



Q&A – SMART FACTS

August, 2008

Problem/Question	Suggestion/Answer
Issue: Status of Complex Issues	
Beneficiaries don't always return releases, preventing further SMP action	<ul style="list-style-type: none"> • In Wisconsin, they make three follow-up attempts and then close the case. • Helpful Hint: Schedule a follow-up alert for yourself, then check your "to do" list in SMART FACTS periodically.
Issue: Outreach and Education Program	
Why should I enter a profile for my site?	The information from your profile populates Letters, Releases, and other standard forms in SMART FACTS
How do I enter a profile for my site?	This is accomplished within the "Outreach and Education" Program in SMART FACTS. Click on "simple inquiry/outreach." Click on "outreach planning." If your site is already entered, click on "update" in your row. If your site is not entered, click on "Take New Assessment." (see Chapter 2 of the SMART FACTS manual, pages 4 – 10)
I have several staff working in SMART FACTS, but it's always my name that shows in the SMART FACTS generated letters.	The name inserted into SMART FACTS letters is pulled your profile. Do NOT enter multiple profiles to address this issue. <u>You should only have ONE profile per site.</u> Instead, export the letter into Microsoft Word and manually change the staff name in the letter. (See Chapter 7 of the SMART FACTS manual, pages 14 – 16)
Do I enter time in Minutes or Hours?	In the Outreach and Education Program (UNLIKE the Volunteer Tracking and Management Program), enter the length of the actual outreach activity in <u>MINUTES</u> .

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<p>How do I determine the amount of “Time Spent on Contact” for an activity?</p>	<p>In most cases, this count in-person time, not preparation time. The exception is media outreach; you can count the time spent creating media materials. Here are some concrete examples for determining “time spent on contact”:</p> <ul style="list-style-type: none"> • The number of minutes spent engaged in a one-on-one counseling session. • The number of minutes a booth was displayed at a community event . • The number of minutes spent in front of the audience at a group beneficiary education event. • The number of minutes spent <u>writing</u> a newsletter article or PSA. (Do NOT count the minutes of air-time)
<p>Why is time entered in Minutes for Outreach and Education, when it is entered in Hours in the Volunteer Tracking and Management Program?</p>	<p>This is a feature of the software. The Outreach and Education program is built using different functionality than the Volunteer Tracking and Management Program. There are a variety of reasons why this is necessary. Time is computed differently by the two programs.</p>
<p>Do I have to track “Time Spent” or is this optional.</p>	<p>In the Outreach and Education program, collecting this data is recommended but optional. It is not used for OIG Reporting. It does provide you with an opportunity to report the amount of time your SMP spent providing direct outreach and education to beneficiaries. In essence, “time spent” in the Outreach and Education Program measures the amount of time beneficiaries <u>received</u> outreach and education services.</p> <p>In the Volunteer Tracking and Management program, the data is mandatory. It populates the OIG report and calculates your in-kind match from volunteer time. (This will be explained in more detail later in this document.)</p>
<p>How can we get credit for staff time in SMART FACTS? We get credit for volunteer time.</p>	<p>Tracking staff time is not the goal of SMART FACTS. Staffing patterns at your SMP are reported to AoA in your budgets.</p> <p>The purpose of tracking volunteer time is for the OIG Report and for calculating in-kind match for AoA.</p>

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Issue: Surveys	
What events require a survey?	Group Educational Sessions.
Can survey responses be gathered from the group as a whole by a show of hands?	NO. That would not be confidential or valid. Responses must be written and individual.
Do ALL group educational sessions require a survey?	Try to “weave in” the issues covered by the survey in every presentation, if possible, and conduct the survey, even if there is another primary focus of the presentation. Use your judgment, however. Do not conduct surveys if the survey questions were not covered in the presentation.
What if participants have literacy problems?	You can help them record their responses on an individual basis.
What if participants don’t want to answer the surveys?	Try to emphasize how much we need their opinions and feedback – both to help other beneficiaries and to provide required and important data to Congress about the success of SMPs.
How do I conduct surveys?	<ol style="list-style-type: none"> 1. Print survey from SMART FACTS 2. Give multiple copies to volunteers/presenters 3. Collect completed surveys and enter results into SMART FACTS (See Chapter 6 of the SMART FACTS manual, pages 13 – 16)
Issue: Documents	
What documents do we submit to back up cost –avoidance?	There are various ways to document cost avoidance. The documentation needed will depend on the individual situation. For example, if it’s a billing issue, you might submit a copy of the first billing statement and then a copy of the corrected one. Further guidance is provided in chapter 4 of the SMART FACTS manual, page 16.
Can I print a blank release form from SMART FACTS?	No. The release will be populated with pertinent information from the inquiry form and SMP Profile in SMART FACTS. If you want to edit the release, export it into Microsoft Word and make the changes in Word (SMART FACTS manual Chapter 7, pages 14 – 16).

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Issue: Volunteer Tracking and Management Program	
What is meant by an “entity”?	Each <u>individual volunteer</u> is an entity.
Do I need to put every volunteer into SMART FACTS?	Yes, if they are an SMP volunteer.
Do I enter Volunteer time in hours or minutes?	HOURS. This is <u>very important</u> for an accurate OIG report and in-kind match (Volunteer Work Rates) report.
If I’ve already entered the volunteer’s hours, why do I have to enter their activities in the Outreach and Education program?	Entering volunteer hours in the Volunteer Tracking and Management program is similar to recording their time sheet. Little detail is required. When volunteers conduct Outreach and Education activities, more detail about that specific activity is needed for the OIG report (and is tracked in the Outreach and Education program).
How do the “batch” hours work? (refers to volunteer hours)	Batch hours can be used to record hours for more than one volunteer at a time. After selecting this feature, click on the “entity type” in blue and then the “entity sub-type” in blue to toggle out the individuals in that category. You can then check the box next to each volunteer you want to record, click submit, and select the “Track Volunteer Hours” outcome. The next screen will allow you to enter hours for each person on the list at the same time.
Can I enter a subcontractor as an entity (such as SHIP) and then enter their aggregate volunteer hours?	No. To get full credit for volunteer efforts, each individual volunteer must be entered and their hours tracked separately.
Why does it say “Volunteer/Partner” all of the time in the navigation bar of the Volunteer Tracking and Management Program? It used to just say “Volunteer.”	<p>In August, 2008, a new OPTIONAL program was added to SMART FACTS for tracking partnership activities. Because the new “Partnership Development” program in SMART FACTS uses the same ETO Software technology as the Volunteer Tracking and Management Program, they must <u>share the same navigation bar</u>.</p> <ul style="list-style-type: none"> • The term “Volunteer/Partner” refers ONLY to Volunteers when you are in the <i>Volunteer Tracking and Management Program</i> in SMART FACTS. • The term “Volunteer/Partner” refers ONLY to Partners when you are in the <i>Partnership Development Program</i> in SMART FACTS.

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Am I Required to enter Partners into SMART FACTS, since I enter Volunteers?	NO. The Partnership Development Program is optional . The Volunteer Tracking and Management Program, however, is required . [Do not be confused by the term “Volunteer/Partner” in the navigation bar.]
When I enter Volunteer hours, will that show up under “Time Spent” for simple inquires or outreach and education?	No. The data does not transfer back and forth. This information needs to be tracked separately.
Issue: Referral Process	
Who is our contact for Medicare Advantage beneficiary complaints, issues, or referrals?	Call your CMS Regional Office and ask for the MA Plan Manager responsible for the particular plan in question.
How do I make a referral to a NON PSC or MEDIC?	<ol style="list-style-type: none"> 1. Enter all the complaint information into SMART FACTS as a complex issue, including available beneficiary information, nature of the complaint, provider information, etc. 2. Print a copy of the cover letter and referral form (Chapter 4 of SMART FACTS manual, pages 19 – 21). 3. Send beneficiary release of information, cover letter and referral form to the appropriate investigative organization. 4. Follow-up as needed until case is closed. 5. Make sure you update the status fields in the SMART FACTS SMP Activity Log.
How do I make a referral to a PSC or MEDIC ?	<p>Refer to the instructions in Chapter 4 of the SMART FACTS manual for a thorough description of steps. In short:</p> <ol style="list-style-type: none"> 1. SMP will notify the PSC that there is a referral awaiting them in the system 2. If the SMP does not have scanning capability, the SMP will <u>fax</u> the signed beneficiary release form to the PSC or MEDIC. 3. The PSC will access the referral directly within SMART FACTS. 4. The PSC will use SMART FACTS to record their findings about the complaint. 5. SMP will update SMP Activity Log when PSC or MEDIC investigation is complete and enter cost avoidance/recovery information, if any, once documentation is provided.

Problem/Question	Suggestion/Answer
Issue: Dissemination Activities in the Outreach and Education Program	
Do I have to enter dissemination activities AND outreach and education activities?	A form for entering dissemination activities was added to the Outreach and Education Program in July 2008. It is OPTIONAL . There isn't a way to otherwise total the number of brochures, PHCJs, fliers, etc. that SMPs disseminate for reporting to AoA. Dissemination by itself, is not an OIG performance measure. If dissemination occurs <u>in conjunction</u> with another type of reportable SMP activity, entering data about that reportable activity Is Required (a community outreach event, for example).
Issue: Tracking conversations with beneficiaries	
Is a conversation with a beneficiary either (1) a simple inquiry or (2) a one-on-one counseling session or (3) or a complex issue? Do we have to pick just one of the three?	<p>A conversation with a beneficiary may be reflected in SMART FACTS as a Simple Inquiry <u>OR</u> a One-on-One Counseling Session, depending on whether the conversation was initiated by the caller to the SMP (usually a simple inquiry) OR whether the conversation took place as a result of outreach/education activities.</p> <p>You will notice that the category "One-on-One Counseling Session" falls within the Outreach and Education module of SMART FACTS and is generally an in-person "meeting between the SMP staff or volunteer and the beneficiary or family member..." as a result of an outreach activity or event as opposed to a beneficiary initiating contact with the SMP project for information via phone or e-mail.</p> <p><u>Examples of one-on-one counseling:</u></p> <ul style="list-style-type: none"> • when an individual comes up to SMP staff or volunteer after a presentation to discuss a specific question. • a beneficiary calls you after having attended an event to ask for your assistance about their specific circumstances <p><u>Either a Simple Inquiry or a One-on-One Counseling session could result in the identification and recording of a Complex Issue.</u> If the conversation, whether on the phone or at the presentation site, revealed a complaint/issue requiring the SMPs assistance to investigate or resolve, that issue would then also be entered into SMART FACTS as a complex issue. The SMP work on the Complex Issue would also be entered as a separate, in-depth activity</p> <p>(Please refer to the SMART FACTS manual for complete definitions of terms).</p>