

OIG Performance Measures - Site: SMP Maryland Working Template		
	SMP Performance Measures	Reporting Period
	OUTCOMES	
1.	Total number of active volunteers	
2.	Total number of volunteer training hours	
3.	Total number of volunteer work hours	
4.	Number of media outreach activities	
5.	Number of community outreach education events conducted	
6.	Estimated number of people reached by community outreach education events	
7.	Number of group education sessions for beneficiaries	
8.	A.) Number of beneficiaries who attended group education sessions	
	B.) As a result of group education sessions, beneficiaries* who understand how reading their MSN can help identify billing fraud or errors improved from 0 to 0, an increase of	
	C.) As a result of group education sessions, beneficiaries* who understand why it is important to seek assistance with billing questions increased from 0 to 0, an increase of	
	D.) As a result of group education sessions, beneficiaries* who know why it is important to protect their Medicare and Social Security Numbers increased from 0 to 0, an increase of	
9.	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	
10.	Total number of Simple Inquiries received	
11.	Total number of Simple Inquiries resolved (percentage of total number received)	
12.	Number of Complex Issues received	
13.	A.) Number of Complex Issues referred for further action	
	B.) Total dollar amount referred for further action	
14.	Number of Complex Issues resolved	
15.	Number of Complex Issues pending further action	
16.	Cost avoidance on behalf of Medicare, Medicaid, Beneficiary, or Other	
17.	A.) Actual Medicare funds recovered attributable to the project	
	B.) Actual Medicaid funds recovered attributable to the project	
	C.) Actual Savings to beneficiaries attributable to the project	
	D.) Other savings attributable to the project (e.g. supplemental insurance, Social Security)	

Calculation for Questions 8B-8D are based on a post-group education survey in which 0 beneficiaries responded