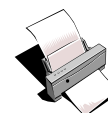


THE SENTINEL

A PUBLICATION OF THE CENTER OF SERVICE AND INFORMATION FOR
SENIOR MEDICARE PATROL (SMP) PROJECTS



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AOA UPDATE

[SHIP Joins SMP at the National Training Meeting](#)

The SHIP program is being transitioned from CMS to ACL, though the transfer will not affect SMPs other than to provide partnership opportunities. For these reasons, the SHIP directors have been invited to attend the SMP National Training Meeting in Washington, D.C., this summer. The training will build on successes of past years by again addressing such things as Medicare changes and health care fraud prevention while also including ways SMPs can expand and enhance program reach.

NEWSROOM

[Questions Abound as Medicare Ambulance Use Increases](#)

The potential for fraud and abuse in Medicare's ambulance benefit has long been a concern. The OIG reports a big increase in beneficiaries using Medicare-covered ambulance services. In a recent Oregon case, a beneficiary contacted the SMP when an ambulance supplier refused to submit a claim to Medicare. The case raised questions for the SMP about Medicare's ambulance rules with respect to medical necessity, nonemergency transport, transfers between hospitals, Part A vs. Part B ambulance claims, and the definition of an ambulance.

[SMP Coordinator Tells Congress of Program's Importance](#)

In a Senate hearing, Michigan SMP Coordinator Bettie Hughes Cases described cases in which companies billed for services not delivered and for services not only unnecessary but harmful. She also told about a case in which a company provided gifts in exchange for a person's personal identification information. She explained SMP outreach and savings to Medicare and Medicaid. A tip sheet in the SMP Resource Library can help SMPs with outreach to senior housing and senior center staff.

[Coming Soon! An Upgraded \[www.smpresource.org\]\(http://www.smpresource.org\) Website](#)

A new Center website debuts in June with a fresh look that takes into consideration the website's diverse audiences. It tells the general public the SMP story while offering a robust slate of resources for SMPs. Enhanced SMP Locator options include toll-free numbers prominently displayed and the option for CoVs to be listed.

continued

[Feds Report \\$4.3 Billion in Fraud Recoveries: Saves \\$8.10 for every dollar spent](#)

Every dollar spent on health care-related fraud and abuse investigations reaps \$8.10 in recoveries, the departments of HHS and Justice report. SMP actions in 2012 included \$27.5 million referred for further action. State MFCUs recovered nearly \$2.5 billion in fiscal year 2013.

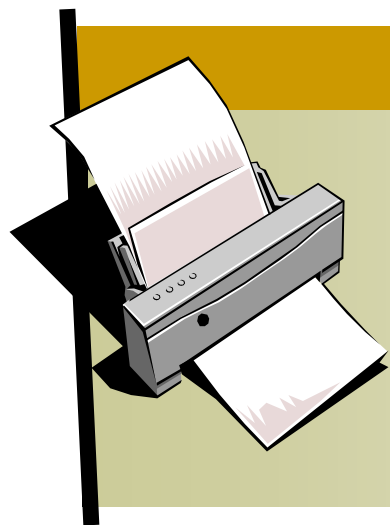
[Resource Library Corner: Recent Entries Help SMPs Reach Across Cultures](#)

The SMP Resource Library delivers more than 60 entries that can help SMPs reach out to non-English-speaking populations. They include a toolkit to teach cultural intelligence, a group education PowerPoint, an In Case of Emergency (ICE) card for beneficiaries to carry, and newspaper ads for fraud prevention and volunteer recruitment.

SMP SUCCESS STORIES

[Becoming a Certified Volunteer Administrator](#)

Grappling with VRPM policies and procedures spurred the Louisiana SMP to delve deeper into the science of volunteer management. She learned that volunteer risk and program management is the future of volunteer programs. She also gained a new appreciation for SMP volunteers.



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