

Below is a list of **OIG Report Outcomes**, the source of the data and recommended **SMART FACTS** reports for cross-checking accuracy. The **SMART FACTS** manual provides detailed instructions for using cross-checking reports. Appendix J explains how to use the **SMART FACTS** manual to cross-check your **OIG Report** data.

OIG Outcome	Source of Data	Cross-checking Report	TIPS: Report Location
1 - Total number of active volunteers	Any volunteer who worked or was trained during the report time period	Query Report: Volunteer Hours by Volunteer	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports
2 - Total number of volunteer training hours	Total training hours	Volunteer Work Rates Report	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports
3 - Total number of volunteer work hours	Total work hours	Volunteer Work Rates Report	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports
4 - Number of media outreach activities	Media Outreach form - number of airings field	ETO Report (Number of Airings)	Program: Outreach and Education Navigation Bar: ETO Reports, then Inquiry/Outreach Report
5 - Number of community outreach education events conducted	Total number of community outreach/education events entered	Review My Efforts/Review Staff Efforts	Program: Outreach and Education Navigation Bar: My Work, then Review My Efforts AND Site Administration, then Review Staff Efforts
6 - Estimated number of people reached by community outreach education events	Community outreach/education events form - estimated number of people field (totaled)	ETO Report (Estimated Number of People Reached)	Program: Outreach and Education Navigation Bar: ETO Reports, then Inquiry/Outreach Report
7 - Number of group education sessions for beneficiaries	Total number group educational session events entered	Review My Efforts/Review Staff Efforts	Program: Outreach and Education Navigation Bar: My Work, then Review My Efforts AND Site Administration, then Review Staff Efforts
8a - Number of beneficiaries who attended group education sessions	Group educational session form - Number of persons field (totaled)	ETO Report (Number of Persons)	Program: Outreach and Education Navigation Bar: ETO Reports, then Inquiry/Outreach Report
8b - Beneficiaries who understand how reading their MSN....increased by:	Group educational session form - survey data entry (formula in software)	1) Review My Efforts/Review Staff Efforts; 2) Query Report: Outreach Survey Responses Site Level; 3) Query Report: Outreach - Survey Responses Site Level Details	Program: Outreach and Education Navigation Bar: My Work (for review my efforts); Site Administration (for review staff efforts); Reports, then Letters, Forms and Reports (for Query Reports)

OIG Outcome	Source of Data	Cross-checking Report	TIPS: Report Location
8c - Beneficiaries who understand why it is important to seek assistance....increased by:	Group educational session form - survey data entry (formula in software)	1) Review My Efforts/Review Staff Efforts; 2) Query Report: Outreach Survey Responses Site Level; 3) Query Report: Outreach - Survey Responses Site Level Details	Program: Outreach and Education Navigation Bar: My Work (for review my efforts); Site Administration (for review staff efforts); Reports, then Letters, Forms and Reports (for Query Reports)
8d - Beneficiaries who.....to protect their Medicare and Social Security Numbers increased by:	Group educational session form - survey data entry (formula in software)	1) Review My Efforts/Review Staff Efforts; 2) Query Report: Outreach Survey Responses Site Level; 3) Query Report: Outreach - Survey Responses Site Level Details	Program: Outreach and Education Navigation Bar: My Work (for review my efforts); Site Administration (for review staff efforts); Reports, then Letters, Forms and Reports (for Query Reports)
9 - Number of one-on-one counseling sessions held with or on behalf of a beneficiary	Total number one-on-one counseling sessions entered	Review My Efforts/Review Staff Efforts	Program: Outreach and Education Navigation Bar: My Work, then Review My Efforts AND/OR Site Administration, then Review Staff Efforts
10 - Total number of simple inquiries received	Total number simple inquiries entered	Review My Efforts/Review Staff Efforts	Program: Issues and Inquiries Navigation Bar: My Work, then Review My Efforts AND Site Administration, then Review Staff Efforts
11 - Total number of simple inquiries resolved	Simple Inquiries data entry form - total yes answers to #5	ETO Report: Was the issue resolved	Program: Issues and Inquiries Navigation Bar: ETO Reports, then Inquiry/Outreach Report
12 - Number of complex issues received	Total number of Inquiry Forms (based on date in Inquiry Form header)	OIG Report Flat File	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports
13a - Number of complex issues referred for further action	Inquiry Form - SMP Activity Log - referrals checkboxes and corresponding date.	OIG Report Flat File	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports
13b - Total dollar amount referred for further action	Inquiry Form - SMP Activity Log - Dollar amount referred for further action fields	OIG Report Flat File	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports
14 - Number of complex issues resolved	Inquiry Form - SMP Activity Log - any case with "Closed" status	OIG Report Flat File	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports
15 - Number of complex issues pending further action	Inquiry Form - SMP Activity Log - any case with "Open" status	OIG Report Flat File	Program: Any Navigation Bar: Reports, then Letters, Forms and Reports

OIG Outcome	Source of Data	Cross-checking Report	TIPS: Report Location
16 - Cost avoidance on behalf of Medicare, Medicaid, Beneficiary or Other	Inquiry Form - final tab "SMP Cost Avoidance" field. Date field is date of status update on SMP Activity Log.	OIG Report Flat File	Program: Any Navigation Bar: <i>Reports</i> , then <i>Letters, Forms and Reports</i>
17a - Actual Medicare funds recovered attributable to the project	Inquiry Form - final tab "Medicare" funds field. Date field is date of status update on SMP Activity Log.	OIG Report Flat File	Program: Any Navigation Bar: <i>Reports</i> , then <i>Letters, Forms and Reports</i>
17b - Actual Medicaid funds recovered attributable to the project	Inquiry Form - final tab "Medicaid" funds field. Date field is date of status update on SMP Activity Log.	OIG Report Flat File	Program: Any Navigation Bar: <i>Reports</i> , then <i>Letters, Forms and Reports</i>
17c - Actual savings to beneficiaries attributable to the project	Inquiry Form - final tab "Beneficiary funds recovered" field. Date field is date of status update on SMP Activity Log.	OIG Report Flat File	Program: Any Navigation Bar: <i>Reports</i> , then <i>Letters, Forms and Reports</i>
17d - Other savings attributable to the project	Inquiry Form - final tab "Other funds recovered" field. Date field is date of status update on SMP Activity Log.	OIG Report Flat File	Program: Any Navigation Bar: <i>Reports</i> , then <i>Letters, Forms and Reports</i>