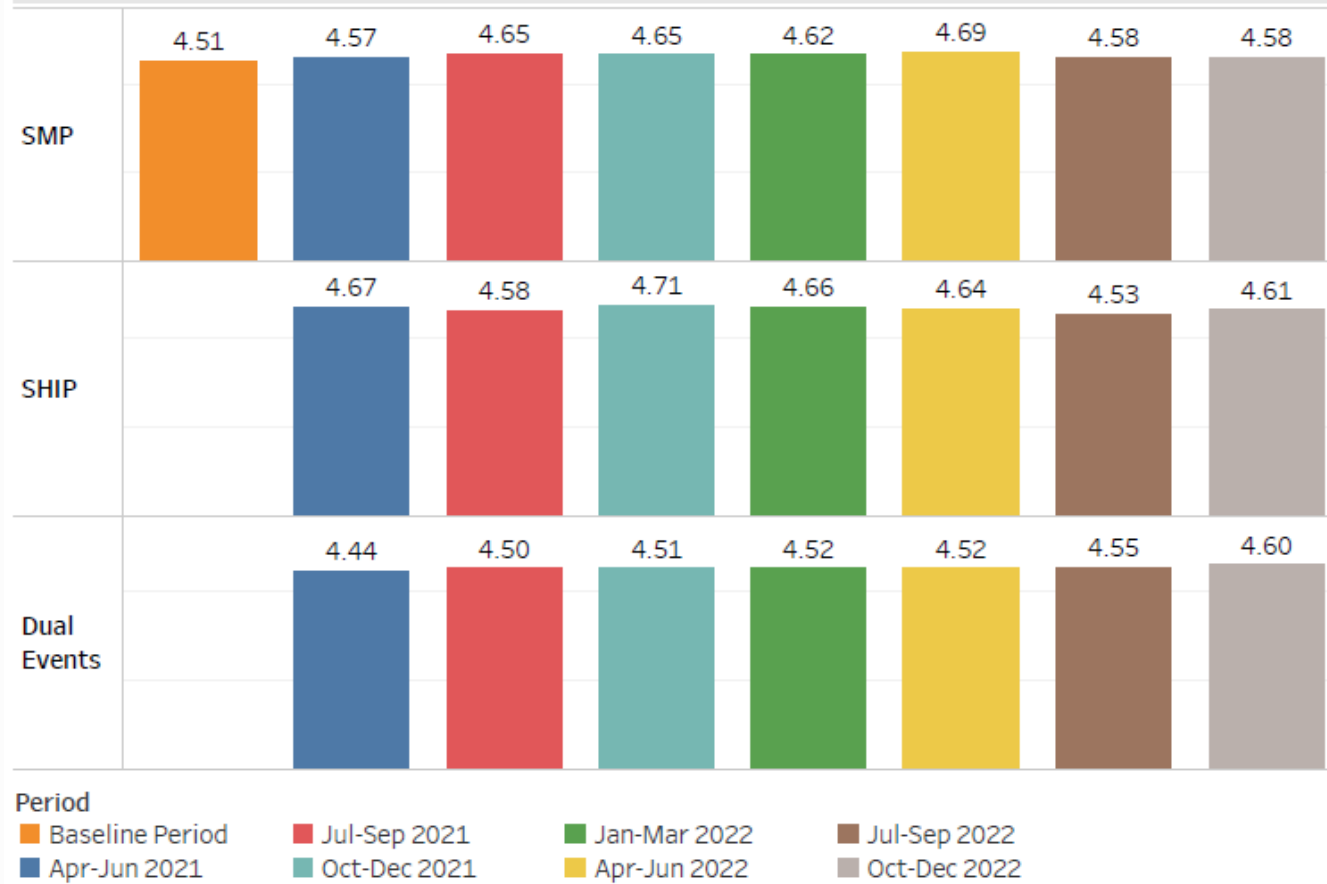
Reporting Period	Administration Period	Q3 (Timeliness)	Q5 (Accurate Information)	Q6 (Useful Information)	Q8 (Overall Satisfaction)	Q9 (Future Contact)	Q10 (Recommend Service)
Baseline (FY17-20)	Non OEP	4.19	4.22	4.22	4.24	4.31	4.32
	OEP	4.33	4.31	4.35	4.40	4.41	4.41
	Total	4.26	4.27	4.29	4.32	4.37	4.37
FY21	Non OEP	4.35	4.35	4.35	4.36	4.45	4.46
	OEP	4.25	4.29	4.29	4.33	4.36	4.39
	Total	4.30	4.32	4.32	4.35	4.41	4.43
FY22	Non OEP	4.26	4.28	4.33	4.39	4.40	4.37
	OEP	4.35	4.31	4.41	4.44	4.36	4.40
	Total	4.30	4.32	4.32	4.35	4.41	4.43

SMP Results: One-on-One Assistance



Results: Group Outreach & Education

Question 2: "It was easy to find the details of the presentation, such as date, time, location, and topic."



Resources

SMPs

- Step 1: Login at www.smpresource.org (click the blue SMP Login padlock).
- Step 2: Search for keyword “survey”.

SHIPs

- Step 1: Login at www.shiphelp.org (click the orange SHIP Login padlock).
- Step 2: Go to the Resource Library.
- Step 3: Search for keyword “survey”.

SHIP/SMP Survey Training and Results Briefing
Thursday, March 7, 2024 | 3:00 – 4:00 pm ET

SHIP Grants

State Health Insurance Assistance Program Grants

- April 1, 2020 – March 31, 2025
- \$51 million in Grant Year 2023
- 54 grantees
- Grant Year 2024 (April 1, 2024 – March 31, 2025) will have partial awards until there is full federal budget

SHIP Public Health Workforce Awards

- April 1, 2022 – September 30, 2024
- \$4.32 million
- 37 grantees

SHIP: Grant Year 2022

Apr. 1, 2022 – Mar. 31, 2023

One-On-One Contacts

- **1,656,347** individual **contacts** with Medicare beneficiaries, their families or caregivers
- **12%** with individuals **under 65** years of age receiving Medicare due to disability
- **85%** include **enrollment assistance**

Outreach

- **2,626,458** people reached via **41,404** events*

Team Members

- **11,158 total** team members; **45%** are **true volunteers**, 37% are in-kind (i.e. not paid for with SHIP dollars)
- **56%** (6,281) team members have been with SHIP **more than 5 years**

SHIP Public Reports

State Health Insurance Assistance Program (SHIP)

Report to Congress
GY 2019

Prepared by
U.S. DEPARTMENT OF HEALTH AND HUMAN SERVICES
Administration for Community Living
Office of Healthcare Information and Counseling

- SHIP Report to Congress

- Activities and Outcomes
- Successes and Innovations
- Challenges with Medicare

- Subrecipients report

- Subawards for delivering SHIP services
- Due May 31st annually
- Available at <https://acl.gov/programs/connecting-people-services/state-health-insurance-assistance-program-ship>

SHIP Sub-Recipients Report

SHIP Sub-Recipients Report					
Grantee Name:					
State:					
Report Period:					
Total # of Sub-Recipients:					
Total Annual Sub-Recipient Amount (Federal SHIP Dollars Only):					
Subrecipient Name	Address	City	State	Zip	Annual Federal SHIP Amount

Part D Enrollment Outcomes (PDEO)

- Goal: Demonstrate the impact of SHIP work on behalf of beneficiaries
- All SHIPs are strongly encouraged to follow this process
 - Note: All SHIPs must participate in the attestation and related processes by March 31 and September 30
- Chapter 7 of the STARS Manual has all you need to know about PDEO

MIPPA State Grants

MIPPA State Grants

- September 1, 2022 – August 31, 2024
- Grant Year 2023
 - Priority 1 - \$14 million; 53 grantees
 - Priority 2 - \$ 13.4 million; 49 grantees
 - Priority 3 - \$4.5 million; 49 grantees

MIPPA: Grant Year 2022

Sept. 1, 2022 – Aug. 31, 2023

One-On-One Contacts

- **1,015,137** individual **contacts with Medicare beneficiaries**, their families or caregivers
- **149,551** contacts with **individuals under 65** years of age receiving Medicare due to disability
- **243,190** contacts with **individuals residing in rural areas**
- **6,142** contacts with individuals identified as **Native American Medicare beneficiaries**
- **68,746** contacts with individuals speaking **English as a Second Language**
- **75,442** contacts **included enrollment assistance** into Medicare Part D Extra Help (LIS) or Medicare Savings Programs

Outreach

- **1,255,669** individuals reached via **28,082** outreach and enrollment events*

Program Evaluations

- Evaluations
 - MIPPA completed in March 2023
 - SMP started Fall 2023, nearing completion
 - SHIP coming soon
- Goals
 - Identify barriers to reach Medicare beneficiaries
 - Gain better understanding of the current impact and reach at both the national and local levels
 - Identify gaps in the current service being provided
 - Develop an action plan

Data Quality Assurance

**Over 200,000 people
educated at 40 events**

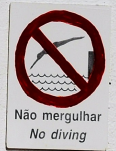
**1,410 years spent on one
group outreach session**

**40 contacts with more
than a week spent with
the client**

**1,700 years spent on one
media outreach contact**

Help on the way!

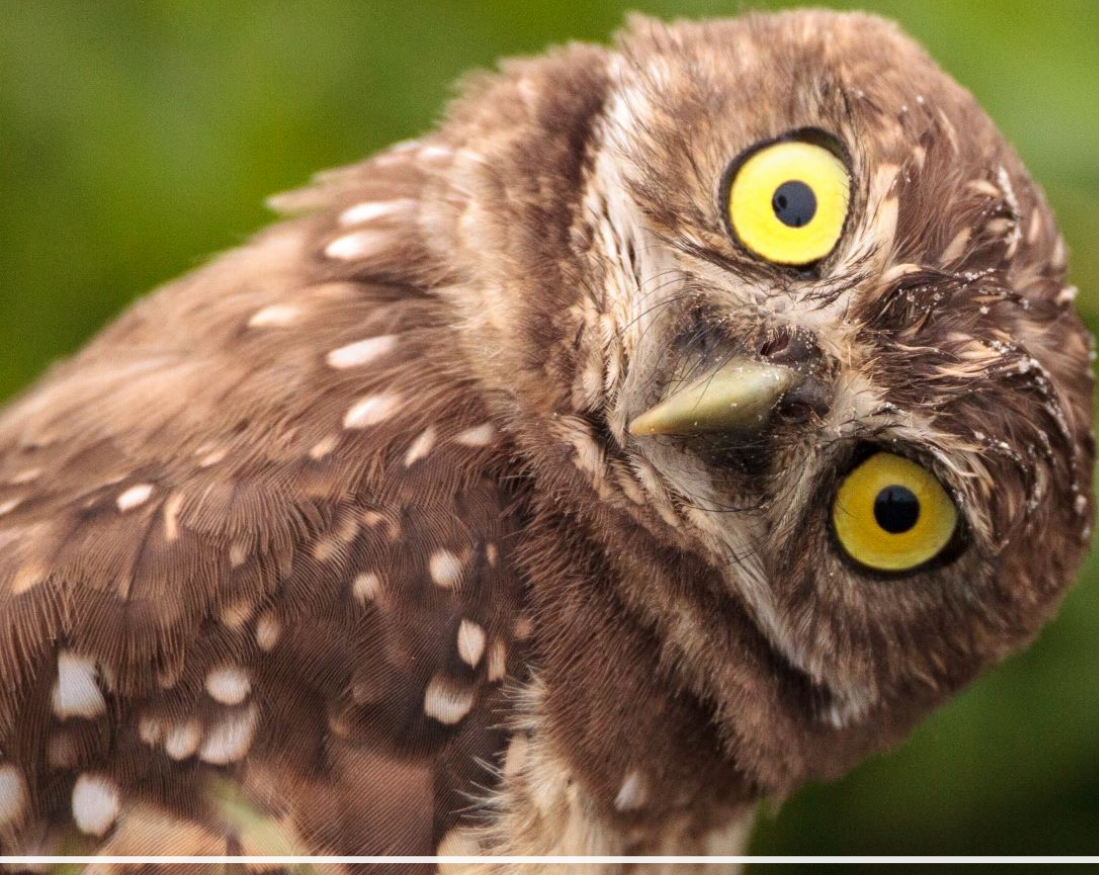
- STARS field limitations
- SHIP TA Center support
- ACL data quality assurance contract
- Data system workgroup



Program Coordination



- How do your programs work together?
- How can you improve on this partnership?



Questions??