



2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

SMP Performance-based Contracting

Kevin Robertson, North Carolina SMP

Melissa Simpson, ACL

Nancy Moore, Indiana SMP

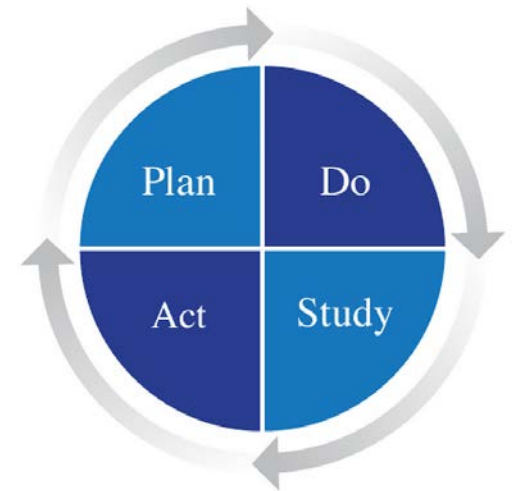
Agenda

- Performance Management Overview
- Defining Performance Measures
- Performance-based Contracts
- SMP Experience with Performance Management
 - North Carolina
 - Indiana



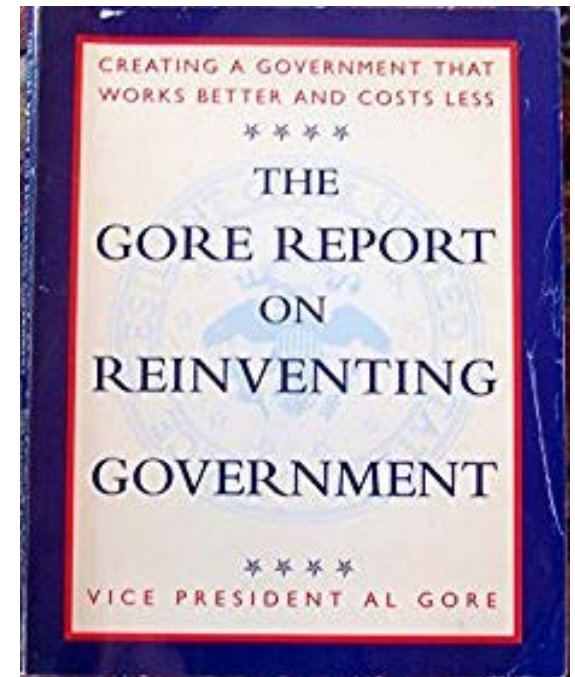
Performance Management History

- Frederick Winslow Taylor's Scientific Management Methods 1911
 - Soldiering in steel industry
 - Time studies
- William Edwards Deming's Quality Control and Management 1950
 - Post WWII Japanese Auto
 - Deming Prize
 - Total Quality Management (TQM)
focus on cost and quality



Federal Government Performance Management

- 1993 Government and Performance Reporting Act (GPRA)
- 2001 President's Management Agenda (PMA)
- 2010 GPRA Modernization Act (GPRAMA)
- 2016 Program Management Improvement Accountability Act (PMIAA)



What is Performance Management?



- Actively using performance information to achieve a specific purpose and develop a performance strategy
- Ongoing monitoring and reporting of program accomplishments

What Gets Measured, Gets Done.

- Performance Management

- Opportunities

- Focuses on improving results to specified target
 - Ongoing monitoring and adjustment

- Challenges

- Incentivize creative behaviors to achieve results
 - Tendency to stop doing things that aren't counted
 - Time consuming
 - Tough to precisely define what needs to be done and how to do it



What are Performance Measures?

- <https://www.performance.gov/>
- Directly related to program goals and objectives
- Based on data collected from the program
- Tell a story about achievement and progress
 - An indicator, not the whole story
- Office of Personnel Management
 - Performance measures may address the type or level of program activities conducted (process), the direct products and services delivered by a program (**outputs**), or the results of those products and services (**outcomes**).

Defining SMP Performance Measures

- Quality
 - Upcoming Medicare Beneficiary Satisfaction Survey (session in 616AB)
- Effects or outcomes
 - PM 6 cost avoidance, PM 7 expected recoveries to Medicare, PM 8 expected recoveries to Medicaid, PM 9 Beneficiary Savings, and PM 10 Other Savings
- Efforts or outputs
 - PM 1 Team members, PM 2 team member hours, PM 3 outreach events, PM 4 outreach persons reached, PM 5 individual interactions



What is a Performance-based Contract?

- Sets SMART performance standards and requirements
 - Specific, Measureable, Achievable, Relevant, Time-bound (SMART)
- Results-oriented focus on outputs, quality, or outcomes
 - Doesn't define how to achieve results
- Incentives may relate to results
 - Incentives can include contract payment, renewal, or extension





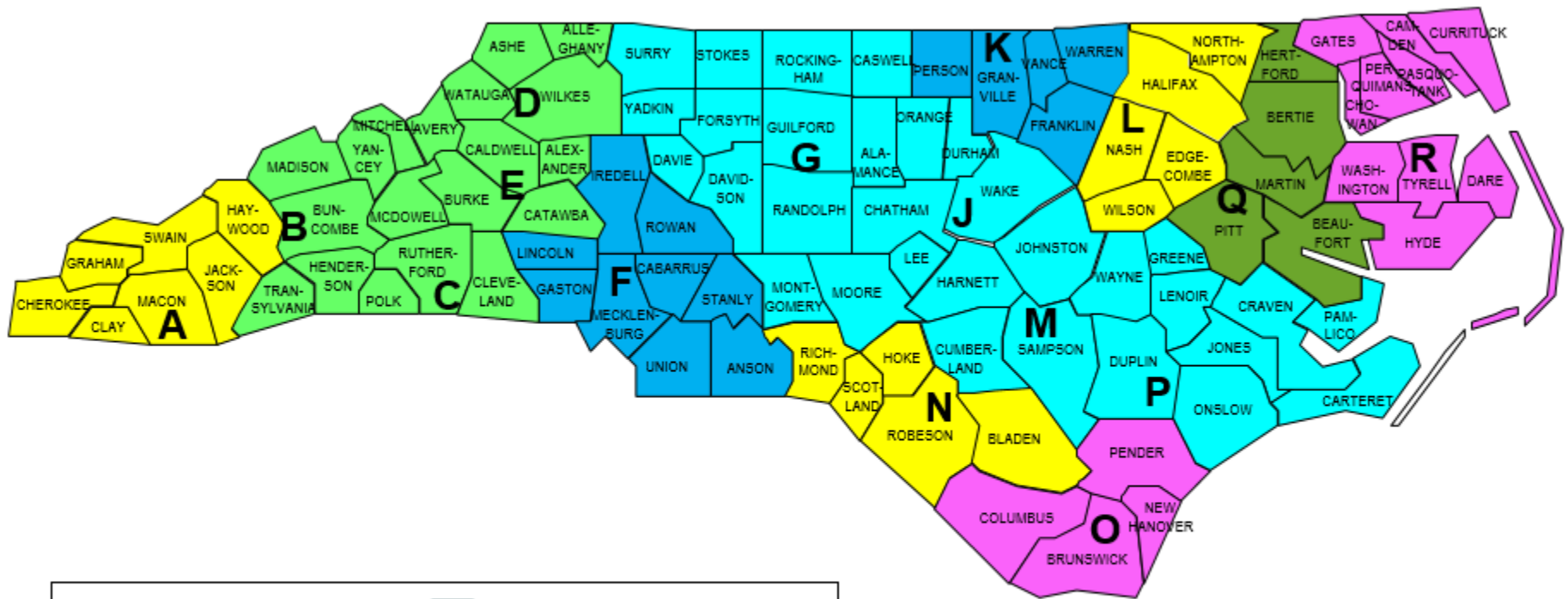
2017 SHIP/SMP National Conference, Austin, Texas

Structure of NCSMP

- NCSMP is housed with SHIIP at the NC Department of Insurance.
- 5 staff members
 - Director
 - NCSMP Program Coordinator
 - Two Communication Specialist
 - Part-time Outreach Specialist
- Dual trained volunteers.
- NCSMP contracts with 8 of the Area Agency on Aging (AAA). NC has 16 AAA's.



NCSMP Coverage Map



Stephanie Bias - 
Diane Trainor - 
AAA Coverage Area - All other colors

Contract Requirements

Program Administration:

1. The Subrecipient will be in charge of the North Carolina SMP Program contract requirements.
2. Subrecipient staff with any SMP responsibilities will complete the SMP Volunteer Foundations Training to be provided by the North Carolina SMP Program Specialist as well complete the SHIIP Basic Training.
3. Subrecipient will participate in scheduled NCSMP Partner trainings, site visits or quarterly conference calls beginning [January 2017], as well as attend quarterly SHIIP follow up meetings.
4. Subrecipient will obtain approval of the North Carolina SMP Director of all SMP materials developed by our agency prior to use.
5. Subrecipient will submit all other reports to the Program Director based on the deadlines referenced in this grant.
6. Subrecipient will handle all NCSMP simple inquiries and one-on-one counseling inquiries that arise at the Subrecipient location and within service area.
7. Subrecipient will refer all complex issue directly to the NCSMP toll-free number of 1-855-408-1212 for handling.



Contract Requirements Continued

Program Outreach:

1. Subrecipient will provide a minimum of six (6) fraud prevention focused educational sessions in community groups/organizations, senior centers, scam jams, faith-based meetings, nursing facilities, meal sites, civic and service clubs, and retired professional groups in service region. The target audience will be Medicare/Medicaid beneficiaries, caregivers, aging professionals, general public and the traditionally underserved populations due to isolation, vulnerability, at-risk, ethnic, and cultural or language barriers. The target messages will focus on the SMP watchwords of Protect Medicare benefits from identity theft, detect errors on healthcare statements through maintaining a person healthcare journal and reviewing medical statements for accuracy; and the process to Report possible healthcare fraud, scams and abuse.
2. Subrecipient will provide group education sessions in each AAA County to caregiver support groups.
Caregiver support groups can be Alzheimer caregiver support groups, Adult Day Care caregiver support groups, and other groups that are specifically for caregivers of Medicare beneficiaries.
3. Subrecipient will participate in a minimum of five (5) outreach events such as, but not limited to, exhibiting at health fairs, senior fairs, Senior Games, scam jams, conferences, flu shot clinics, Part D Open Enrollment Period counseling clinics, etc.
4. Subrecipient will provide program updates at local agency committee meetings in service area.
5. Subrecipient will keep region Delegates and Alternates to the Senior Tar Heel Legislature apprised of program updates to be disseminated to the senior constituents they serve.



Contract Requirements Continued

Program Reporting:

1. Subrecipient will record all SMP client counseling, outreach, media and educational efforts in SIRS reporting system.
2. Subrecipient will provide assistance of a Medicare beneficiary's billing we will refer these cases and reports of fraud and abuse to the North Carolina SMP toll-free number (855-408-1212).
3. Subrecipient will write and submit six month and end of the year progress reports in the approved AoA format provided in the contract to the North Carolina SMP Program Director by the deadlines stated in the terms of the contract. Reports for period [6/1/2016] through [11/30/2016] are due [12/7/2016]; and period [12/1/2016] through [5/31/2017] are due [6/9/2017].
4. Subrecipient will compile the data and submit six month and end of the year OIG reports in the approved format provided in the contract to the North Carolina SMP Program Director by the deadlines stated in the terms of the contract. Reports for period [6/1/2016] through [11/30/2016] are due [12/9/2016]; and period [12/1/2016] through [5/31/2017] are due [6/9/2017].
5. Subrecipient will complete the end of the year financial report in the approved format provided in the contract and submit to the North Carolina SMP Program Director by the deadline stated in the terms of the contract. The financial report must reflect a zero balance as there are no balance carryovers allowed in the terms of the contract. Report for period [8/1/2016] through [5/31/2017] is due [6/9/2017].
6. Subrecipient will adhere, without fail, to all of the monthly, bi-annual and annual reporting deadline requirements as stated in the terms of the contract to remain in compliance of the contractual partnership agreement.



Contract Requirements Continued

Program Reporting:

1. Subrecipient will record all SMP client counseling, outreach, media and educational efforts in SIRS reporting system.
2. Subrecipient will provide assistance of a Medicare beneficiary's billing we will refer these cases and reports of fraud and abuse to the North Carolina SMP toll-free number (855-408-1212).
3. Subrecipient will write and submit six month and end of the year progress reports in the approved AoA format provided in the contract to the North Carolina SMP Program Director by the deadlines stated in the terms of the contract. Reports for period [6/1/2016] through [11/30/2016] are due [12/7/2016]; and period [12/1/2016] through [5/31/2017] are due [6/9/2017].
4. Subrecipient will compile the data and submit six month and end of the year OIG reports in the approved format provided in the contract to the North Carolina SMP Program Director by the deadlines stated in the terms of the contract. Reports for period [6/1/2016] through [11/30/2016] are due [12/9/2016]; and period [12/1/2016] through [5/31/2017] are due [6/9/2017].
5. Subrecipient will complete the end of the year financial report in the approved format provided in the contract and submit to the North Carolina SMP Program Director by the deadline stated in the terms of the contract. The financial report must reflect a zero balance as there are no balance carryovers allowed in the terms of the contract. Report for period [8/1/2016] through [5/31/2017] is due [6/9/2017].
6. Subrecipient will adhere, without fail, to all of the monthly, bi-annual and annual reporting deadline requirements as stated in the terms of the contract to remain in compliance of the contractual partnership agreement.



Reporting

- SHIIP/NCSMP volunteers use SHIPtalk.
- Data extracted from SHIPtalk and NCSMP Communication Specialist enter in SIRS.
- 8 AAA staff members must enter data in both SHIPtalk and SIRS per contract guidelines.
- Mid-year Report
- Year-End Report
- Random Monitoring annually.



Contact Us:
North Carolina Senior
Medicare Patrol Program
1-855-408-1212
www.ncshiip.com





North Carolina Senior Medicare Patrol Program at SHIIP

**Together we can
empower beneficiaries
to prevent healthcare
fraud!**

The North Carolina Senior Medicare Patrol Program is a part of the North Carolina Department of Insurance. This document was supported, in part, by grant number 90MP0210 from the U.S. Administration on Aging, Department of Health and Human Services. Grantees undertaking projects under government sponsorship are encouraged to express freely their findings and conclusions. Points of view or opinions do not, therefore necessarily represent official Administration on Aging policy.



Indiana Volunteer Host Organization (VHO) Performance Contracts

Presented by: Nancy Moore, Program Director

nmoore@iaaaa.org 317-205-9201

Funded by: Grant from the Administration for Community Living

Contracts with Volunteer Host Orgs (VHOs)

- ✓ IN SMP has 2.5 FTEs (director, volunteer coordinator and PT admin and outreach persons)
- ✓ IN SMP contracts with 12 VHOs
 - ✓ 9 AAAs, 3 Senior Centers
- ✓ Some provide outreach only
- ✓ Some are also SHIP sites; use nonpaid counselors/volunteers



Contracts/Request for Proposals

✓ Scope of Work-Outreach

- VHO estimates # of events by type of activity
- If not realistic, SMP office suggests another #
- Limit # of outreach events (we do 20)
- Pay more if funding allows at end of grant year
- VHO can do outreach ONLY

Contracts/Request for Proposals

✓ Scope of Work-Volunteers

- VHO estimates how many hours per year
- VHO recruits volunteers and provides screening material
- VHO and SMP office train volunteers
- SMP provides ideas on volunteer recruitment

Compensation: Money, Money, Money

Outreach Events

- \$100 per outreach event (senior fair, presentation)
- \$100 per media outreach (Facebook post, newsletter article, ads/posts on website)
- \$100 per MONTH of 1:1 counseling
- Payout additional \$ if funding is available





Compensation: Money, Money, Money

Volunteer Hours

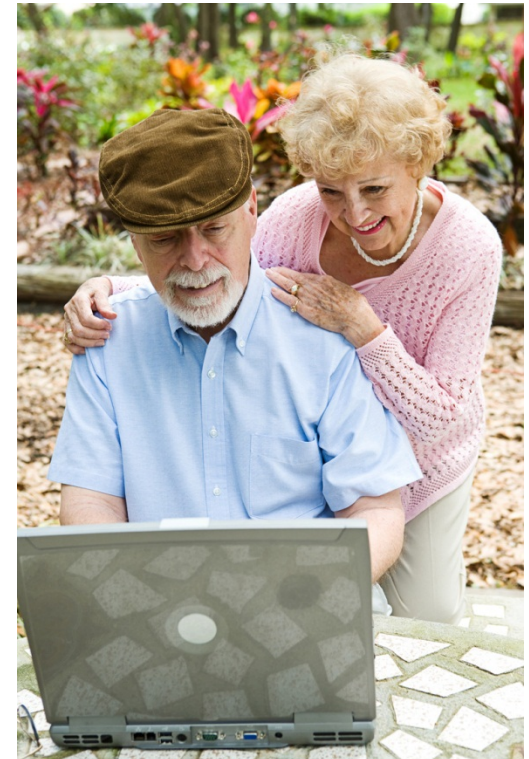
- **\$30 per volunteer hour for 1:1 counseling (1/2 time if doing SHIP counseling), individual interactions, outreach events, outreach development or marketing, administrative help**
- **Includes orientation and training**
- **Includes ongoing education**
- **May include things like webinar trainings**
- **Maximum of 200 hours**
- **Payout additional \$, if funding is available**

Volunteer Recruitment

VHO recruits volunteers; provides screening info

SMP Office:

- ✓ **Provides group, 1:1 on-site training**
- ✓ **Materials to recruit volunteers (like flyer on next slide)**
- ✓ **Maintains volunteer's records**
- ✓ **Provides recruitment ideas**



PROTECT YOURSELF

DETECT FRAUD

REPORT ABUSE



VOLUNTEER

Help Stop Medicare and Medicaid Fraud in its Tracks

VOLUNTEER BENEFITS:

- Flexibility
- No Required Service Hours
- Learn more about the Medicare program

Opportunities with Indiana's Senior Medicare Patrol (SMP)

Community Events & Health Fairs

Attend community events and help educate the public about Medicare fraud, distribute SMP information and answer questions.

One-On-One Counseling

Meet with beneficiaries to help them understand Medicare Summary Notices and other healthcare documentation.

Office Support

Participate in office projects, distribute SMP materials to senior centers, assemble supplies for community events & seek out volunteer opportunities around Indiana for other volunteers.

Presentations

Deliver prepared presentations about Medicare fraud.

Promotions

Write articles for newsletters and create Facebook posts and messages.

Complex Issues

Gather facts from beneficiaries, healthcare providers, insurance companies and Medicare about beneficiary issues to aid in problem resolution.

To learn more, call **1.800.986.3505** or contact your local Area Agency on Aging.

SMP

4755 KINGSWAY DRIVE, SUITE 318 | INDIANAPOLIS, IN 46205

317.205.9201

How to Keep VHOs Engaged



- ✓ **Site visits for orientation & training VHO staff**
- ✓ **Monthly SMP Coordinator calls**
- ✓ **Monthly reports due for activities**
- ✓ **Yearly in person training**

Challenges

- ✓ **SMP coordinators at AAAs and senior centers busy with multiple projects**
- ✓ **Staff turnover**
- ✓ **Volunteer turnover**
- ✓ **Recruiting volunteers**
- ✓ **Timely reporting**



Hand Holding

- ✓ Provide reporting tools (such as spreadsheet)
- ✓ Provide outreach ideas (senior movie days, cooking for one recipe cards,
- ✓ Provide education/marketing materials for easy presentations or distribution at fairs
 - ✓ Bookmarks
 - ✓ Giveaways
 - ✓ Videos



Questions?

