

# YOUR EXPECTATIONS FOR THIS TRAINING

**Directions:** Picture yourself at the end of this workshop. It has been a successful and worthwhile experience for you because you have learned new information. Make a note of two things you hope to learn and take with you from this training.

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You have just listed your expectations for this workshop! Now be prepared to share these with the group.

## OBJECTIVES OF VOLUNTEER FOUNDATIONS TRAINING

At the end of this training, participants will be able to

### Chapter 1

- Describe the background and mission of the national SMP program;
- Identify the three roles of the SMPs;

### Chapter 2

- Identify components and benefits of Medicare programs;
- Describe eligibility and enrollment requirements of Medicare, Medicaid, and other assistance programs;
- Review sample MSNs against case files for accuracy;

### Chapter 3

- Describe how Medicare programs are subject to fraud, waste, and abuse;
- Identify and use strategies to combat fraud, waste, error, and abuse.

**CHECK YOURSELF!**  
**THINGS YOU SHOULD KNOW AFTER ATTENDING THIS TRAINING**

**Chapter 1—Do You Know...**

- ❑ When and why SMP program was established?
- ❑ Which federal agency provides oversight to the SMP program?
- ❑ What the former name of SMP was (hint: it's a spell-out of the initials SMP)?
- ❑ Three populations that are affected by Medicare fraud—and how each is affected?
- ❑ Three roles of SMPs?
- ❑ The U.S. Administration on Aging Strategic Program Objectives for SMPs?
- ❑ Basic components of SMP accountability and reporting?
- ❑ Agencies to which SMPs report activity and accountability information?
- ❑ Name of database used to track SMP activity?
- ❑ Ways that SMP volunteers might interact with this database?

## AGENDA—CHAPTER 1 TRAINING

- Welcome and Introductions
- Goal and Objectives of the Volunteer Foundations Training
- National SMP Program Overview
- Evaluation and Wrap-up

## VOLUNTEER DUTIES: SELF-ASSESSMENT OF SKILLS AND INTERESTS

**Directions:** The following are categories of jobs that SMP volunteers perform. Use this list to rank the top three categories in terms of your interest in working in this category (rank your top interest No. 1, your second interest No. 2, etc.) Then make a few notes about the reasons that each of these categories is among your top three in terms of interest. For example, do you have past experience in paid or volunteer work in one of these categories? What strengths do you bring to work in one of these areas?

My Top 3 Choices (Rank # 1, 2, and 3)	Work Category	Reason for Interest (e.g., My Past Experience or Strengths in this Category)
	Administrative/Clerical Assistance	
	Community Outreach/ Education	
	Media Outreach	
	Group Educational Sessions	
	One-on-One Counseling	
	Inquiry and Complaint Management	
	Fraud and Abuse Investigation and Referrals	

## SELF-CHECK/MATCHING EXERCISE—CHAPTER 1 INFORMATION

**Directions:** Match the items in the left-hand column to the appropriate descriptions in the right-hand column by writing the letter of the item on the left next in the blank provided next to the appropriate description on the right.

a. Senior Citizens	1. _____ Online database used by SMPs to capture and report data
b. The U.S. Administration on Aging	2. _____ (1) SMP Program Introduction, (2) Medicare Basics, (3) Medicare Fraud and Abuse
c. Goal of SMP Program	3. _____ Our best front line defense against Medicare fraud and abuse, according to the U. S. Congress.
d. Three Roles of SMPs	4. _____ Federal agency that administers SMP projects in all states and some territories
e. SMART FACTS	5. _____ (1) To disseminate information about fraud protection and identification, (2) To help consumers resolve health care and consumer issues, and (3) To make referrals of suspected fraud and abuse to investigative agencies
f. Components of <u>Foundations</u> Training for SMP Volunteers	6. _____ To empower seniors to prevent health care fraud through outreach and education

**Bonus Question:** How are each of the following affected by Medicare error, waste, fraud, and abuse?

- a. Medicare beneficiaries \_\_\_\_\_
- b. Caregivers \_\_\_\_\_
- c. Taxpayers \_\_\_\_\_