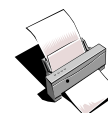


# THE SENTINEL

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



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## NEWSROOM

### [Pain Management and America's Opioid Crisis](#)

Chronic pain affects the lives of a third of the American population. This comprehensive article covers the intersection between pain management, the opioid overdose crisis, and Medicare. SMPs can educate the public about the potential of fraud and abuse and can ease problems for beneficiaries.

### [Social Media: Quality and Consistency are the Keys to Being Seen on Facebook](#)

With thousands of influences determining who, what, and how often any post is seen, it is more important than ever to post purposeful and engaging content consistently. This article offers tips on when and how often to post and gives details on what makes a quality post.

### [BFCC-QIOs Provide Free Services to Beneficiaries](#)

When people who have Medicare know about their rights, they can get safer and better health care. Beneficiary and Family Centered Care Quality Improvement Organizations (BFCC-QIOs) offer help in all 50 states and three territories.

### [Interns, Young Volunteers Can Be an Untapped Market](#)

Interns and college-age volunteers can help SMPs in many ways. Plus, they're highly motivated and could work with SMP for decades. Involving them helps volunteers and SMPs alike.

### [Coming Soon: A New Training Tracking System](#)

In response to SMP suggestions, the SMP Resource Center is building a training tracking system. Called TRAX: Training Tracker, the system will allow SMPs to take, assign, and track training and assessments.

### [SMP Resource Center Picks Favorites](#)

With all the resources on [www.smpresource.org](http://www.smpresource.org) to choose, which stand out to Center staff? Here are some highlights from the SMP Resource Center.

## SMP BEST PRACTICES

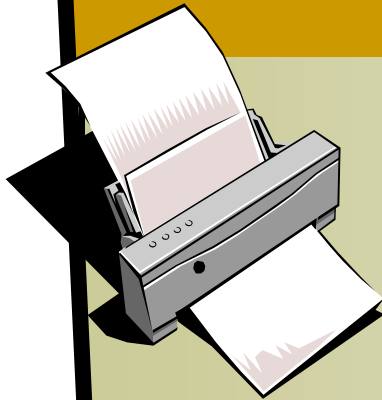
### Maximizing Resources by Reaching Out to Partners

The Ohio SMP turned to the CMS MAC on a complaint about a radiology company. With CMS backing in hand, the SMP persuaded the company to refund money that had been improperly collected.

### SMP and AASC Partner to Combat Hospice Fraud

The California SMP's long-standing relationship with service coordinators from the American Association of Service Coordinators proved helpful when potential hospice fraud cases started appearing at senior properties.

### Printer Friendly



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