



## TABLE OF CONTENTS

### CHAPTER 1: SMP Program Introduction

Training Goal and Objectives .....	1
Background.....	2
National SMP Program Overview .....	3

### CHAPTER 2: Medicare Overview

Training Goal and Objectives.....	1
Introduction .....	2
Medicare Basics .....	3
Medicare Part A: Hospital Insurance .....	5
Medicare Part B: Outpatient Insurance .....	6
Medicare Part C: Medicare Advantage .....	9
Medicare Part D: Prescription Drugs .....	10
Medicare Supplemental Insurance: Medigap....	11
Enrollment in Medicare .....	13
Medicare Statements and Claims Tracking .....	18
Extra Help for People with Limited Income .....	31
Medicare Overview Appendix	

### CHAPTER 3: Medicare Fraud & Abuse

Training Goal and Objectives.....	1
Overview.....	2
Understanding Medicare Fraud & Abuse .....	4
Managing Complaints of Fraud & Abuse .....	8
Consequences of Fraud & Abuse .....	11
Scams for Obtaining Medicare Numbers .....	15
Common Medicare Fraud Schemes .....	17
How SMPs Combat Fraud, Errors & Abuse .....	50
Medicare Fraud & Abuse Appendix	

### GLOSSARY