

## **FACT SHEET: National Consumer Protection Technical Resource Center; The Center of Service & Information for SMPs**

**Also Known As:** “The Center” or “SMP Resource Center”

**Founded:** October 1, 2003

**Grantee:** Hawkeye Valley Area Agency on Aging (HVAAA). HVAAA subcontracts with Health Benefits ABCs for additional consultation and product development.

**Funding Source:** The US Administration on Aging (AoA)

**Goal:** Under the leadership of AoA, the Center assists the 54 AoA-funded SMPs (formerly known as the Senior Medicare Patrol program) in empowering seniors and other consumers to take a proactive role in the prevention and identification of health care errors, fraud, and abuse.

**Objectives:** Serve as a central source of information, expertise, and technical assistance; promote the sharing of knowledge and best practices; provide an open, supportive community for both the novice and experienced SMPs; provide on-going support and information on issues and trends in health care fraud, waste, and abuse; develop new products and tools for the national SMP network.

### **Services:**

1. SMPs can utilize The Center for technical assistance, training and information to:
  - Enhance overall effectiveness at combating waste, fraud and abuse in the Medicare & Medicaid programs.
  - Access replicable methods of conducting outreach and education.
  - Improve efficiency and accuracy in tracking and reporting outcomes.
  - Navigate the web-based repository of SMP resources and information.
2. The general public can utilize The Center for information about the services of SMPs and how to access their local SMP.

### **Contact The Center:**

**Toll-Free:** 877-808-2468

**Web-site:** [www.smpresource.org](http://www.smpresource.org)

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