



SMP Fact Sheet Webinar

August 24, 2011

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Welcome!

Welcome to HBABCs' webinar on the new SMP Fact Sheets.

The fact sheets were created based on the SMP Needs Assessment (which provided suggested topics) and two facilitated conversations held with a dozen volunteer SMP directors. The directors' input was invaluable in selecting specific topics, content, and format for this year's fact sheets.



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Our panel of experts

These folks helped us create the fact sheets. Hats off to all!

SMPs:

1. AARP Legal Counsel for the Elderly SMP Supervisor Theresa Brownson
2. Connecticut SMP Statewide Coordinator Dee A. White
3. Florida AAA of Pasco/Pinellas SMP Program Manager Makeba A. Huntington-Symons
4. Georgia State SMP Coordinator Belinda Jones
5. Mississippi Three Rivers Planning and Development District SMP Counselor Wade Holland
6. National Hispanic Council on Aging Maria Eugenia Hernandez-Lane
7. North Carolina SMP Program Coordinator Stephanie Bias
8. Ohio SMP Project Assistant Dave Kleinfelter
9. Oklahoma Insurance Department Volunteer Coordinator/Trainer Colleen Black
10. South Carolina Lieutenant Governor's Office on Aging SMP Coordinator Judy Greenwood
11. Texas SMP Program Director Barbara Parrott McGinity
12. Virginia Assn. AAAs Project Manager Susan Johnson



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Discussion

Today's discussion will be a review of the new fact sheets, and a Q&A and discussion period.

- 1. Durable Medical Equipment Fraud:** Tips for Protecting Yourself and Medicare
- 2. Home Health Fraud:** Tips for Protecting Yourself and Medicare
- 3. Medicaid Fraud:** Tips for Protecting Yourself and Medicaid
- 4. Medical Identity Theft:** Tips for Protecting Yourself
- 5. Protecting Seniors from Health Care Fraud in Community Settings:** Tips for Senior Center & Senior Housing Staff



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SMP Comments

General Comments on Fact Sheets

- Shorten all fact sheets to one sheet (front and back)
- Allow more room at the end for SMP personalization
- Describe SMPs better
- Spell out "Senior Medicare Patrol"
- Clarify (in the title) whether a fact sheet is for a professional audience or for older adults.



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We revised the Fact Sheets

1. Created more space for individual SMPs to enter their telephone number and logo on the last page.
2. Reduced most of the fact sheets to two pages and included photographs or text boxes, and more white space.
3. Expanded the explanation of what SMPs do.
4. Clarified (in the title) whether a fact sheet is for a professional audience or for older adults.



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Fact Sheets

The Fact Sheets on the SMP website have been developed by the SMP Resource Center, reviewed by CMS and approved by AoA for use by the national SMP network.

- SMPs may (and should!) customize the fact sheets with their state logo, contact information and/or required grant language without additional AoA dissemination approval.
- Any changes beyond those mentioned above must be approved by your AoA project officer prior to dissemination.



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Where to Find Fact Sheets

To access Fact Sheets, go to the SMP Resource Center website: www.smpresource.org

Click on **Resources for SMPs > Center Products > Fact Sheets**

Or click here:

www.smpresource.org/Content/NavigationMenu/ResourcesforSMPs/FactSheets/default.htm



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Feedback Welcomed

We hope you will use the new fact sheets and give us any feedback on them. Feedback will be collected during the next Center Evaluation.

We would also like to hear your ideas for topics for future fact sheets. Suggestions can be made on the next SMP Needs Assessment.

P.S. There will be Spanish versions of the new fact sheets available in the near future. You will be notified by e-mail.



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Thank you!

Questions? Call us!
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