

# WELCOME



Preventing Medicare Fraud



Navigating Medicare

## Growing Partnerships: Senior Medicare Patrol (SMP)

### How can we work together?

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# What are we going to talk about today?

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- ✓ SMP Program Insights
- ✓ SMP Volunteer Team and Mission Delivery
- ✓ When and how to refer to and partner with SMP



- **SMP**
- **SHIP**
- **MIPPA**



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# The SMP mission...

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Empower and assist Medicare beneficiaries, their families, and caregivers

to prevent, detect, and report, health care fraud, errors, and abuse,

through outreach, counseling, and education.





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# SMP Mission Delivery

## Give Presentations



## Staff Booths at Community Events



## Confidential Helpline





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# Why do we need a SMP program?

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**Billions** of federal dollars are lost annually due to healthcare fraud, errors, and abuse.

## How many Billions?



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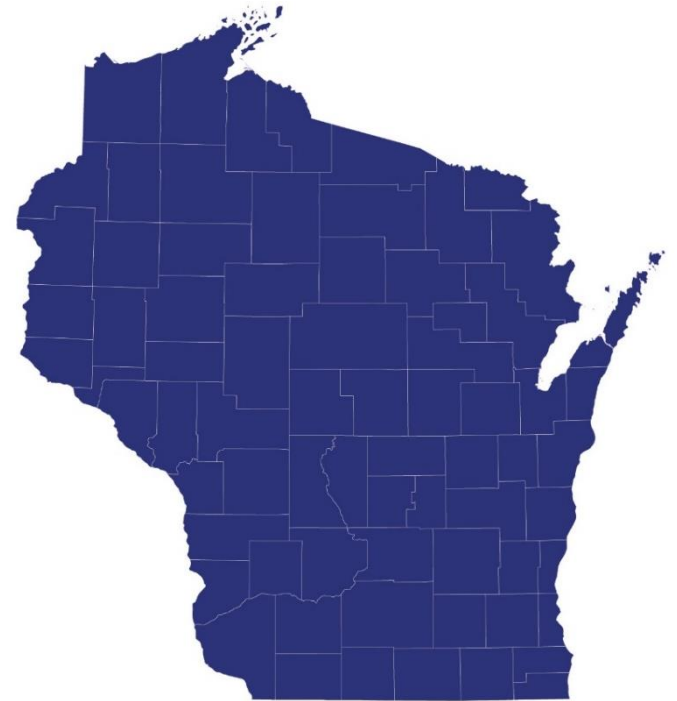
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# Scams in Wisconsin

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- ✓ New Medicare Card Scam
- ✓ Durable Medical Equipment Scam
- ✓ Genetic Testing Scam





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# SMP Program Insights

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- ✓ SMP Website: [smpwi.org](http://smpwi.org)
  - ✓ Resources
  - ✓ Multiple languages
  
- ✓ “The Scoop”
  
- ✓ Social Media Platforms
  - ✓ [Facebook](#)
  - ✓ [LinkedIn](#)



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# SMP Volunteer Team

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- ✓ What do volunteers do?
- ✓ How are they trained?
- ✓ How is the volunteer program run?
- ✓ Focus on engagement





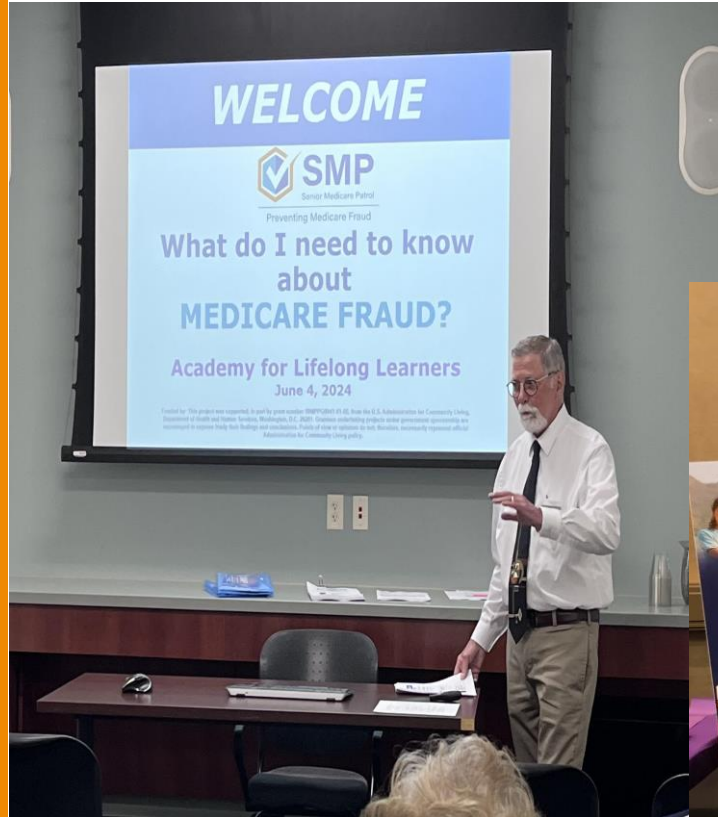


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# Volunteer Perspective: Jim Tripp





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# How do referrals work?

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- ✓ **SMP Helpline (888) 818-2611**
  - ✓ Suspected fraud, errors, abuse
  - ✓ Compromised Medicare number
  - ✓ Report suspicious phone calls
  - ✓ Questions about Medicare statements
  - ✓ Concerns about Medicare plan TV commercials, mailings, etc.
  - ✓ Documentation is important
  - ✓ Insurance Agent Misconduct: OCI complaint filing
  
- ✓ **Complaint Tracking Module (CTM) vs SMP processes**
  
- ✓ **SMP referrals to ADRCs/Aging Units**



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# SMP Outreach

- ✓ Successful Partnerships
  - ✓ ADRCs/Aging Units
  - ✓ Rural areas
  - ✓ Congregate Meal Sites
  - ✓ Senior Living Communities
  - ✓ Tribal Communities and Elders
  
- ✓ Keys to Success
  - ✓ Time
  - ✓ Responsiveness
  - ✓ Consistency
  - ✓ Focus on relationship building





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# What's next for SMP?

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- ✓ Spanish-speaking communities
  - ✓ Spanish-speaking staff and volunteers
  - ✓ Translated materials
- ✓ LGBTQ+ population
- ✓ Continued volunteer recruitment



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# Partnership Ideas

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- ✓ Successful Collaboration Examples
  - ✓ Medicare 101/Welcome to Medicare sessions
  - ✓ Share SMP materials/resources
  - ✓ Co-presenting at events
  - ✓ Referrals between programs

Chat:

- ✓ What else can we do to work together?
- ✓ Do you have any successful partnerships in your community or currently building a relationship with?



# SHIP Resources



Navigating Medicare

## ✓ SHIP TA Center

- Use search bar to look up topics
- SHIP Promising Practices
- Volunteer Program Management
- Medicare Minutes \*add SMP info

## ✓ GWAAR Medicare Outreach & Assistance Resources

- SHIP Volunteer Resources

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