



OIG Report Webinar January 31, 2012

Speakers:

Barbara Dieker, Rebecca Kinney, & Josh Hodges, AoA
Lucia Fort, OIG
Ginny Paulson & Heather Flory, The Center

Administration on Aging (AoA)



Barbara Dieker,
Director of the
Office of Elder
Rights



Rebecca Kinney,
SMP Program
Manager



Josh Hodges,
SMP Program
Analyst

Office of Inspector General (OIG)



Lucia Fort,
Program Analyst

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SMP Resource Center



Ginny Paulson,
Director



Heather Flory,
Training Manager

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Agenda

Introduction and Opening Remarks

- Barbara Dieker
- Josh Hodges
- Rebecca Kinney

Overview of Preliminary 2011 OIG Report Data

- Lucia Fort

SMP Success Stories

- Vera Watson, NM SMP
- Anne Fredrickson, OH SMP

Resources & Updates from The Center

- Ginny Paulson
- Heather Flory

Questions

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Welcome!

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Accuracy in SMART FACTS

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Why are we here?

- We need to all ensure that the information reported in SMART FACTS accurately represents your program's successes
- You have until February 29th to review your SMART FACTS data and ensure it is accurate
- **Remember:** Once the OIG report is issued, we cannot make changes to data

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The Importance of Accuracy

- SMART FACTS is the primary information source for SMP federal reports
- AoA depends on accurate information for reports to HHS, OIG and Congress
- We rely on this data to accurately identify programmatic needs and issues

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The Importance of Accuracy

- Getting accurate information depends on you
 - This is why there are / is:
 - Different roles in SMART FACTS
 - Preset number of licenses
 - Time to review the data before the OIG report is pulled
 - It is your responsibility to carefully choose who reports your data in SMART FACTS
- Without accurate data, we cannot effectively report our successes

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Cooperative Agreement Requirements

- It's not just a good idea – it's the law!
 - *“The grantee will collect and input project performance data within the...SMART FACTS system in a timely manner... and utilize the SMART FACTS system to record activity and outcome data on the OIG performance measures ensuring accuracy of the data.”*

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Media Airings

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Media Airings Description

- AoA has received a number of questions on when and how to count media airings
- As a reminder, media airings include:
 - Any individual airing or publishing of media (e.g. print, radio, television, or electronic) to educate about Medicare/Medicaid fraud and the services of the SMP program.
 - See Appendix C, p. 3 – 6 for more information and examples.

Media Airings Question #1

If SMPs are hanging posters and/or putting up signs to market the SMP (at SMP offices, partner offices, churches, grocery stores, etc.), does this count as an airing?

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Media Airings Question #1

■ **Answer: Maybe – Depends on Exposure (App. C, p. 6)**

- Indoor (bulletin board posters)
 - Do not count
- Outdoor (Yard signs)
 - Yes, BUT
 - Must be educational in nature
 - Will be counted using Billboard guidance (App. C, p. 4)

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Media Airings Question #2

Can you count inclusions in community calendars (online or in print) in a newspaper that gives info about an upcoming SMP event?

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Media Airings Question #2

■ **Answer: Yes (App. C, p. 6)**

- BUT only if it fits the definition of the purpose of SMP media – meaning it must be educational in nature
- It has to include more than just a date a time

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Media Airings Question #3

**Can you count ads on volunteer websites?
If so, do you just count it once?**

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Media Airings Question #3

■ **Answer: Yes (App. C, p. 6)**

- If it meets the guidance under “Print Media” in Appendix C, page 4
- Count each posting as one airing – not the number of days posted or the number of hits to the site

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Media Airings Question #4

Can I count postings on our Facebook page or You Tube postings as an airing?

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Media Airings Question #4

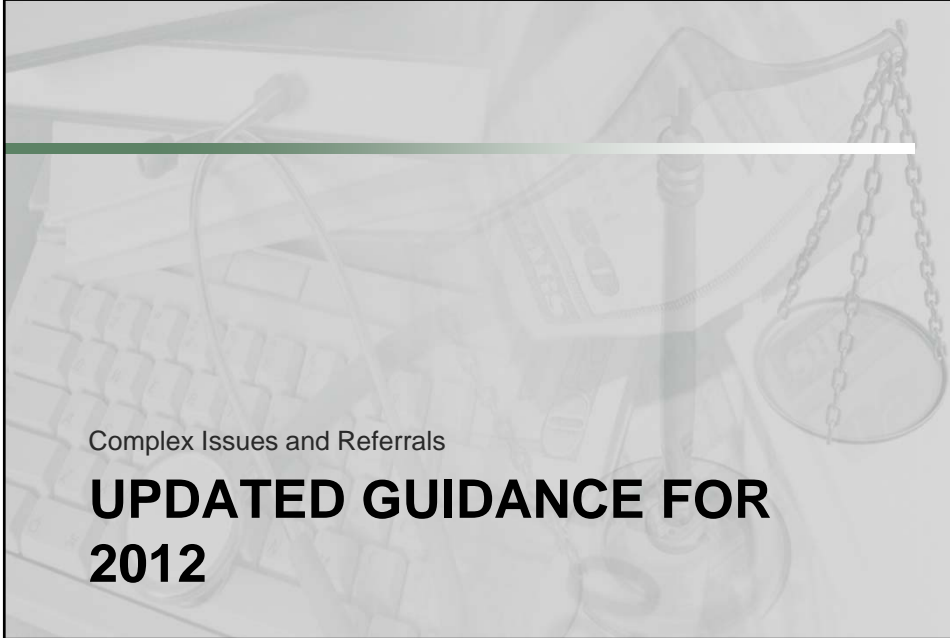
■ Answer: (App. C, p. 4-5)

- Facebook – Yes
 - Must be educational in nature
 - Each post would be one airing
- YouTube – No
 - This is a means to an end

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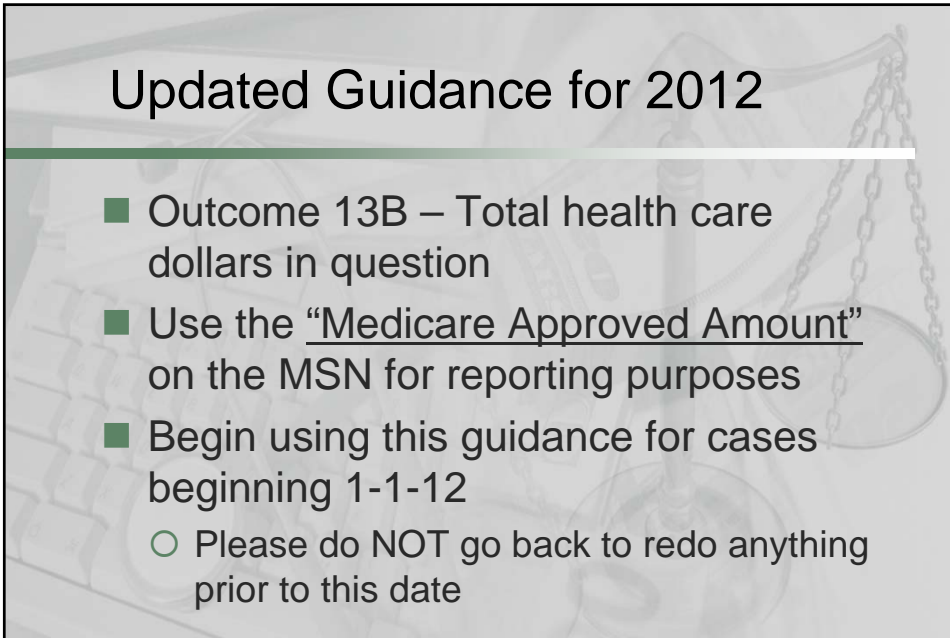
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Complex Issues and Referrals


UPDATED GUIDANCE FOR 2012

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Updated Guidance for 2012

- Outcome 13B – Total health care dollars in question
- Use the “Medicare Approved Amount” on the MSN for reporting purposes
- Begin using this guidance for cases beginning 1-1-12
 - Please do NOT go back to redo anything prior to this date

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Updated Guidance for 2012

- Outcome 13B cont.
 - Key is to remember “total amount involved”
 - Variations you may come across:
 - Non-accepting assignment provider under Original Medicare
 - Medicare Advantage plans

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Overview of the 2010 OIG Performance Report and Process for 2011 OIG Report

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2010 SMP Program Results Since 1997

- Over 24,000 active volunteers trained
- Over 3 million beneficiaries attended group education sessions
- Over 1.1 million one-on-one counseling sessions
- Over 27,000 complex issues received

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2010 SMP Program Results Since 1997

- Over \$9 million total dollars based on complex issues referred for further action
- \$4.6 million Medicare Dollars Recovered
- Link to report:

<http://oig.hhs.gov/oei/reports/oei-02-11-00110.pdf>

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2010 SMP Program Highlights

- Trained over 4,900 active volunteers,
- 12% increase in active volunteers in 2010, compared to 2009
- Conducted over 70,000 one-on-one counseling sessions
- Held 8,300 group education sessions
- Over 90,000 simple inquires received (87,951 resolved)

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2010 SMP Program Highlights

- Over \$1.4 million total dollars based on complex issues referred for further action
- Recovered over \$22,000 Medicare funds
- Savings to Medicare, Medicaid, beneficiaries, and others totaled over \$39,000
- Cost avoidance totaled about \$248,000

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2011 SMP Performance Reports

- 2011 Performance Reports (including all supporting documentation) should be ready for retrieval in SMART FACTS by **Wednesday, February 29th at 5:00 p.m. EST.**
- OIG will retrieve SMP reports directly from SMART FACTS.
- Please do not send reports to OIG by email or fax (Unless they cannot be uploaded- contact Lucia)

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Reminders

- Strongly encourage all SMPs to finish inputting data into SMART FACTS before report retrieval.
- *If you think you will not have OIG report ready for retrieval by 2/29, please contact Lucia prior to the due date by email.
- All documentation on funds recovered or avoided should be uploaded into SMART FACTS via a .PDF or .DOC file. If you need assistance, please contact the Center.

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Adequate Supporting Documentation: Recoveries

- ✓ A copy of a cancelled check, corrected hospital billing statement, or letter or check from other provider types
- ✓ letter from contractor or investigative agency (i.e., ZPICs, PSCs, MEDICs, State agencies, CMS, DOJ, etc.)
- ✓ statement by ZPIC, PSC, or MEDIC within SMART FACTS

*****Only for 17c** “Dollars recovered at the beneficiary level” - for reported savings under \$100, acceptable documentation can be a statement signed by beneficiary.

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Documentation Requirements

- All dollar amounts reported in performance measures 16 and 17A-D should have supporting documentation, for each individual case.
- Please do not include dollar amounts for cases without supporting documentation.
- It is not necessary to provide documentation for performance measure 13B, “Total dollar amount referred for further action”.

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Performance Measure 16: Cost Avoidance

- Based on work of an SMP, a provider or beneficiary was not subject to a payment.
- Unlike with cost recoveries, there was no actual payment made.
- No recoupment of dollars back to Trust Fund

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Adequate Supporting Documentation: Cost Avoidance

- ✓ Copy of revised billing statement (i.e., hospital or physician's office) showing a zero balance.
- ✓ Letters or cases from CMS or an investigative agency (i.e., ZPIC, PSC or MEDIC)
- ✓ Statement by ZPIC, PSC, or MEDIC within SMART FACTS
- ✗ May not include general summary or signed beneficiary statement in lieu of other documentation.
(Option to include this information in 13B)

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Questions?

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SMP Success Stories



Vera Watson,
NM SMP



Anne Fredrickson,
OH SMP



Resources and Updates from The Center

Ginny Paulson and Heather Flory,
SMP Resource Center

Update: OIG Reporting in SMART FACTS

- Recent updates to Appendix C
 - of SMART FACTS manual
- Former outcome 8b – 8d removed
- Media outcome now labeled “airings”
 - (not “events”)
- Outcome #12 still based on date at top of complex issues form
- **Note:** *No further changes can be made to formulas, formatting, or key data entry fields until after the OIG’s work is done.*

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OIG Report Resources

www.smpresource.org > SMP Resources

SMP Resource > OIG Reports Page

- 2010 OIG Performance Report (released May 2011)
- Link to OIG Reports Training (bottom of page)

Training > OIG Reports Training Page

- Data Accuracy Checklist
- OIG Report Definitions & Guidance (SMART FACTS Manual, Appendix C)
- Data Analysis Worksheet
- Other OIG reports materials
- Webinar recordings & resources

Training > SMART FACTS Training Page

- Recordings and job aids for all SMART FACTS training topics

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OIG Report Tutorials

Outcomes 1 – 3:
Volunteer Tracking
& Management

- 2/7/12, Tuesday, 2:30 – 4:00pm ET

Outcomes 4 – 11:
Outreach &
Education

- 2/8/12, Wednesday, 2:30 – 4:00pm ET

Outcomes 12 –
17D: Complex
Issues & Referrals

- **2/2/12, Thursday, 3:00 – 4:30pm ET**
- 2/16/12, Thursday, 3:00 – 4:30pm ET

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Questions about SMART FACTS and/or the Center's OIG Report Resources?

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Sara Engelken: sengelken@smpresource.org

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Questions?