



CHAPTER 1: INTRODUCTION TO SMART FACTS

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CHAPTER 1: Introduction to SMART FACTS

Purpose and Expectations

It is AoA's intention that SMART FACTS will be used by all SMPs to record and track:

- 1) Simple inquiries;
- 2) Information related to the receipt, resolution, and/or referral of complex issues and complaints of health care fraud, errors, or abuse;
- 3) Outreach and education activities;
- 4) Volunteer time and effort.

Each SMP will use the SMART FACTS system and the program activities data therein to report the outcomes and results of their program to AoA and the OIG. AoA further expects that SMP Projects will use SMART FACTS as a tool to manage their programs more efficiently and to measure and track the effectiveness of their efforts to address the SMP Strategic Program Objectives. AoA, with the assistance of the National Consumer Protection Technical Resource Center (The Center) will use the program data contained in the SMART FACTS system to inform the management and evaluation of the SMP program nationwide.

SMART FACTS Structure and Features

SMART FACTS is built upon the ETOSOFTWARE system, an "off the shelf" software product developed by *Social Solutions, Inc.* SMART FACTS is the name given to the version of this software that was customized specifically for SMPs. Some of the language in SMART FACTS is ETOSOFTWARE imbedded language. For example "Assessment" and "Entity" are two such terms you will find in the software. This terminology will be interpreted for SMP use throughout this manual.

SMART FACTS offers the following features:

- **Inquiry and Complaint Management:**

1. Prompts SMPs to capture both necessary information for standardized reporting and tracking of simple inquiries and complex issues;
2. Serves as a real-time decision-support system for handling complex issues. Built-in questions and checklists help SMPs take appropriate action on behalf of the consumer/beneficiary/complainant*, including issue and inquiry referral to appropriate agencies based on each unique situation;
3. Provides an electronic interface between SMPs and CMS contractors in the receiving, handling, and resolution of complaints that require referrals to those contractors.

- **Program Outreach and Volunteer Management:**

1. Provides tools to plan, conduct, and track program outreach and educational activities;
2. Provides a database to manage and track volunteer time and effort;
3. Built-in formulas automatically calculate the monetary value of volunteer time and activity, providing consistency and validity to in-kind match data.

- **Reporting:**

1. Links program activities to program outcomes and measures achievement of program objectives (listed on following page);
2. Facilitates semi-annual performance reporting to the OIG and AoA;
3. Enhances the efficiency and effectiveness with which SMPs, CMS contractors and OIG staff manage the complaints reporting system;
4. Enables SMPs to better capture and use data to "tell their story."

* Consumer, beneficiary and complainant are used interchangeably throughout this document.

Using SMART FACTS to Facilitate Program Objectives

SMART FACTS software was specifically designed to help each SMP monitor its own program performance and measure progress toward meeting the SMP program objectives:

SMP Program Objective	SMART FACTS Capability
Foster National Program Visibility and Consistency	<ul style="list-style-type: none"> • Facilitates standardized SMP data collection and analysis from state to state for consistent reporting to AoA and the OIG.
Foster National and State Program Coverage	<ul style="list-style-type: none"> • Allows SMPs to track program efforts regarding inquiries, outreach and education based on coverage areas (local, county, regional, and state). Data can be used to target outreach to areas with less activity.
Improve Beneficiary Education and Inquiry Resolution	<ul style="list-style-type: none"> • Captures the topics covered during education and training efforts for later analysis. • Tracks the number and types of inquiries and complaints (or complex issues) received. • Provides decision-making support for SMP staff and volunteers to ensure fully informed, consistent decision-making on complex issues (including referrals). • Facilitates seamless, efficient referrals to CMS contractors (PSCs and MEDICs).
Improve the efficiency of the SMP Program while increasing results in both operational and performance measures	<ul style="list-style-type: none"> • Captures all of the data needed for semi-annual OIG grant reporting, including funds recovered and cost avoidances associated with complaints. • Provides aggregate data useful for supporting the SMP semi-annual and final narrative reports to AoA. • Pre-populates release of information forms and cover letters with data gathered during beneficiary/complainant interview.
Targeting information and outreach to isolated and hard-to-reach populations	<ul style="list-style-type: none"> • Captures the populations served for both inquiries and group educational sessions. Data is then available to determine the extent to which isolated and hard-to-reach populations are being served.

SMART FACTS Technical Assistance

Depending upon the issue, there are two resources for questions about SMART FACTS. While instructions and examples are provided within the SMART FACTS software and within this manual, you may have additional questions regarding these three areas:

- (1) Technical questions about how to use the software;
- (2) General “policy” questions on the type of information that is being sought; and
- (3) Questions about the SMART FACTS manual or other written information about SMART FACTS and/or SMP policies.

TECHNICAL QUESTIONS ABOUT THE SOFTWARE

e-mail: **support@socialsolutions.com**

Call: Social Solutions Customer Service at:
1- 866-732-3560, extension #2

Support is available from 8 am - 8pm EST, Monday through Thursday and from 8 am – 6 pm on Friday.



For TECHNICAL QUESTIONS, contact Social Solutions

POLICY GUIDANCE AND SMART FACTS MANUAL QUESTIONS

The National Consumer Protection Technical Resource Center (The Center)

e-mail: **info@smpresource.org**

Call: **1-877-808-2468**



For POLICY or MANUAL QUESTIONS, contact The Center

SMART FACTS will be expanded and improved over time, as needed. Sometimes changes may cause slight discrepancies between the appearance of screen shots in this manual and the SMART FACTS screen itself. For example, minor additions may be made, such as increased menu options on the right-side navigation bar. Additions like this, however, will not make the existing step-by-step instructions inaccurate. If changes are made in SMART FACTS that do require new step-by-step instructions, you will be provided revisions to insert into the appropriate sections of this manual. Please be aware that manual revisions will likely follow, not precede, changes in SMART FACTS. If you find confusing discrepancies between the manual and SMART FACTS, please contact The Center.