

**MAY 19 2010**

TO: Edwin L. Walker
Deputy Assistant Secretary for Program Operations
Administration on Aging

FROM: Stuart E. Wright /S/
Deputy Inspector General
for Evaluation and Inspections

SUBJECT: Memorandum Report: Performance Data for the Senior Medicare Patrol
Projects: May 2010 Performance Report, OEI-02-10-00100

This memorandum report presents performance data for the Senior Medicare Patrol Projects. The Office of Inspector General (OIG) has collected these data since 1997. In December 2005, the Administration on Aging (AoA) requested that OIG continue to collect and report performance data for the Senior Medicare Patrol Projects to support AoA's efforts to evaluate and improve the performance of these projects. OIG agreed to collect performance data every 6 months but to report the data on an annual basis.

In 2009, the 55 Senior Medicare Patrol Projects had a total of 4,444 active volunteers. Medicare funds recovered that were attributable to the projects were \$76,176, and total savings to Medicare, Medicaid, beneficiaries, and others were \$214,060. The projects had 5 percent fewer active volunteers in 2009, compared to the number in 2008. Despite this fact, total savings to Medicare, Medicaid, beneficiaries, and others were over three times higher in 2009, compared to totals in 2008.

BACKGROUND

The Senior Medicare Patrol Projects receive grants from AoA to recruit retired professionals to serve as educators and resources in helping beneficiaries to detect and report fraud, waste, and abuse in the Medicare program. At least one project is located in each of the 50 States, as well as in the District of Columbia, Puerto Rico, Guam, and the Virgin Islands. In 2009, 55 Senior Medicare Patrol Projects received a total of \$9.3 million from AoA.

Performance Measures

In 2007, AoA revised some of the performance measures to more accurately reflect the work of the Senior Medicare Patrol Projects. AoA developed the following performance measures, among others: number of active volunteers, number of simple inquiries, and number of complex issues. Active volunteers are individuals who are trained to assist with teaching beneficiaries how to detect fraud, waste, and abuse in Medicare and other health care programs. Simple inquiries from beneficiaries are quickly resolved with very little research or review. Complex issues involve more detailed information related to an issue or a complaint that may warrant further action by an investigative agency, such as the reporting of potential fraud and abuse by a provider.

In addition, beginning in 2007, the Senior Medicare Patrol Projects were required to measure health care expenditures for which the Medicare program, the Medicaid program, a beneficiary, or other entity (e.g., secondary health insurer, pharmacy) was relieved of responsibility for payment as a result of the projects. This performance measure is referred to as cost avoidance. For example, if a beneficiary discovers charges for services he or she did not receive and the project, on behalf of the beneficiary, receives a revised billing statement from the provider, the project may report this as cost avoidance.

Tracking Systems

AoA has developed a Web-based system named the Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS). The Senior Medicare Patrol Projects are required to use SMART FACTS to track and report activities and complaints and to refer cases directly to an investigative agency.

METHODOLOGY

This review is based on data reported by the Senior Medicare Patrol Projects. In addition, we requested and reviewed documentation from the projects for the actual funds recovered to the Medicare program, the Medicaid program, beneficiaries, and others that were attributable to the projects. We also requested and reviewed documentation for the measure on cost avoidance. We did not review documentation for the other performance measures. The results are presented in detail in the appendixes.

This review was conducted in accordance with the *Quality Standards for Inspections* approved by the Council of the Inspectors General on Integrity and Efficiency.

RESULTS

Results for 2009

In 2009, the 55 projects had a total of 4,444 active volunteers. These volunteers educated beneficiaries in 7,177 group education sessions and held 33,855 one-on-one counseling sessions. In addition, the projects conducted 311,377 media outreach activities and 5,684 community outreach education events. As a result of these training sessions and events, the projects received 60,242 simple inquiries. They also received 3,052 inquiries involving complex issues, of which 966 were referred for further action. Medicare funds recovered attributable to the projects were

\$76,176 and actual savings to the beneficiaries attributable to the projects were \$49,230. Total savings to Medicare, Medicaid, beneficiaries, and others were \$214,060. Additionally, cost avoidance on behalf of the Medicare program, the Medicaid program, beneficiaries, and others, totaled \$564,968.

Results Since 1997

Since the inception of the program 13 years ago, a total of 72 projects (17 of which had closed as of December 2009) reported educating beneficiaries in 74,668 group education sessions and 1,042,098 one-on-one sessions. In addition, the projects reported conducting 1,269,337 media outreach activities and 68,831 community outreach education events. Actual Medicare funds recovered attributable to the projects were \$4,597,575. Total savings to Medicaid, beneficiaries, and other payers were approximately \$101 million. Most of the \$101 million in savings was the result of one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare.

Documentation of Recovered Funds

In 2009, 9 of the 55 projects submitted 21 forms of documentation. Fifteen forms of documentation showed funds recovered to the Medicare program through an investigative agency or Medicare contractor. The six remaining forms of documentation showed funds recovered through a revised Medicare Summary Notice or a letter from the provider.

Comparison With Results for 2008

The projects had fewer active volunteers in 2009, compared to the number in 2008. In 2009, projects had 4,444 volunteers, compared to 4,685 in 2008. The number of group education sessions and one-on-one counseling sessions held by the projects increased in 2009, compared to 2008. Specifically, projects reported educating beneficiaries in 7,177 group education sessions and 33,855 one-on-one counseling sessions in 2009, compared to 6,869 group education sessions and 24,505 one-on-one counseling sessions in 2008. In addition, Medicare funds recovered and total savings to Medicare, Medicaid, beneficiaries, and others were higher in 2009, compared to totals in 2008. In 2009, Medicare funds recovered attributable to the projects were \$76,176, compared to \$21,068 in 2008. Total savings to Medicare, Medicaid, beneficiaries, and others attributable to the projects were \$214,060 in 2009, compared to \$65,735 in 2008.

CONCLUSION

In 2009, the 55 Senior Medicare Patrol Projects had a total of 4,444 active volunteers. Medicare funds recovered that were attributable to the projects were \$76,176 and total savings to Medicare, Medicaid, beneficiaries, and others were \$214,060. The projects had 5 percent fewer active volunteers in 2009, compared to the number in 2008. Despite this fact, total savings to Medicare, Medicaid, beneficiaries, and others were over three times higher in 2009, compared to totals in 2008.

We continue to emphasize that the number of beneficiaries who have learned from the Senior Medicare Patrol Projects to detect fraud, waste, and abuse and who subsequently call the OIG fraud hotline or other contacts cannot be tracked. Therefore, the projects may not be receiving

full credit for savings attributable to their work. In addition, the projects are unable to track substantial savings derived from a sentinel effect whereby fraud and errors are reduced in light of Medicare beneficiaries' scrutiny of their bills.

As agreed, we will continue to monitor the projects and will provide AoA with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this memorandum report, please provide them within 60 days. Please refer to report number OEI-02-10-00100 in all correspondence.

Senior Medicare Patrol Projects' Performance Measure Results

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Summary of Performance for All Projects Since 1997

The following table provides overall performance for all 72 projects that have operated since 1997.

Totals may not add up because of rounding.

Performance measures labeled with an asterisk (*) are reported as of 2007.

For performance measure #15, “Number of complex issues pending further action,” the same issue can continue through numerous reporting periods for a project. The number of issues is not a unique count and therefore the data cannot be added to the number from prior years.

Summary of Performance for All Projects Since 1997

		1997–2008	2009	Total Since 1997
PERFORMANCE MEASURES				
1	Total number of active volunteers*	15,023	4,444	19,467
2	Total number of volunteer training hours*	239,268	47,886	287,154
3	Total number of volunteer work hours*	421,395	122,410	543,805
4	Number of media outreach activities	957,960	311,377	1,269,337
5	Number of community outreach education events conducted	63,147	5,684	68,831
6	Estimated number of people reached by community outreach education events	22,351,678	1,497,950	23,849,628
7	Number of group education sessions for beneficiaries	67,491	7,177	74,668
8A	Number of beneficiaries who attended group education sessions	2,582,985	217,227	2,800,212
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors*	39,722	13,985	53,707
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions*	43,305	17,272	60,577
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers*	36,273	23,193	59,466
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,008,243	33,855	1,042,098
10	Total number of simple inquiries received*	110,542	60,242	170,784
11	Total number of simple inquiries resolved*	101,118	59,938	161,056
12	Number of inquiries involving complex issues received*	21,683	3,052	24,735
13A	Number of inquiries involving complex issues referred for further action*	4,445	966	5,411
13B	Total dollar amount referred for further action*	\$3,860,644	\$3,762,448	\$7,623,092
14	Number of complex issues resolved*	7,932	2,588	10,520
15	Number of complex issues pending further action*	—	1,815	1,815
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$7,521,333	\$564,968	\$8,086,301
17A	Actual Medicare funds recovered attributable to the projects	\$4,521,399	\$76,176	\$4,597,575
17B	Actual Medicaid funds recovered attributable to the projects	\$545,801	\$9,919	\$555,720
17C	Actual savings to beneficiaries attributable to the projects	\$3,167,543	\$49,230	\$3,216,773
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$97,488,145	\$78,735	\$97,566,880
17B-17D	Total savings to Medicaid, beneficiaries, and other payers	\$101,201,489	\$137,884	\$101,339,373
17A –17D	Total savings attributable to the projects	\$105,722,887	\$214,060	\$105,936,948



Summary of Performance for All Projects for 2009

The following table provides data for the 55 Senior Medicare Patrol Projects that operated in 2009. The table provides the performance measure results for the two 6-month reporting periods.

Totals may not add up because of rounding.

For performance measure #1, “Total number of active volunteers,” many of the volunteers are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

For performance measure #13A, “Number of inquiries involving complex issues referred for further action,” the same case may have multiple referrals reported in both of the two 6-month periods, but only counts as one referral for the year total.

For performance measure #15, “Number of complex issues pending further action,” the same issue can continue through numerous reporting periods for a project. The number of issues is not a unique count and therefore the data from the two 6-month periods do not sum to the year total.

Summary of Performance for All Projects for 2009

		Jan–June	July–Dec	Total for 2009
	PEFORMANCE MEASURES			
1	Total number of active volunteers	2,805	3,417	4,444
2	Total number of volunteer training hours	15,112	32,774	47,886
3	Total number of volunteer work hours	50,468	71,942	122,410
4	Number of media outreach activities	119,605	191,772	311,377
5	Number of community outreach education events conducted	2,965	2,719	5,684
6	Estimated number of people reached by community outreach education events	343,252	1,154,698	1,497,950
7	Number of group education sessions for beneficiaries	3,612	3,565	7,177
8A	Number of beneficiaries who attended group education sessions	106,258	110,969	217,227
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	6,796	7,189	13,985
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	8,541	8,731	17,272
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	11,583	11,610	23,193
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	15,336	18,519	33,855
10	Total number of simple inquiries received	28,677	31,565	60,242
11	Total number of simple inquiries resolved	28,543	31,395	59,938
12	Number of inquiries involving complex issues received	1,636	1,416	3,052
13A	Number of inquiries involving complex issues referred for further action	487	487	966
13B	Total dollar amount referred for further action	\$2,449,542	\$1,312,906	\$3,762,448
14	Number of complex issues resolved	1,320	1,268	2,588
15	Number of complex issues pending further action	1,416	1,815	1,815
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$189,115	\$375,852	\$564,968
17A	Actual Medicare funds recovered attributable to the projects	\$2,738	\$73,438	\$76,176
17B	Actual Medicaid funds recovered attributable to the projects	\$2,058	\$7,861	\$9,919
17C	Actual savings to beneficiaries attributable to the projects	\$28,529	\$20,701	\$49,230
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$33,787	\$44,949	\$78,735
17A –17D	Total savings attributable to the projects	\$67,112	\$146,949	\$214,060

Projects' Results for Each Performance Measure for 2009

The following tables provide the results for each performance measure for each of the 55 Senior Medicare Patrol Projects operating in 2009. Each table provides the performance measure results for the two 6-month reporting periods.

Totals may not add up because of rounding.

For performance measure #1, "Total number of active volunteers," many of the volunteers are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

For performance measure #13A, "Number of inquiries involving complex issues referred for further action," the same case may have multiple referrals reported in both of the two 6-month periods, but only counts as one referral for the year total.

For performance measure #15, "Number of complex issues pending further action," the same issue can continue through numerous reporting periods for a project. The number of issues is not a unique count and therefore the data from the two 6-month periods do not sum to the year total.

PERFORMANCE MEASURE 1: Total Number of Active Volunteers							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	27	20	32	Nebraska	5	103	104
Alaska	26	100	111	Nevada	1	0	1
Arizona	3	18	21	New Hampshire	28	7	29
Arkansas	31	9	32	New Jersey	11	6	15
California	152	108	222	New Mexico	29	65	89
Colorado	17	58	65	New York	387	388	388
Connecticut	39	143	144	North Carolina	13	20	22
Delaware	12	18	22	North Dakota	32	11	41
District of Columbia	48	40	54	Ohio	43	31	57
Florida	66	78	101	Oklahoma	22	51	62
Georgia	65	50	87	Oregon	172	194	253
Guam	9	11	16	Pennsylvania	23	23	29
Hawaii	38	34	53	Puerto Rico	10	7	10
Idaho	113	168	190	Rhode Island	32	155	162
Illinois	21	16	29	South Carolina	0	0	0
Indiana	12	2	13	South Dakota	24	115	119
Iowa	87	71	102	Tennessee	44	73	102
Kansas	46	18	52	Texas – BBB	2	8	9
Kentucky	32	41	59	Texas – NHCOA	147	147	189
Louisiana	1	21	22	Utah	105	75	139
Maine	68	66	83	Vermont	22	37	40
Maryland	141	100	160	Virginia	22	94	95
Massachusetts	37	9	39	Virgin Islands	29	33	39
Michigan	217	290	331	Washington	24	13	26
Minnesota	56	41	83	West Virginia	63	70	76
Mississippi	23	24	34	Wisconsin	41	36	52
Missouri	26	32	38	Wyoming	19	41	57
Montana	42	28	44				

PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	54	46	100	Nebraska	6	2,482	2,488
Alaska	31	2,151	2,182	Nevada	0	0	0
Arizona	0	150	150	New Hampshire	0	16	16
Arkansas	71	0	71	New Jersey	0	23	23
California	218	112	330	New Mexico	432	2,788	3,220
Colorado	363	544	907	New York	774	840	1,614
Connecticut	0	3,221	3,221	North Carolina	115	84	199
Delaware	232	179	411	North Dakota	18	15	33
District of Columbia	193	445	638	Ohio	185	88	273
Florida	62	40	102	Oklahoma	10	98	108
Georgia	353	81	434	Oregon	537	79	616
Guam	17	187	204	Pennsylvania	17	33	50
Hawaii	243	127	370	Puerto Rico	132	264	396
Idaho	757	1,273	2,029	Rhode Island	266	644	910
Illinois	23	17	40	South Carolina	0	0	0
Indiana	140	0	140	South Dakota	7	243	250
Iowa	201	44	245	Tennessee	401	465	866
Kansas	43	110	153	Texas – BBB	0	34	34
Kentucky	117	146	263	Texas – NHCOA	505	4,835	5,340
Louisiana	0	118	118	Utah	60	699	759
Maine	1,087	545	1,632	Vermont	156	215	371
Maryland	1,644	1,277	2,921	Virginia	19	1,385	1,404
Massachusetts	23	0	23	Virgin Islands	104	70	174
Michigan	2,531	5,480	8,011	Washington	78	96	173
Minnesota	580	234	814	West Virginia	229	188	417
Mississippi	320	53	373	Wisconsin	8	18	26
Missouri	80	166	246	Wyoming	1,499	311	1,810
Montana	173	20	194				

PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	12,058	8,309	20,367	Nebraska	18	182	199
Alaska	0	0	0	Nevada	5	0	5
Arizona	173	944	1,118	New Hampshire	760	1,624	2,384
Arkansas	338	183	521	New Jersey	98	31	129
California	1,130	867	1,997	New Mexico	0	241	241
Colorado	15	24	39	New York	506	589	1,095
Connecticut	220	42	262	North Carolina	497	9,560	10,057
Delaware	567	370	937	North Dakota	131	49	180
District of Columbia	369	363	732	Ohio	235	390	625
Florida	719	694	1,413	Oklahoma	646	1,803	2,449
Georgia	623	1,139	1,762	Oregon	1,948	3,595	5,543
Guam	259	767	1,025	Pennsylvania	209	211	420
Hawaii	66	103	169	Puerto Rico	356	240	596
Idaho	1,853	1,922	3,775	Rhode Island	461	78	540
Illinois	63	124	187	South Carolina	0	0	0
Indiana	518	10	528	South Dakota	41	102	143
Iowa	1,107	954	2,061	Tennessee	97	772	869
Kansas	130	297	428	Texas – BBB	4	17	21
Kentucky	504	643	1,147	Texas – NHCOA	5,044	21,812	26,856
Louisiana	3	44	47	Utah	2,247	1,722	3,969
Maine	1,308	2,031	3,339	Vermont	310	551	861
Maryland	2,763	1,422	4,185	Virginia	340	204	544
Massachusetts	3,981	841	4,822	Virgin Islands	182	463	645
Michigan	198	189	387	Washington	462	861	1,324
Minnesota	117	180	296	West Virginia	591	1,153	1,744
Mississippi	4,977	1,793	6,770	Wisconsin	376	376	752
Missouri	537	841	1,378	Wyoming	24	41	65
Montana	285	182	467				

PERFORMANCE MEASURE 4: Number of Media Outreach Activities							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	63,927	26,570	90,497	Nebraska	216	69	285
Alaska	5	254	259	Nevada	393	7	400
Arizona	6	0	6	New Hampshire	332	56	388
Arkansas	32	38	70	New Jersey	2,538	12	2,550
California	75	69	144	New Mexico	1	8	9
Colorado	16	12	28	New York	437	26	463
Connecticut	18	2	20	North Carolina	1,511	1,733	3,244
Delaware	785	473	1,258	North Dakota	26	4	30
District of Columbia	224	141	365	Ohio	185	27	212
Florida	386	253	639	Oklahoma	278	1	279
Georgia	4,559	72	4,631	Oregon	27	1,801	1,828
Guam	16,002	35	16,037	Pennsylvania	5	0	5
Hawaii	59	2	61	Puerto Rico	3	0	3
Idaho	43	49	92	Rhode Island	19	1	20
Illinois	57	54	111	South Carolina	0	0	0
Indiana	23	2,611	2,634	South Dakota	0	5	5
Iowa	58	79	137	Tennessee	115	454	569
Kansas	7	19	26	Texas – BBB	11	4	15
Kentucky	98	141	239	Texas – NHCOA	23	18	41
Louisiana	0	23	23	Utah	41	25	66
Maine	51	9	60	Vermont	26	56	82
Maryland	36	110	146	Virginia	6	7	13
Massachusetts	20,001	153,086	173,087	Virgin Islands	153	142	295
Michigan	38	3	41	Washington	12	448	460
Minnesota	2	3	5	West Virginia	634	325	959
Mississippi	1	525	526	Wisconsin	4,092	52	4,144
Missouri	1	49	50	Wyoming	0	1,351	1,351
Montana	2,011	458	2,469				

PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	211	88	299	Nebraska	183	129	312
Alaska	29	21	50	Nevada	16	16	32
Arizona	18	32	50	New Hampshire	37	8	45
Arkansas	15	6	21	New Jersey	25	11	36
California	71	26	97	New Mexico	242	186	428
Colorado	14	9	23	New York	124	106	230
Connecticut	37	70	107	North Carolina	36	64	100
Delaware	30	66	96	North Dakota	24	31	55
District of Columbia	28	39	67	Ohio	33	65	98
Florida	111	103	214	Oklahoma	66	88	154
Georgia	70	55	125	Oregon	100	165	265
Guam	15	23	38	Pennsylvania	23	28	51
Hawaii	17	10	27	Puerto Rico	77	0	77
Idaho	28	34	62	Rhode Island	75	20	95
Illinois	121	86	207	South Carolina	13	12	25
Indiana	39	54	93	South Dakota	4	0	4
Iowa	25	26	51	Tennessee	122	159	281
Kansas	11	10	21	Texas – BBB	26	20	46
Kentucky	10	63	73	Texas – NHCOA	37	34	71
Louisiana	0	7	7	Utah	22	35	57
Maine	45	15	60	Vermont	4	6	10
Maryland	85	110	195	Virginia	169	146	315
Massachusetts	4	8	12	Virgin Islands	12	18	30
Michigan	106	39	145	Washington	66	64	130
Minnesota	20	23	43	West Virginia	23	27	50
Mississippi	50	91	141	Wisconsin	32	35	67
Missouri	94	67	161	Wyoming	3	15	18
Montana	67	50	117				

PERFORMANCE MEASURE 6: Estimated Number of People Reached by Community Outreach Education Events							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	32,978	30,340	63,318	Nebraska	9,886	15,108	24,994
Alaska	3,567	2,983	6,550	Nevada	3,152	3,630	6,782
Arizona	1,480	3,209	4,689	New Hampshire	1,150	592	1,742
Arkansas	1,205	1,652	2,857	New Jersey	2,394	1,138	3,532
California	26,218	9,435	35,653	New Mexico	39,101	20,350	59,451
Colorado	776	842	1,618	New York	24,382	22,833	47,215
Connecticut	3,024	9,960	12,984	North Carolina	12,794	810,526	823,320
Delaware	2,787	5,070	7,857	North Dakota	3,205	2,777	5,982
District of Columbia	3,494	5,624	9,118	Ohio	3,893	3,466	7,359
Florida	7,102	7,503	14,605	Oklahoma	13,222	19,659	32,881
Georgia	10,329	7,578	17,907	Oregon	4,376	28,692	33,068
Guam	2,655	710	3,365	Pennsylvania	1,912	2,777	4,689
Hawaii	3,440	2,701	6,141	Puerto Rico	6,858	0	6,858
Idaho	4,122	6,802	10,924	Rhode Island	4,324	3,343	7,667
Illinois	10,289	8,129	18,418	South Carolina	2,240	782	3,022
Indiana	11,253	21,050	32,303	South Dakota	472	0	472
Iowa	2,000	2,200	4,200	Tennessee	10,785	6,044	16,829
Kansas	839	1,247	2,086	Texas – BBB	3,979	4,104	8,083
Kentucky	673	6,817	7,490	Texas – NHCOA	1,628	6,875	8,503
Louisiana	0	666	666	Utah	1,864	2,668	4,532
Maine	1,674	545	2,219	Vermont	183	139	322
Maryland	4,691	6,862	11,553	Virginia	17,050	8,516	25,566
Massachusetts	296	624	920	Virgin Islands	1,122	1,479	2,601
Michigan	7,480	4,138	11,618	Washington	1,535	4,424	5,959
Minnesota	1,890	2,135	4,025	West Virginia	13,335	11,685	25,020
Mississippi	5,085	11,199	16,284	Wisconsin	2,638	4,932	7,570
Missouri	3,192	2,493	5,685	Wyoming	20	1,426	1,446
Montana	3,213	4,219	7,432				

PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	164	161	325	Nebraska	41	28	69
Alaska	0	3	3	Nevada	20	14	34
Arizona	35	45	80	New Hampshire	21	16	37
Arkansas	29	13	42	New Jersey	49	77	126
California	399	281	680	New Mexico	0	26	26
Colorado	44	41	85	New York	381	109	490
Connecticut	37	21	58	North Carolina	56	156	212
Delaware	4	7	11	North Dakota	24	20	44
District of Columbia	30	29	59	Ohio	20	37	57
Florida	111	172	283	Oklahoma	146	109	255
Georgia	168	152	320	Oregon	40	14	54
Guam	14	67	81	Pennsylvania	21	24	45
Hawaii	31	8	39	Puerto Rico	23	0	23
Idaho	97	125	222	Rhode Island	24	2	26
Illinois	155	150	305	South Carolina	7	5	12
Indiana	59	51	110	South Dakota	2	14	16
Iowa	389	464	853	Tennessee	49	47	96
Kansas	37	10	47	Texas – BBB	113	69	182
Kentucky	20	32	52	Texas – NHCOA	87	122	209
Louisiana	0	12	12	Utah	7	67	74
Maine	57	52	109	Vermont	18	13	31
Maryland	96	118	214	Virginia	43	86	129
Massachusetts	4	2	6	Virgin Islands	25	27	52
Michigan	57	69	126	Washington	29	22	51
Minnesota	136	134	270	West Virginia	25	26	51
Mississippi	40	38	78	Wisconsin	49	22	71
Missouri	22	105	127	Wyoming	1	5	6
Montana	56	46	102				

PERFORMANCE MEASURE 8A: Number of Beneficiaries Who Attended Group Education Sessions							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	6,126	5,464	11,590	Nebraska	890	566	1,456
Alaska	0	129	129	Nevada	1,014	415	1,429
Arizona	1,499	2,551	4,050	New Hampshire	543	402	945
Arkansas	1,310	967	2,277	New Jersey	1,997	2,766	4,763
California	11,511	10,420	21,931	New Mexico	0	752	752
Colorado	992	1,060	2,052	New York	14,747	3,634	18,381
Connecticut	1,154	552	1,706	North Carolina	4,843	10,903	15,746
Delaware	77	122	199	North Dakota	359	554	913
District of Columbia	608	636	1,244	Ohio	429	426	855
Florida	3,520	5,052	8,572	Oklahoma	5,369	3,297	8,666
Georgia	4,769	3,549	8,318	Oregon	667	199	866
Guam	170	1,032	1,202	Pennsylvania	361	745	1,106
Hawaii	607	472	1,079	Puerto Rico	555	0	555
Idaho	3,803	4,867	8,670	Rhode Island	452	34	486
Illinois	4,464	4,180	8,644	South Carolina	170	126	296
Indiana	953	1,346	2,299	South Dakota	100	317	417
Iowa	8,155	10,831	18,986	Tennessee	1,056	1,165	2,221
Kansas	1,519	411	1,930	Texas – BBB	3,359	1,935	5,294
Kentucky	478	724	1,202	Texas – NHCOA	3,033	4,713	7,746
Louisiana	0	471	471	Utah	365	2,245	2,610
Maine	795	1,278	2,073	Vermont	600	309	909
Maryland	1,863	3,129	4,992	Virginia	984	2,100	3,084
Massachusetts	44	107	151	Virgin Islands	185	259	444
Michigan	1,680	2,443	4,123	Washington	797	659	1,456
Minnesota	1,210	1,494	2,704	West Virginia	1,770	2,745	4,515
Mississippi	952	875	1,827	Wisconsin	1,196	574	1,770
Missouri	649	3,709	4,358	Wyoming	15	102	117
Montana	1,494	1,156	2,650				

PERFORMANCE MEASURE 8B: Increase in Number of Beneficiaries Who Understand How Reading Their Medicare Summary Notice Can Help Identify Billing Fraud or Errors

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	6	0	6	Nebraska	119	83	202
Alaska	0	0	0	Nevada	80	0	80
Arizona	36	4	40	New Hampshire	8	112	120
Arkansas	178	92	270	New Jersey	452	719	1,171
California	8	4	12	New Mexico	0	118	118
Colorado	178	11	189	New York	0	0	0
Connecticut	287	209	496	North Carolina	45	57	102
Delaware	11	37	48	North Dakota	104	55	159
District of Columbia	138	105	243	Ohio	48	141	189
Florida	93	104	197	Oklahoma	261	253	514
Georgia	687	811	1,498	Oregon	103	89	192
Guam	70	259	329	Pennsylvania	24	21	45
Hawaii	80	47	127	Puerto Rico	44	0	44
Idaho	107	36	143	Rhode Island	49	1	50
Illinois	98	31	129	South Carolina	6	2	8
Indiana	183	66	249	South Dakota	59	55	114
Iowa	66	255	321	Tennessee	32	3	35
Kansas	127	101	228	Texas – BBB	124	105	229
Kentucky	96	141	237	Texas – NHCOA	2,005	2,217	4,222
Louisiana	0	16	16	Utah	43	10	53
Maine	154	34	188	Vermont	16	12	28
Maryland	38	119	157	Virginia	22	0	22
Massachusetts	42	50	92	Virgin Islands	79	104	183
Michigan	31	39	70	Washington	3	14	17
Minnesota	18	15	33	West Virginia	88	105	193
Mississippi	28	162	190	Wisconsin	135	96	231
Missouri	0	12	12	Wyoming	0	20	20
Montana	87	37	124				

PERFORMANCE MEASURE 8C: Increase in Number of Beneficiaries Who Understand Why It Is Important To Seek Assistance With Billing Questions

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	5	0	5	Nebraska	242	98	340
Alaska	0	0	0	Nevada	192	0	192
Arizona	39	0	39	New Hampshire	55	44	99
Arkansas	262	143	405	New Jersey	696	911	1,607
California	16	5	21	New Mexico	0	114	114
Colorado	272	8	280	New York	0	0	0
Connecticut	286	208	494	North Carolina	10	67	77
Delaware	59	47	106	North Dakota	138	65	203
District of Columbia	251	205	456	Ohio	48	105	153
Florida	138	144	282	Oklahoma	494	482	976
Georgia	887	1,007	1,894	Oregon	108	89	197
Guam	52	270	322	Pennsylvania	31	31	62
Hawaii	111	61	172	Puerto Rico	61	0	61
Idaho	120	88	208	Rhode Island	69	4	73
Illinois	125	49	174	South Carolina	4	0	4
Indiana	270	90	360	South Dakota	24	75	99
Iowa	140	499	639	Tennessee	56	16	72
Kansas	96	85	181	Texas – BBB	137	182	319
Kentucky	199	239	438	Texas – NHCOA	1,831	2,145	3,976
Louisiana	0	20	20	Utah	42	12	54
Maine	173	234	407	Vermont	24	15	39
Maryland	59	126	185	Virginia	26	0	26
Massachusetts	36	49	85	Virgin Islands	83	75	158
Michigan	58	26	84	Washington	4	22	26
Minnesota	37	9	46	West Virginia	162	122	284
Mississippi	47	224	271	Wisconsin	143	114	257
Missouri	0	27	27	Wyoming	0	30	30
Montana	123	50	173				

PERFORMANCE MEASURE 8D: Increase in Number of Beneficiaries Who Know Why It Is Important To Protect Their Medicare and Social Security Numbers

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	54	0	54	Nebraska	442	203	645
Alaska	0	0	0	Nevada	179	0	179
Arizona	33	3	36	New Hampshire	45	117	162
Arkansas	389	214	603	New Jersey	1,071	1,463	2,534
California	22	6	28	New Mexico	0	156	156
Colorado	488	15	503	New York	0	0	0
Connecticut	493	210	703	North Carolina	20	96	116
Delaware	23	65	88	North Dakota	210	93	303
District of Columbia	399	341	740	Ohio	104	219	323
Florida	174	205	379	Oklahoma	728	570	1,298
Georgia	1,466	1,429	2,895	Oregon	128	79	207
Guam	98	413	511	Pennsylvania	68	38	106
Hawaii	82	83	165	Puerto Rico	104	0	104
Idaho	240	192	432	Rhode Island	96	3	99
Illinois	211	47	258	South Carolina	15	20	35
Indiana	382	128	510	South Dakota	33	77	110
Iowa	268	819	1,087	Tennessee	93	23	116
Kansas	96	98	194	Texas – BBB	255	331	586
Kentucky	254	380	634	Texas – NHCOA	1,648	1,976	3,624
Louisiana	0	46	46	Utah	11	22	33
Maine	126	12	138	Vermont	23	25	48
Maryland	86	193	279	Virginia	44	0	44
Massachusetts	44	1	45	Virgin Islands	83	133	216
Michigan	96	35	131	Washington	4	27	31
Minnesota	34	18	52	West Virginia	185	214	399
Mississippi	74	416	490	Wisconsin	221	199	420
Missouri	0	51	51	Wyoming	0	42	42
Montana	141	64	205				

PERFORMANCE MEASURE 9: Number of One-on-One Counseling Sessions Held With or on Behalf of a Beneficiary

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	85	67	152	Nebraska	50	179	229
Alaska	0	0	0	Nevada	11	0	11
Arizona	10	3	13	New Hampshire	1	0	1
Arkansas	171	167	338	New Jersey	74	126	200
California	0	0	0	New Mexico	1	85	86
Colorado	0	12	12	New York	2,120	1,037	3,157
Connecticut	3	0	3	North Carolina	4	66	70
Delaware	178	170	348	North Dakota	23	11	34
District of Columbia	4	8	12	Ohio	1	9	10
Florida	0	15	15	Oklahoma	2	1,286	1,288
Georgia	51	73	124	Oregon	1,361	2,344	3,705
Guam	5	111	116	Pennsylvania	111	165	276
Hawaii	5	2	7	Puerto Rico	0	0	0
Idaho	1,263	3,278	4,541	Rhode Island	23	0	23
Illinois	176	157	333	South Carolina	0	0	0
Indiana	9	15	24	South Dakota	32	143	175
Iowa	11	22	33	Tennessee	95	8	103
Kansas	16	14	30	Texas – BBB	1	1	2
Kentucky	408	712	1,120	Texas – NHCOA	7,282	5,211	12,493
Louisiana	0	15	15	Utah	370	1,332	1,702
Maine	350	255	605	Vermont	0	0	0
Maryland	166	79	245	Virginia	8	2	10
Massachusetts	12	0	12	Virgin Islands	77	67	144
Michigan	24	2	26	Washington	169	282	451
Minnesota	73	61	134	West Virginia	395	558	953
Mississippi	31	75	106	Wisconsin	0	0	0
Missouri	2	4	6	Wyoming	0	220	220
Montana	72	70	142				

PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	354	331	685	Nebraska	1,045	1,969	3,014
Alaska	3	15	18	Nevada	14	36	50
Arizona	57	19	76	New Hampshire	42	11	53
Arkansas	100	126	226	New Jersey	141	78	219
California	10	9	19	New Mexico	0	0	0
Colorado	114	80	194	New York	30	23	53
Connecticut	274	475	749	North Carolina	4,431	5,415	9,846
Delaware	18	73	91	North Dakota	23	33	56
District of Columbia	30	24	54	Ohio	46	30	76
Florida	72	100	172	Oklahoma	43	188	231
Georgia	700	807	1,507	Oregon	631	797	1,428
Guam	244	437	681	Pennsylvania	0	3	3
Hawaii	42	42	84	Puerto Rico	0	1	1
Idaho	1,007	1,234	2,241	Rhode Island	759	1,223	1,982
Illinois	205	225	430	South Carolina	182	360	542
Indiana	24	96	120	South Dakota	49	46	95
Iowa	116	61	177	Tennessee	209	121	330
Kansas	95	82	177	Texas – BBB	101	87	188
Kentucky	866	990	1,856	Texas – NHCOA	9,828	6,056	15,884
Louisiana	4	35	39	Utah	162	1,944	2,106
Maine	371	1,043	1,414	Vermont	5	2	7
Maryland	3,140	1,425	4,565	Virginia	148	386	534
Massachusetts	250	411	661	Virgin Islands	5	5	10
Michigan	35	7	42	Washington	207	84	291
Minnesota	188	366	554	West Virginia	566	685	1,251
Mississippi	396	632	1,028	Wisconsin	353	263	616
Missouri	907	2,472	3,379	Wyoming	6	25	31
Montana	29	77	106				

PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	353	328	681	Nebraska	1,045	1,966	3,011
Alaska	3	15	18	Nevada	14	31	45
Arizona	57	19	76	New Hampshire	42	11	53
Arkansas	100	126	226	New Jersey	132	77	209
California	9	7	16	New Mexico	0	0	0
Colorado	114	77	191	New York	30	22	52
Connecticut	274	469	743	North Carolina	4,431	5,415	9,846
Delaware	18	71	89	North Dakota	23	33	56
District of Columbia	30	23	53	Ohio	44	30	74
Florida	70	97	167	Oklahoma	43	188	231
Georgia	628	694	1,322	Oregon	631	797	1,428
Guam	244	437	681	Pennsylvania	0	3	3
Hawaii	42	42	84	Puerto Rico	0	1	1
Idaho	1,006	1,234	2,240	Rhode Island	753	1,222	1,975
Illinois	204	225	429	South Carolina	182	360	542
Indiana	24	95	119	South Dakota	49	46	95
Iowa	116	61	177	Tennessee	208	120	328
Kansas	85	81	166	Texas – BBB	101	87	188
Kentucky	864	990	1,854	Texas – NHCOA	9,826	6,056	15,882
Louisiana	4	35	39	Utah	162	1,944	2,106
Maine	364	1,041	1,405	Vermont	5	1	6
Maryland	3,137	1,424	4,561	Virginia	148	386	534
Massachusetts	250	409	659	Virgin Islands	5	5	10
Michigan	35	7	42	Washington	207	84	291
Minnesota	188	366	554	West Virginia	566	685	1,251
Mississippi	396	628	1,024	Wisconsin	339	252	591
Missouri	907	2,472	3,379	Wyoming	6	24	30
Montana	29	76	105				

PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	12	0	12	Nebraska	28	20	48
Alaska	1	1	2	Nevada	3	3	6
Arizona	6	8	14	New Hampshire	20	4	24
Arkansas	24	21	45	New Jersey	9	3	12
California	72	49	121	New Mexico	64	58	122
Colorado	39	33	72	New York	35	77	112
Connecticut	18	4	22	North Carolina	0	0	0
Delaware	5	5	10	North Dakota	2	3	5
District of Columbia	4	3	7	Ohio	6	8	14
Florida	39	52	91	Oklahoma	5	11	16
Georgia	45	23	68	Oregon - SMP	6	23	29
Guam	1	0	1	Pennsylvania	10	3	13
Hawaii	8	12	20	Puerto Rico	0	0	0
Idaho	61	41	102	Rhode Island	5	1	6
Illinois	36	38	74	South Carolina	9	14	23
Indiana	8	0	8	South Dakota	0	0	0
Iowa	12	15	27	Tennessee	18	26	44
Kansas	17	22	39	Texas – BBB	24	37	61
Kentucky	0	1	1	Texas – NHCOA	106	60	166
Louisiana	1	16	17	Utah	8	22	30
Maine	2	1	3	Vermont	4	3	7
Maryland	81	48	129	Virginia	8	8	16
Massachusetts	73	8	81	Virgin Islands	0	1	1
Michigan	16	12	28	Washington	57	139	196
Minnesota	505	368	873	West Virginia	26	26	52
Mississippi	55	41	96	Wisconsin	13	22	35
Missouri	19	15	34	Wyoming	0	2	2
Montana	10	5	15				

PERFORMANCE MEASURE 13A: Number of Inquiries Involving Complex Issues Referred for Further Action							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	1	1	1	Nebraska	18	14	31
Alaska	1	0	1	Nevada	0	0	0
Arizona	3	2	5	New Hampshire	3	0	3
Arkansas	8	6	14	New Jersey	1	2	3
California	59	38	98	New Mexico	19	8	27
Colorado	38	19	57	New York	22	25	47
Connecticut	1	1	2	North Carolina	0	0	0
Delaware	4	2	6	North Dakota	0	0	0
District of Columbia	1	2	3	Ohio	5	5	10
Florida	19	27	46	Oklahoma	3	7	10
Georgia	46	18	63	Oregon	5	14	19
Guam	0	0	0	Pennsylvania	4	2	5
Hawaii	6	5	10	Puerto Rico	0	0	0
Idaho	4	7	11	Rhode Island	2	0	2
Illinois	28	34	62	South Carolina	3	5	8
Indiana	2	1	3	South Dakota	0	0	0
Iowa	5	11	16	Tennessee	11	16	27
Kansas	12	13	24	Texas – BBB	15	28	43
Kentucky	0	0	0	Texas – NHCOA	11	12	22
Louisiana	0	6	6	Utah	3	17	20
Maine	2	1	3	Vermont	0	1	1
Maryland	14	11	25	Virginia	8	6	13
Massachusetts	8	3	11	Virgin Islands	0	1	1
Michigan	0	0	0	Washington	52	59	110
Minnesota	11	29	40	West Virginia	13	12	25
Mississippi	1	3	4	Wisconsin	5	2	7
Missouri	10	9	19	Wyoming	0	1	1
Montana	0	1	1				

PERFORMANCE MEASURE 13B: Total Dollar Amount Referred for Further Action

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	\$3,900	\$0	\$3,900	Nebraska	\$1,125,957	\$50,048	\$1,176,005
Alaska	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arizona	\$678	\$1,514	\$2,192	New Hampshire	\$9,316	\$149	\$9,465
Arkansas	\$0	\$2,641	\$2,641	New Jersey	\$2,674	\$0	\$2,674
California	\$33,171	\$50,274	\$83,445	New Mexico	\$50,614	\$237,115	\$287,729
Colorado	\$391,294	\$111,900	\$503,194	New York	\$19,760	\$7,673	\$27,433
Connecticut	\$0	\$995	\$995	North Carolina	\$0	\$0	\$0
Delaware	\$12,191	\$3,717	\$15,908	North Dakota	\$0	\$0	\$0
District of Columbia	\$333	\$2,280	\$2,613	Ohio	\$10,338	\$2,941	\$13,279
Florida	\$32,066	\$66,001	\$98,067	Oklahoma	\$3,776	\$1,792	\$5,567
Georgia	\$197,985	\$1,239	\$199,224	Oregon	\$15,000	\$90,722	\$105,722
Guam	\$0	\$0	\$0	Pennsylvania	\$0	\$107	\$107
Hawaii	\$216	\$105	\$321	Puerto Rico	\$0	\$0	\$0
Idaho	\$2,467	\$778	\$3,245	Rhode Island	\$0	\$0	\$0
Illinois	\$56,180	\$46,053	\$102,233	South Carolina	\$607	\$236	\$842
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$1,562	\$1,562	Tennessee	\$2,011	\$0	\$2,011
Kansas	\$116,585	\$81,866	\$198,451	Texas – BBB	\$9,375	\$29,363	\$38,738
Kentucky	\$0	\$100	\$100	Texas – NHCOA	\$208,539	\$223,836	\$432,375
Louisiana	\$0	\$5,160	\$5,160	Utah	\$5,277	\$14,882	\$20,160
Maine	\$0	\$0	\$0	Vermont	\$36,863	\$0	\$36,863
Maryland	\$1,897	\$2,475	\$4,372	Virginia	\$2,247	\$13,160	\$15,407
Massachusetts	\$6,000	\$96	\$6,096	Virgin Islands	\$0	\$0	\$0
Michigan	\$11,058	\$2,164	\$13,222	Washington	\$24,342	\$1,147	\$25,489
Minnesota	\$28,744	\$5,256	\$34,001	West Virginia	\$23,289	\$23,305	\$46,594
Mississippi	\$785	\$218,344	\$219,129	Wisconsin	\$1,887	\$11,531	\$13,419
Missouri	\$1,754	\$379	\$2,133	Wyoming	\$0	\$0	\$0
Montana	\$366	\$0	\$366				

PERFORMANCE MEASURE 14: Number of Complex Issues Resolved							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	0	0	0	Nebraska	23	17	40
Alaska	1	1	2	Nevada	3	1	4
Arizona	6	1	7	New Hampshire	14	4	18
Arkansas	13	27	40	New Jersey	20	2	22
California	17	18	35	New Mexico	58	91	149
Colorado	26	18	44	New York	23	38	61
Connecticut	17	2	19	North Carolina	0	0	0
Delaware	5	5	10	North Dakota	2	3	5
District of Columbia	1	6	7	Ohio	5	5	10
Florida	21	42	63	Oklahoma	5	12	17
Georgia	17	14	31	Oregon	7	17	24
Guam	2	0	2	Pennsylvania	0	1	1
Hawaii	5	3	8	Puerto Rico	0	0	0
Idaho	59	34	93	Rhode Island	3	0	3
Illinois	24	18	42	South Carolina	11	30	41
Indiana	2	0	2	South Dakota	0	1	1
Iowa	17	9	26	Tennessee	16	22	38
Kansas	11	10	21	Texas – BBB	6	29	35
Kentucky	0	0	0	Texas – NHCOA	70	9	79
Louisiana	1	9	10	Utah	0	61	61
Maine	0	0	0	Vermont	4	5	9
Maryland	73	43	116	Virginia	1	1	2
Massachusetts	81	3	84	Virgin Islands	0	0	0
Michigan	12	7	19	Washington	47	115	162
Minnesota	495	376	871	West Virginia	0	9	9
Mississippi	54	119	173	Wisconsin	18	17	35
Missouri	13	7	20	Wyoming	0	1	1
Montana	11	5	16				

PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	15	23	23	Nebraska	25	27	27
Alaska	1	1	1	Nevada	19	19	19
Arizona	8	8	8	New Hampshire	16	16	16
Arkansas	12	22	22	New Jersey	14	15	15
California	205	221	221	New Mexico	13	42	42
Colorado	43	64	64	New York	121	125	125
Connecticut	8	15	15	North Carolina	1	1	1
Delaware	2	4	4	North Dakota	2	1	1
District of Columbia	1	3	3	Ohio	18	20	20
Florida	165	179	179	Oklahoma	2	2	2
Georgia	74	79	79	Oregon - SMP	4	10	10
Guam	5	6	6	Pennsylvania	15	21	21
Hawaii	3	6	6	Puerto Rico	2	2	2
Idaho	6	9	9	Rhode Island	15	42	42
Illinois	24	33	33	South Carolina	19	22	22
Indiana	10	12	12	South Dakota	0	0	0
Iowa	11	16	16	Tennessee	34	52	52
Kansas	52	66	66	Texas – BBB	57	72	72
Kentucky	2	3	3	Texas – NHCOA	109	130	130
Louisiana	16	10	10	Utah	1	3	3
Maine	14	20	20	Vermont	2	3	3
Maryland	10	11	11	Virginia	21	21	21
Massachusetts	8	12	12	Virgin Islands	1	1	1
Michigan	48	49	49	Washington	41	63	63
Minnesota	24	28	28	West Virginia	66	121	121
Mississippi	2	5	5	Wisconsin	4	10	10
Missouri	15	58	58	Wyoming	1	1	1
Montana	9	10	10				

PERFORMANCE MEASURE 16: Cost Avoidance on Behalf of Medicare, Medicaid, Beneficiaries, or Others

	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	\$0	\$0	\$0	Nebraska	\$0	\$13,877	\$13,877
Alaska	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$135	\$11,214	\$11,349	New Jersey	\$0	\$956	\$956
California	\$0	\$0	\$0	New Mexico	\$22,864	\$295,136	\$318,000
Colorado	\$2,397	\$2,657	\$5,054	New York	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
Delaware	\$85	\$8,356	\$8,440	North Dakota	\$0	\$0	\$0
District of Columbia	\$0	\$0	\$0	Ohio	\$0	\$2,211	\$2,211
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia	\$2,362	\$0	\$2,362	Oregon	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Idaho	\$18,194	\$26,009	\$44,203	Rhode Island	\$0	\$0	\$0
Illinois	\$5,861	\$0	\$5,861	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$908	\$908	Tennessee	\$0	\$2,338	\$2,338
Kansas	\$0	\$1,696	\$1,696	Texas – BBB	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$131,920	\$0	\$131,920
Louisiana	\$0	\$0	\$0	Utah	\$0	\$4,905	\$4,905
Maine	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Minnesota	\$4,197	\$112	\$4,309	West Virginia	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wisconsin	\$0	\$5,478	\$5,478
Missouri	\$1,100	\$0	\$1,100	Wyoming	\$0	\$0	\$0
Montana	\$0	\$0	\$0				

PERFORMANCE MEASURE 17A: Actual Medicare Funds Recovered Attributable to the Projects							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	\$0	\$0	\$0	Nebraska	\$0	\$65,184	\$65,184
Alaska	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$0	\$2,312	\$2,312	New Jersey	\$0	\$0	\$0
California	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Colorado	\$0	\$439	\$439	New York	\$0	\$630	\$630
Connecticut	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
Delaware	\$0	\$1,949	\$1,949	North Dakota	\$0	\$0	\$0
District of Columbia	\$0	\$0	\$0	Ohio	\$0	\$2,924	\$2,924
Florida	\$1,808	\$0	\$1,808	Oklahoma	\$0	\$0	\$0
Georgia	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Illinois	\$893	\$0	\$893	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Tennessee	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – BBB	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wisconsin	\$37	\$0	\$37
Missouri	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Montana	\$0	\$0	\$0				

PERFORMANCE MEASURE 17B: Actual Medicaid Funds Recovered Attributable to the Projects							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	\$0	\$0	\$0	Nebraska	\$0	\$7,861	\$7,861
Alaska	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$0	\$0	\$0	New Jersey	\$0	\$0	\$0
California	\$0	\$0	\$0	New Mexico	\$0	\$0	\$0
Colorado	\$0	\$0	\$0	New York	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0	North Carolina	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia	\$0	\$0	\$0	Oregon	\$0	\$0	\$0
Guam	\$0	\$0	\$0	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Idaho	\$0	\$0	\$0	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$2,058	\$0	\$2,058	Tennessee	\$0	\$0	\$0
Kansas	\$0	\$0	\$0	Texas – BBB	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Utah	\$0	\$0	\$0
Maine	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Missouri	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Montana	\$0	\$0	\$0				

PERFORMANCE MEASURE 17C: Actual Savings to Beneficiaries Attributable to the Projects							
	Jan–June	July–Dec	Total for 2009		Jan–June	July–Dec	Total for 2009
Alabama	\$0	\$0	\$0	Nebraska	\$63	\$2,052	\$2,115
Alaska	\$0	\$0	\$0	Nevada	\$0	\$0	\$0
Arizona	\$0	\$0	\$0	New Hampshire	\$0	\$0	\$0
Arkansas	\$3,789	\$0	\$3,789	New Jersey	\$0	\$0	\$0
California	\$636	\$180	\$816	New Mexico	\$887	\$1,327	\$2,214
Colorado	\$1,044	\$10,402	\$11,446	New York	\$494	\$0	\$494
Connecticut	\$0	\$995	\$995	North Carolina	\$0	\$0	\$0
Delaware	\$0	\$0	\$0	North Dakota	\$0	\$0	\$0
District of Columbia	\$0	\$0	\$0	Ohio	\$0	\$0	\$0
Florida	\$0	\$0	\$0	Oklahoma	\$0	\$0	\$0
Georgia	\$38	\$203	\$241	Oregon	\$0	\$0	\$0
Guam	\$64	\$0	\$64	Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0	Puerto Rico	\$0	\$0	\$0
Idaho	\$3,977	\$2,461	\$6,439	Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0	South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0	South Dakota	\$0	\$0	\$0
Iowa	\$0	\$0	\$0	Tennessee	\$0	\$2,011	\$2,011
Kansas	\$17,425	\$200	\$17,625	Texas – BBB	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0	Texas – NHCOA	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0	Utah	\$0	\$870	\$870
Maine	\$0	\$0	\$0	Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0	Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0	Virgin Islands	\$0	\$0	\$0
Michigan	\$0	\$0	\$0	Washington	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0	West Virginia	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0	Wisconsin	\$0	\$0	\$0
Missouri	\$0	\$0	\$0	Wyoming	\$0	\$0	\$0
Montana	\$112	\$0	\$112				

PERFORMANCE MEASURE 17D: Other Savings Attributable to the Projects

	Jan–June	July–Dec	Total for 2009			Jan–June	July–Dec	Total for 2009
Alabama	\$0	\$0	\$0		Nebraska	\$2,387	\$43,901	\$46,289
Alaska	\$0	\$0	\$0		Nevada	\$0	\$0	\$0
Arizona	\$0	\$0	\$0		New Hampshire	\$0	\$0	\$0
Arkansas	\$0	\$775	\$775		New Jersey	\$0	\$0	\$0
California	\$0	\$0	\$0		New Mexico	\$0	\$0	\$0
Colorado	\$0	\$0	\$0		New York	\$0	\$0	\$0
Connecticut	\$0	\$0	\$0		North Carolina	\$0	\$0	\$0
Delaware	\$0	\$0	\$0		North Dakota	\$0	\$0	\$0
District of Columbia	\$0	\$0	\$0		Ohio	\$71	\$0	\$71
Florida	\$0	\$0	\$0		Oklahoma	\$362	\$0	\$362
Georgia	\$0	\$0	\$0		Oregon	\$0	\$0	\$0
Guam	\$0	\$0	\$0		Pennsylvania	\$0	\$0	\$0
Hawaii	\$0	\$0	\$0		Puerto Rico	\$0	\$0	\$0
Idaho	\$30,966	\$0	\$30,966		Rhode Island	\$0	\$0	\$0
Illinois	\$0	\$0	\$0		South Carolina	\$0	\$0	\$0
Indiana	\$0	\$0	\$0		South Dakota	\$0	\$0	\$0
Iowa	\$0	\$0	\$0		Tennessee	\$0	\$0	\$0
Kansas	\$0	\$0	\$0		Texas – BBB	\$0	\$0	\$0
Kentucky	\$0	\$0	\$0		Texas – NHCOA	\$0	\$0	\$0
Louisiana	\$0	\$0	\$0		Utah	\$0	\$0	\$0
Maine	\$0	\$0	\$0		Vermont	\$0	\$0	\$0
Maryland	\$0	\$0	\$0		Virginia	\$0	\$0	\$0
Massachusetts	\$0	\$0	\$0		Virgin Islands	\$0	\$0	\$0
Michigan	\$0	\$0	\$0		Washington	\$0	\$0	\$0
Minnesota	\$0	\$0	\$0		West Virginia	\$0	\$0	\$0
Mississippi	\$0	\$0	\$0		Wisconsin	\$0	\$0	\$0
Missouri	\$0	\$0	\$0		Wyoming	\$0	\$0	\$0
Montana	\$0	\$272	\$272					

Individual Project Results for 2009

The following tables provide the results for each performance measure for each of the 55 Senior Medicare Patrol Projects operating in 2009. Each table provides the performance measure results for the two 6-month reporting periods.

Totals may not add up because of rounding.

For performance measure #1, “Total number of active volunteers,” many of the volunteers are the same in both of the two 6-month periods and therefore the numbers do not sum to the total for the year.

For performance measure #13A, “Number of inquiries involving complex issues referred for further action,” the same case may have multiple referrals reported in both of the two 6-month periods, but only counts as one referral for the year total.

For performance measure #15, “Number of complex issues pending further action,” the same issue can continue through numerous reporting periods for a project. The number of issues is not a unique count and therefore the data from the two 6-month periods do not sum to the year total.

Alabama – Department of Senior Services, Montgomery				
In operation since: July 2006		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	27	20	32
2	Total number of volunteer training hours	54	46	100
3	Total number of volunteer work hours	12,058	8,309	20,367
4	Number of media outreach activities	63,927	26,570	90,497
5	Number of community outreach education events conducted	211	88	299
6	Estimated number of people reached by community outreach education events	32,978	30,340	63,318
7	Number of group education sessions for beneficiaries	164	161	325
8A	Number of beneficiaries who attended group education sessions	6,126	5,464	11,590
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	6	0	6
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	5	0	5
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	54	0	54
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	85	67	152
10	Total number of simple inquiries received	354	331	685
11	Total number of simple inquiries resolved	353	328	681
12	Number of inquiries involving complex issues received	12	0	12
13A	Number of inquiries involving complex issues referred for further action	1	1	1
13B	Total dollar amount referred for further action	\$3,900	\$0	\$3,900
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	15	23	23
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

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Alaska – Medicare Senior Information & Referral Office, Anchorage				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	26	100	111
2	Total number of volunteer training hours	31	2,151	2,182
3	Total number of volunteer work hours	0	0	0
4	Number of media outreach activities	5	254	259
5	Number of community outreach education events conducted	29	21	50
6	Estimated number of people reached by community outreach education events	3,567	2,983	6,550
7	Number of group education sessions for beneficiaries	0	3	3
8A	Number of beneficiaries who attended group education sessions	0	129	129
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	0	0
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	0	0
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	0	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	3	15	18
11	Total number of simple inquiries resolved	3	15	18
12	Number of inquiries involving complex issues received	1	1	2
13A	Number of inquiries involving complex issues referred for further action	1	0	1
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	1	1	2
15	Number of complex issues pending further action	1	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Arizona – Arizona Division of Aging and Adult Services, Phoenix				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	3	18	21
2	Total number of volunteer training hours	0	150	150
3	Total number of volunteer work hours	173	944	1,118
4	Number of media outreach activities	6	0	6
5	Number of community outreach education events conducted	18	32	50
6	Estimated number of people reached by community outreach education events	1,480	3,209	4,689
7	Number of group education sessions for beneficiaries	35	45	80
8A	Number of beneficiaries who attended group education sessions	1,499	2,551	4,050
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	36	4	40
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	39	0	39
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	33	3	36
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	10	3	13
10	Total number of simple inquiries received	57	19	76
11	Total number of simple inquiries resolved	57	19	76
12	Number of inquiries involving complex issues received	6	8	14
13A	Number of inquiries involving complex issues referred for further action	3	2	5
13B	Total dollar amount referred for further action	\$678	\$1,514	\$2,192
14	Number of complex issues resolved	6	1	7
15	Number of complex issues pending further action	8	8	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Arkansas – Arkansas Department of Human Services, Division of Aging and Adult Services, Little Rock				
In operation since: July 2002		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	31	9	32
2	Total number of volunteer training hours	71	0	71
3	Total number of volunteer work hours	338	183	521
4	Number of media outreach activities	32	38	70
5	Number of community outreach education events conducted	15	6	21
6	Estimated number of people reached by community outreach education events	1,205	1,652	2,857
7	Number of group education sessions for beneficiaries	29	13	42
8A	Number of beneficiaries who attended group education sessions	1,310	967	2,277
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	178	92	270
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	262	143	405
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	389	214	603
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	171	167	338
10	Total number of simple inquiries received	100	126	226
11	Total number of simple inquiries resolved	100	126	226
12	Number of inquiries involving complex issues received	24	21	45
13A	Number of inquiries involving complex issues referred for further action	8	6	14
13B	Total dollar amount referred for further action	\$0	\$2,641	\$2,641
14	Number of complex issues resolved	13	27	40
15	Number of complex issues pending further action	12	22	22
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$135	\$11,214	\$11,349
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$2,312	\$2,312
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$3,789	\$0	\$3,789
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$775	\$775
17A –17D	Total savings attributable to the projects	\$3,789	\$3,087	\$6,875

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California – California Health Insurance Counseling Advocacy Programs Association, Santa Ana				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	152	108	222
2	Total number of volunteer training hours	218	112	330
3	Total number of volunteer work hours	1,130	867	1,997
4	Number of media outreach activities	75	69	144
5	Number of community outreach education events conducted	71	26	97
6	Estimated number of people reached by community outreach education events	26,218	9,435	35,653
7	Number of group education sessions for beneficiaries	399	281	680
8A	Number of beneficiaries who attended group education sessions	11,511	10,420	21,931
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	8	4	12
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	16	5	21
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	22	6	28
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	10	9	19
11	Total number of simple inquiries resolved	9	7	16
12	Number of inquiries involving complex issues received	72	49	121
13A	Number of inquiries involving complex issues referred for further action	59	38	98
13B	Total dollar amount referred for further action	\$33,171	\$50,274	\$83,445
14	Number of complex issues resolved	17	18	35
15	Number of complex issues pending further action	205	221	221
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$636	\$180	\$816
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$636	\$180	\$816

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Colorado – Colorado Division of Insurance, Denver				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	17	58	65
2	Total number of volunteer training hours	363	544	907
3	Total number of volunteer work hours	15	24	39
4	Number of media outreach activities	16	12	28
5	Number of community outreach education events conducted	14	9	23
6	Estimated number of people reached by community outreach education events	776	842	1,618
7	Number of group education sessions for beneficiaries	44	41	85
8A	Number of beneficiaries who attended group education sessions	992	1,060	2,052
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	178	11	189
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	272	8	280
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	488	15	503
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	12	12
10	Total number of simple inquiries received	114	80	194
11	Total number of simple inquiries resolved	114	77	191
12	Number of inquiries involving complex issues received	39	33	72
13A	Number of inquiries involving complex issues referred for further action	38	19	57
13B	Total dollar amount referred for further action	\$391,294	\$111,900	\$503,194
14	Number of complex issues resolved	26	18	44
15	Number of complex issues pending further action	43	64	64
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,397	\$2,657	\$5,054
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$439	\$439
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,044	\$10,402	\$11,446
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$1,044	\$10,841	\$11,885

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Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	39	143	144
2	Total number of volunteer training hours	0	3,221	3,221
3	Total number of volunteer work hours	220	42	262
4	Number of media outreach activities	18	2	20
5	Number of community outreach education events conducted	37	70	107
6	Estimated number of people reached by community outreach education events	3,024	9,960	12,984
7	Number of group education sessions for beneficiaries	37	21	58
8A	Number of beneficiaries who attended group education sessions	1,154	552	1,706
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	287	209	496
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	286	208	494
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	493	210	703
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3	0	3
10	Total number of simple inquiries received	274	475	749
11	Total number of simple inquiries resolved	274	469	743
12	Number of inquiries involving complex issues received	18	4	22
13A	Number of inquiries involving complex issues referred for further action	1	1	2
13B	Total dollar amount referred for further action	\$0	\$995	\$995
14	Number of complex issues resolved	17	2	19
15	Number of complex issues pending further action	8	15	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$995	\$995
17D	Other savings attributable to the projects	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$995	\$995

A P P E N D I X ~ D

Delaware – Delaware Partners, Division of Aging and Adults With Physical Disabilities, New Castle				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	12	18	22
2	Total number of volunteer training hours	232	179	411
3	Total number of volunteer work hours	567	370	937
4	Number of media outreach activities	785	473	1,258
5	Number of community outreach education events conducted	30	66	96
6	Estimated number of people reached by community outreach education events	2,787	5,070	7,857
7	Number of group education sessions for beneficiaries	4	7	11
8A	Number of beneficiaries who attended group education sessions	77	122	199
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	11	37	48
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	59	47	106
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	23	65	88
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	178	170	348
10	Total number of simple inquiries received	18	73	91
11	Total number of simple inquiries resolved	18	71	89
12	Number of inquiries involving complex issues received	5	5	10
13A	Number of inquiries involving complex issues referred for further action	4	2	6
13B	Total dollar amount referred for further action	\$12,191	\$3,717	\$15,908
14	Number of complex issues resolved	5	5	10
15	Number of complex issues pending further action	2	4	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$85	\$8,356	\$8,440
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$1,949	\$1,949
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$1,949	\$1,949

A P P E N D I X ~ D

District of Columbia – The AARP Legal Counsel for the Elderly, Washington, DC				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	48	40	54
2	Total number of volunteer training hours	193	445	638
3	Total number of volunteer work hours	369	363	732
4	Number of media outreach activities	224	141	365
5	Number of community outreach education events conducted	28	39	67
6	Estimated number of people reached by community outreach education events	3,494	5,624	9,118
7	Number of group education sessions for beneficiaries	30	29	59
8A	Number of beneficiaries who attended group education sessions	608	636	1,244
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	138	105	243
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	251	205	456
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	399	341	740
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4	8	12
10	Total number of simple inquiries received	30	24	54
11	Total number of simple inquiries resolved	30	23	53
12	Number of inquiries involving complex issues received	4	3	7
13A	Number of inquiries involving complex issues referred for further action	1	2	3
13B	Total dollar amount referred for further action	\$333	\$2,280	\$2,613
14	Number of complex issues resolved	1	6	7
15	Number of complex issues pending further action	1	3	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X ~ D

Florida – Area Agency on Aging of Pasco Pinellas, Inc., St. Petersburg				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	66	78	101
2	Total number of volunteer training hours	62	40	102
3	Total number of volunteer work hours	719	694	1,413
4	Number of media outreach activities	386	253	639
5	Number of community outreach education events conducted	111	103	214
6	Estimated number of people reached by community outreach education events	7,102	7,503	14,605
7	Number of group education sessions for beneficiaries	111	172	283
8A	Number of beneficiaries who attended group education sessions	3,520	5,052	8,572
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	93	104	197
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	138	144	282
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	174	205	379
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	15	15
10	Total number of simple inquiries received	72	100	172
11	Total number of simple inquiries resolved	70	97	167
12	Number of inquiries involving complex issues received	39	52	91
13A	Number of inquiries involving complex issues referred for further action	19	27	46
13B	Total dollar amount referred for further action	\$32,066	\$66,001	\$98,067
14	Number of complex issues resolved	21	42	63
15	Number of complex issues pending further action	165	179	179
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$1,808	\$0	\$1,808
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$1,808	\$0	\$1,808

Georgia – GeorgiaCares Department of Human Resources, Division of Aging Services, Atlanta

In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	65	50	87
2	Total number of volunteer training hours	353	81	434
3	Total number of volunteer work hours	623	1,139	1,762
4	Number of media outreach events	4,559	72	4,631
5	Number of community outreach education events conducted	70	55	125
6	Estimated number of people reached by community outreach education events	10,329	7,578	17,907
7	Number of group education sessions for beneficiaries	168	152	320
8A	Number of beneficiaries who attended group education sessions	4,769	3,549	8,318
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	687	811	1,498
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	887	1,007	1,894
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	1,466	1,429	2,895
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	51	73	124
10	Total number of simple inquiries received	700	807	1,507
11	Total number of simple inquiries resolved	628	694	1,322
12	Number of inquiries involving complex issues received	45	23	68
13A	Number of inquiries involving complex issues referred for further action	46	18	63
13B	Total dollar amount referred for further action	\$197,985	\$1,239	\$199,224
14	Number of complex issues resolved	17	14	31
15	Number of complex issues pending further action	74	79	79
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,362	\$0	\$2,362
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$38	\$203	\$241
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$38	\$203	\$241

Guam – Division of Senior Citizens, Department of Public Health & Social Services, Mangilao				
In operation since: July 2005		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	9	11	16
2	Total number of volunteer training hours	17	187	204
3	Total number of volunteer work hours	259	767	1,025
4	Number of media outreach activities	16,002	35	16,037
5	Number of community outreach education events conducted	15	23	38
6	Estimated number of people reached by community outreach education events	2,655	710	3,365
7	Number of group education sessions for beneficiaries	14	67	81
8A	Number of beneficiaries who attended group education sessions	170	1,032	1,202
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	70	259	329
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	52	270	322
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	98	413	511
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5	111	116
10	Total number of simple inquiries received	244	437	681
11	Total number of simple inquiries resolved	244	437	681
12	Number of inquiries involving complex issues received	1	0	1
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	2	0	2
15	Number of complex issues pending further action	5	6	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$64	\$0	\$64
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$64	\$0	\$64

Hawaii – State of Hawaii Executive Office on Aging, Honolulu				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	38	34	53
2	Total number of volunteer training hours	243	127	370
3	Total number of volunteer work hours	66	103	169
4	Number of media outreach activities	59	2	61
5	Number of community outreach education events conducted	17	10	27
6	Estimated number of people reached by community outreach education events	3,440	2,701	6,141
7	Number of group education sessions for beneficiaries	31	8	39
8A	Number of beneficiaries who attended group education sessions	607	472	1,079
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	80	47	127
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	111	61	172
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	82	83	165
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5	2	7
10	Total number of simple inquiries received	42	42	84
11	Total number of simple inquiries resolved	42	42	84
12	Number of inquiries involving complex issues received	8	12	20
13A	Number of inquiries involving complex issues referred for further action	6	5	10
13B	Total dollar amount referred for further action	\$216	\$105	\$321
14	Number of complex issues resolved	5	3	8
15	Number of complex issues pending further action	3	6	6
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Idaho – Idaho Commission on Aging, Boise				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	113	168	190
2	Total number of volunteer training hours	757	1,273	2,029
3	Total number of volunteer work hours	1,853	1,922	3,775
4	Number of media outreach activities	43	49	92
5	Number of community outreach education events conducted	28	34	62
6	Estimated number of people reached by community outreach education events	4,122	6,802	10,924
7	Number of group education sessions for beneficiaries	97	125	222
8A	Number of beneficiaries who attended group education sessions	3,803	4,867	8,670
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	107	36	143
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	120	88	208
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	240	192	432
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,263	3,278	4,541
10	Total number of simple inquiries received	1,007	1,234	2,241
11	Total number of simple inquiries resolved	1,006	1,234	2,240
12	Number of inquiries involving complex issues received	61	41	102
13A	Number of inquiries involving complex issues referred for further action	4	7	11
13B	Total dollar amount referred for further action	\$2,467	\$778	\$3,245
14	Number of complex issues resolved	59	34	93
15	Number of complex issues pending further action	6	9	9
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$18,194	\$26,009	\$44,203
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$3,977	\$2,461	\$6,439
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$30,966	\$0	\$30,966
17A–17D	Total savings attributable to the projects	\$34,943	\$2,461	\$37,405

Illinois – AgeOptions, Oak Park

In operation since: July 2006		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	21	16	29
2	Total number of volunteer training hours	23	17	40
3	Total number of volunteer work hours	63	124	187
4	Number of media outreach activities	57	54	111
5	Number of community outreach education events conducted	121	86	207
6	Estimated number of people reached by community outreach education events	10,289	8,129	18,418
7	Number of group education sessions for beneficiaries	155	150	305
8A	Number of beneficiaries who attended group education sessions	4,464	4,180	8,644
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	98	31	129
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	125	49	174
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	211	47	258
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	176	157	333
10	Total number of simple inquiries received	205	225	430
11	Total number of simple inquiries resolved	204	225	429
12	Number of inquiries involving complex issues received	36	38	74
13A	Number of inquiries involving complex issues referred for further action	28	34	62
13B	Total dollar amount referred for further action	\$56,180	\$46,053	\$102,233
14	Number of complex issues resolved	24	18	42
15	Number of complex issues pending further action	24	33	33
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$5,861	\$0	\$5,861
17A	Actual Medicare funds recovered attributable to the projects	\$893	\$0	\$893
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$893	\$0	\$893

Indiana – Indiana Association of Area Agencies on Aging, Education Institute, Indianapolis				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	12	2	13
2	Total number of volunteer training hours	140	0	140
3	Total number of volunteer work hours	518	10	528
4	Number of media outreach activities	23	2,611	2,634
5	Number of community outreach education events conducted	39	54	93
6	Estimated number of people reached by community outreach education events	11,253	21,050	32,303
7	Number of group education sessions for beneficiaries	59	51	110
8A	Number of beneficiaries who attended group education sessions	953	1,346	2,299
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	183	66	249
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	270	90	360
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	382	128	510
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9	15	24
10	Total number of simple inquiries received	24	96	120
11	Total number of simple inquiries resolved	24	95	119
12	Number of inquiries involving complex issues received	8	0	8
13A	Number of inquiries involving complex issues referred for further action	2	1	3
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	2	0	2
15	Number of complex issues pending further action	10	12	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Iowa – Hawkeye Valley Area Agency on Aging, Waterloo				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	87	71	102
2	Total number of volunteer training hours	201	44	245
3	Total number of volunteer work hours	1,107	954	2,061
4	Number of media outreach activities	58	79	137
5	Number of community outreach education events conducted	25	26	51
6	Estimated number of people reached by community outreach education events	2,000	2,200	4,200
7	Number of group education sessions for beneficiaries	389	464	853
8A	Number of beneficiaries who attended group education sessions	8,155	10,831	18,986
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	66	255	321
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	140	499	639
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	268	819	1,087
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	11	22	33
10	Total number of simple inquiries received	116	61	177
11	Total number of simple inquiries resolved	116	61	177
12	Number of inquiries involving complex issues received	12	15	27
13A	Number of inquiries involving complex issues referred for further action	5	11	16
13B	Total dollar amount referred for further action	\$0	\$1,562	\$1,562
14	Number of complex issues resolved	17	9	26
15	Number of complex issues pending further action	11	16	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$908	\$908
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$2,058	\$0	\$2,058
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$2,058	\$0	\$2,058

Kansas – Department on Aging, Topeka				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	46	18	52
2	Total number of volunteer training hours	43	110	153
3	Total number of volunteer work hours	130	297	428
4	Number of media outreach activities	7	19	26
5	Number of community outreach education events conducted	11	10	21
6	Estimated number of people reached by community outreach education events	839	1,247	2,086
7	Number of group education sessions for beneficiaries	37	10	47
8A	Number of beneficiaries who attended group education sessions	1,519	411	1,930
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	127	101	228
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	96	85	181
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	96	98	194
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	16	14	30
10	Total number of simple inquiries received	95	82	177
11	Total number of simple inquiries resolved	85	81	166
12	Number of inquiries involving complex issues received	17	22	39
13A	Number of inquiries involving complex issues referred for further action	12	13	24
13B	Total dollar amount referred for further action	\$116,585	\$81,866	\$198,451
14	Number of complex issues resolved	11	10	21
15	Number of complex issues pending further action	52	66	66
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$1,696	\$1,696
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$17,425	\$200	\$17,625
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$17,425	\$200	\$17,625

Kentucky – Department of Housing & Family Services, Office for Aging and Disabled Citizens, Louisville				
In operation since: July 2001		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	32	41	59
2	Total number of volunteer training hours	117	146	263
3	Total number of volunteer work hours	504	643	1,147
4	Number of media outreach activities	98	141	239
5	Number of community outreach education events conducted	10	63	73
6	Estimated number of people reached by community outreach education events	673	6,817	7,490
7	Number of group education sessions for beneficiaries	20	32	52
8A	Number of beneficiaries who attended group education sessions	478	724	1,202
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	96	141	237
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	199	239	438
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	254	380	634
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	408	712	1,120
10	Total number of simple inquiries received	866	990	1,856
11	Total number of simple inquiries resolved	864	990	1,854
12	Number of inquiries involving complex issues received	0	1	1
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$100	\$100
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	2	3	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Louisiana –EQ Health Solutions, Baton Rouge				
In operation since: June 2009*		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	1	21	22
2	Total number of volunteer training hours	0	118	118
3	Total number of volunteer work hours	3	44	47
4	Number of media outreach activities	0	23	23
5	Number of community outreach education events conducted	0	7	7
6	Estimated number of people reached by community outreach education events	0	666	666
7	Number of group education sessions for beneficiaries	0	12	12
8A	Number of beneficiaries who attended group education sessions	0	471	471
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	16	16
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	20	20
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	46	46
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	15	15
10	Total number of simple inquiries received	4	35	39
11	Total number of simple inquiries resolved	4	35	39
12	Number of inquiries involving complex issues received	1	16	17
13A	Number of inquiries involving complex issues referred for further action	0	6	6
13B	Total dollar amount referred for further action	\$0	\$5,160	\$5,160
14	Number of complex issues resolved	1	9	10
15	Number of complex issues pending further action	16	10	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

* EQ Health Solutions replaced Vernon Parish Council on Aging, Inc. as the Senior Medicare Patrol Project in June 2009.

Maine – Legal Services for the Elderly, Augusta				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	68	66	83
2	Total number of volunteer training hours	1,087	545	1,632
3	Total number of volunteer work hours	1,308	2,031	3,339
4	Number of media outreach activities	51	9	60
5	Number of community outreach education events conducted	45	15	60
6	Estimated number of people reached by community outreach education events	1,674	545	2,219
7	Number of group education sessions for beneficiaries	57	52	109
8A	Number of beneficiaries who attended group education sessions	795	1,278	2,073
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	154	34	188
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	173	234	407
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	126	12	138
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	350	255	605
10	Total number of simple inquiries received	371	1,043	1,414
11	Total number of simple inquiries resolved	364	1,041	1,405
12	Number of inquiries involving complex issues received	2	1	3
13A	Number of inquiries involving complex issues referred for further action	2	1	3
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	14	20	20
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A –17D	Total savings attributable to the projects	\$0	\$0	\$0

Maryland – Maryland Department of Aging, Baltimore				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	141	100	160
2	Total number of volunteer training hours	1,644	1,277	2,921
3	Total number of volunteer work hours	2,763	1,422	4,185
4	Number of media outreach activities	36	110	146
5	Number of community outreach education events conducted	85	110	195
6	Estimated number of people reached by community outreach education events	4,691	6,862	11,553
7	Number of group education sessions for beneficiaries	96	118	214
8A	Number of beneficiaries who attended group education sessions	1,863	3,129	4,992
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	38	119	157
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	59	126	185
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	86	193	279
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	166	79	245
10	Total number of simple inquiries received	3,140	1,425	4,565
11	Total number of simple inquiries resolved	3,137	1,424	4,561
12	Number of inquiries involving complex issues received	81	48	129
13A	Number of inquiries involving complex issues referred for further action	14	11	25
13B	Total dollar amount referred for further action	\$1,897	\$2,475	\$4,372
14	Number of complex issues resolved	73	43	116
15	Number of complex issues pending further action	10	11	11
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Massachusetts – Elder Services of Merrimack Valley, Inc., Lawrence				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	37	9	39
2	Total number of volunteer training hours	23	0	23
3	Total number of volunteer work hours	3,981	841	4,822
4	Number of media outreach activities	20,001	153,086	173,087
5	Number of community outreach education events conducted	4	8	12
6	Estimated number of people reached by community outreach education events	296	624	920
7	Number of group education sessions for beneficiaries	4	2	6
8A	Number of beneficiaries who attended group education sessions	44	107	151
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	42	50	92
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	36	49	85
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	44	1	45
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	12	0	12
10	Total number of simple inquiries received	250	411	661
11	Total number of simple inquiries resolved	250	409	659
12	Number of inquiries involving complex issues received	73	8	81
13A	Number of inquiries involving complex issues referred for further action	8	3	11
13B	Total dollar amount referred for further action	\$6,000	\$96	\$6,096
14	Number of complex issues resolved	81	3	84
15	Number of complex issues pending further action	8	12	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Michigan – MMAP, Inc., Lansing

In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	217	290	331
2	Total number of volunteer training hours	2,531	5,480	8,011
3	Total number of volunteer work hours	198	189	387
4	Number of media outreach activities	38	3	41
5	Number of community outreach education events conducted	106	39	145
6	Estimated number of people reached by community outreach education events	7,480	4,138	11,618
7	Number of group education sessions for beneficiaries	57	69	126
8A	Number of beneficiaries who attended group education sessions	1,680	2,443	4,123
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	31	39	70
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	58	26	84
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	96	35	131
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	24	2	26
10	Total number of simple inquiries received	35	7	42
11	Total number of simple inquiries resolved	35	7	42
12	Number of inquiries involving complex issues received	16	12	28
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$11,058	\$2,164	\$13,222
14	Number of complex issues resolved	12	7	19
15	Number of complex issues pending further action	48	49	49
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Minnesota – Minnesota Board on Aging, Dept. of Human Services, Aging and Adult Services Div., Saint Paul				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	56	41	83
2	Total number of volunteer training hours	580	234	814
3	Total number of volunteer work hours	117	180	296
4	Number of media outreach activities	2	3	5
5	Number of community outreach education events conducted	20	23	43
6	Estimated number of people reached by community outreach education events	1,890	2,135	4,025
7	Number of group education sessions for beneficiaries	136	134	270
8A	Number of beneficiaries who attended group education sessions	1,210	1,494	2,704
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	18	15	33
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	37	9	46
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	34	18	52
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	73	61	134
10	Total number of simple inquiries received	188	366	554
11	Total number of simple inquiries resolved	188	366	554
12	Number of inquiries involving complex issues received	505	368	873
13A	Number of inquiries involving complex issues referred for further action	11	29	40
13B	Total dollar amount referred for further action	\$28,744	\$5,256	\$34,001
14	Number of complex issues resolved	495	376	871
15	Number of complex issues pending further action	24	28	28
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$4,197	\$112	\$4,309
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

A P P E N D I X - D

Mississippi – Mississippi Department of Human Services, Division of Aging and Adult Services, Jackson				
In operation since: July 2000		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	23	24	34
2	Total number of volunteer training hours	320	53	373
3	Total number of volunteer work hours	4,977	1,793	6,770
4	Number of media outreach activities	1	525	526
5	Number of community outreach education events conducted	50	91	141
6	Estimated number of people reached by community outreach education events	5,085	11,199	16,284
7	Number of group education sessions for beneficiaries	40	38	78
8A	Number of beneficiaries who attended group education sessions	952	875	1,827
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	28	162	190
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	47	224	271
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	74	416	490
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	31	75	106
10	Total number of simple inquiries received	396	632	1,028
11	Total number of simple inquiries resolved	396	628	1,024
12	Number of inquiries involving complex issues received	55	41	96
13A	Number of inquiries involving complex issues referred for further action	1	3	4
13B	Total dollar amount referred for further action	\$785	\$218,344	\$219,129
14	Number of complex issues resolved	54	119	173
15	Number of complex issues pending further action	2	5	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Missouri – SORT Program Care Connection for Aging Services, Warrensburg				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	26	32	38
2	Total number of volunteer training hours	80	166	246
3	Total number of volunteer work hours	537	841	1,378
4	Number of media outreach activities	1	49	50
5	Number of community outreach education events conducted	94	67	161
6	Estimated number of people reached by community outreach education events	3,192	2,493	5,685
7	Number of group education sessions for beneficiaries	22	105	127
8A	Number of beneficiaries who attended group education sessions	649	3,709	4,358
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	12	12
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	27	27
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	51	51
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	4	6
10	Total number of simple inquiries received	907	2,472	3,379
11	Total number of simple inquiries resolved	907	2,472	3,379
12	Number of inquiries involving complex issues received	19	15	34
13A	Number of inquiries involving complex issues referred for further action	10	9	19
13B	Total dollar amount referred for further action	\$1,754	\$379	\$2,133
14	Number of complex issues resolved	13	7	20
15	Number of complex issues pending further action	15	58	58
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,100	\$0	\$1,100
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Montana – Missoula Aging Services, Missoula				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	42	28	44
2	Total number of volunteer training hours	173	20	193
3	Total number of volunteer work hours	285	182	467
4	Number of media outreach activities	2,011	458	2,469
5	Number of community outreach education events conducted	67	50	117
6	Estimated number of people reached by community outreach education events	3,213	4,219	7,432
7	Number of group education sessions for beneficiaries	56	46	102
8A	Number of beneficiaries who attended group education sessions	1,494	1,156	2,650
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	87	37	124
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	123	50	173
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	141	64	205
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	72	70	142
10	Total number of simple inquiries received	29	77	106
11	Total number of simple inquiries resolved	29	76	105
12	Number of inquiries involving complex issues received	10	5	15
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$366	\$0	\$366
14	Number of complex issues resolved	11	5	16
15	Number of complex issues pending further action	9	10	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$112	\$0	\$112
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$272	\$272
17A–17D	Total savings attributable to the projects	\$112	\$272	\$384

A P P E N D I X - D

Nebraska – Nebraska Department of Health and Human Services, State Unit on Aging, Lincoln				
In operation since: July 2000		Jan–June	July–Dec	Total for 2009
PEFORMANCE MEASURES				
1	Total number of active volunteers	5	103	104
2	Total number of volunteer training hours	6	2,482	2,488
3	Total number of volunteer work hours	18	182	199
4	Number of media outreach activities	216	69	285
5	Number of community outreach education events conducted	183	129	312
6	Estimated number of people reached by community outreach education events	9,886	15,108	24,994
7	Number of group education sessions for beneficiaries	41	28	69
8A	Number of beneficiaries who attended group education sessions	890	566	1,456
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	119	83	202
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	242	98	340
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	442	203	645
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	50	179	229
10	Total number of simple inquiries received	1,045	1,969	3,014
11	Total number of simple inquiries resolved	1,045	1,966	3,011
12	Number of inquiries involving complex issues received	28	20	48
13A	Number of inquiries involving complex issues referred for further action	18	14	31
13B	Total dollar amount referred for further action	\$1,125,957	\$50,048	\$1,176,005
14	Number of complex issues resolved	23	17	40
15	Number of complex issues pending further action	25	27	27
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$13,877	\$13,877
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$65,184	\$65,184
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$7,861	\$7,861
17C	Actual savings to beneficiaries attributable to the projects	\$63	\$2,052	\$2,115
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$2,387	\$43,901	\$46,289
17A–17D	Total savings attributable to the projects	\$2,451	\$118,998	\$121,449

Nevada – Office of the Nevada Attorney General, Las Vegas				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	1	0	1
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	5	0	5
4	Number of media outreach activities	393	7	400
5	Number of community outreach education events conducted	16	16	32
6	Estimated number of people reached by community outreach education events	3,152	3,630	6,782
7	Number of group education sessions for beneficiaries	20	14	34
8A	Number of beneficiaries who attended group education sessions	1,014	415	1,429
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	80	0	80
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	192	0	192
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	179	0	179
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	11	0	11
10	Total number of simple inquiries received	14	36	50
11	Total number of simple inquiries resolved	14	31	45
12	Number of inquiries involving complex issues received	3	3	6
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	3	1	4
15	Number of complex issues pending further action	19	19	19
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

New Hampshire – Bureau of Elderly and Adult Services, Concord				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	28	7	29
2	Total number of volunteer training hours	0	16	16
3	Total number of volunteer work hours	760	1,624	2,384
4	Number of media outreach activities	332	56	388
5	Number of community outreach education events conducted	37	8	45
6	Estimated number of people reached by community outreach education events	1,150	592	1,742
7	Number of group education sessions for beneficiaries	21	16	37
8A	Number of beneficiaries who attended group education sessions	543	402	945
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	8	112	120
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	55	44	99
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	45	117	162
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1	0	1
10	Total number of simple inquiries received	42	11	53
11	Total number of simple inquiries resolved	42	11	53
12	Number of inquiries involving complex issues received	20	4	24
13A	Number of inquiries involving complex issues referred for further action	3	0	3
13B	Total dollar amount referred for further action	\$9,316	\$149	\$9,465
14	Number of complex issues resolved	14	4	18
15	Number of complex issues pending further action	16	16	16
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

New Jersey – Jewish Family & Vocational Services of Middlesex County, Inc., Milltown				
In operation since: July 2001		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	11	6	15
2	Total number of volunteer training hours	0	23	23
3	Total number of volunteer work hours	98	31	129
4	Number of media outreach activities	2,538	12	2,550
5	Number of community outreach education events conducted	25	11	36
6	Estimated number of people reached by community outreach education events	2,394	1,138	3,532
7	Number of group education sessions for beneficiaries	49	77	126
8A	Number of beneficiaries who attended group education sessions	1,997	2,766	4,763
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	452	719	1,171
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	696	911	1,607
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	1,071	1,463	2,534
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	74	126	200
10	Total number of simple inquiries received	141	78	219
11	Total number of simple inquiries resolved	132	77	209
12	Number of inquiries involving complex issues received	9	3	12
13A	Number of inquiries involving complex issues referred for further action	1	2	3
13B	Total dollar amount referred for further action	\$2,674	\$0	\$2,674
14	Number of complex issues resolved	20	2	22
15	Number of complex issues pending further action	14	15	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$956	\$956
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

New Mexico – New Mexico Aging and Long-Term Services Department, Albuquerque				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	29	65	89
2	Total number of volunteer training hours	432	2,788	3,220
3	Total number of volunteer work hours	0	241	241
4	Number of media outreach activities	1	8	9
5	Number of community outreach education events conducted	242	186	428
6	Estimated number of people reached by community outreach education events	39,101	20,350	59,451
7	Number of group education sessions for beneficiaries	0	26	26
8A	Number of beneficiaries who attended group education sessions	0	752	752
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	118	118
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	114	114
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	156	156
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1	85	86
10	Total number of simple inquiries received	0	0	0
11	Total number of simple inquiries resolved	0	0	0
12	Number of inquiries involving complex issues received	64	58	122
13A	Number of inquiries involving complex issues referred for further action	19	8	27
13B	Total dollar amount referred for further action	\$50,614	\$237,115	\$287,729
14	Number of complex issues resolved	58	91	149
15	Number of complex issues pending further action	13	42	42
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$22,864	\$295,136	\$318,000
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$887	\$1,327	\$2,214
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$887	\$1,327	\$2,214

New York – New York State Office of Aging, Albany				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	387	388	388
2	Total number of volunteer training hours	774	840	1,614
3	Total number of volunteer work hours	506	589	1,095
4	Number of media outreach activities	437	26	463
5	Number of community outreach education events conducted	124	106	230
6	Estimated number of people reached by community outreach education events	24,382	22,833	47,215
7	Number of group education sessions for beneficiaries	381	109	490
8A	Number of beneficiaries who attended group education sessions	14,747	3,634	18,381
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	0	0
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	0	0
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	0	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,120	1,037	3,157
10	Total number of simple inquiries received	30	23	53
11	Total number of simple inquiries resolved	30	22	52
12	Number of inquiries involving complex issues received	35	77	112
13A	Number of inquiries involving complex issues referred for further action	22	25	47
13B	Total dollar amount referred for further action	\$19,760	\$7,673	\$27,433
14	Number of complex issues resolved	23	38	61
15	Number of complex issues pending further action	121	125	125
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$630	\$630
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$494	\$0	\$494
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$494	\$630	\$1,123

North Carolina – Department of Insurance, Raleigh				
In operation since: July 2003		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	13	20	22
2	Total number of volunteer training hours	115	84	199
3	Total number of volunteer work hours	497	9,560	10,057
4	Number of media outreach activities	1,511	1,733	3,244
5	Number of community outreach education events conducted	36	64	100
6	Estimated number of people reached by community outreach education events	12,794	810,526	823,320
7	Number of group education sessions for beneficiaries	56	156	212
8A	Number of beneficiaries who attended group education sessions	4,843	10,903	15,746
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	45	57	102
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	10	67	77
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	20	96	116
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4	66	70
10	Total number of simple inquiries received	4,431	5,415	9,846
11	Total number of simple inquiries resolved	4,431	5,415	9,846
12	Number of inquiries involving complex issues received	0	0	0
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	1	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

North Dakota – North Dakota Center for Persons with Disabilities, Minot State University, Minot				
In operation since: July 2003		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	32	11	41
2	Total number of volunteer training hours	18	15	33
3	Total number of volunteer work hours	131	49	180
4	Number of media outreach activities	26	4	30
5	Number of community outreach education events conducted	24	31	55
6	Estimated number of people reached by community outreach education events	3,205	2,777	5,982
7	Number of group education sessions for beneficiaries	24	20	44
8A	Number of beneficiaries who attended group education sessions	359	554	913
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	104	55	159
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	138	65	203
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	210	93	303
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	23	11	34
10	Total number of simple inquiries received	23	33	56
11	Total number of simple inquiries resolved	23	33	56
12	Number of inquiries involving complex issues received	2	3	5
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	2	3	5
15	Number of complex issues pending further action	2	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Ohio – Pro Seniors, Inc., Cincinnati

In operation since: July 2002		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	43	31	57
2	Total number of volunteer training hours	185	88	273
3	Total number of volunteer work hours	235	390	625
4	Number of media outreach activities	185	27	212
5	Number of community outreach education events conducted	33	65	98
6	Estimated number of people reached by community outreach education events	3,893	3,466	7,359
7	Number of group education sessions for beneficiaries	20	37	57
8A	Number of beneficiaries who attended group education sessions	429	426	855
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	48	141	189
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	48	105	153
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	104	219	323
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1	9	10
10	Total number of simple inquiries received	46	30	76
11	Total number of simple inquiries resolved	44	30	74
12	Number of inquiries involving complex issues received	6	8	14
13A	Number of inquiries involving complex issues referred for further action	5	5	10
13B	Total dollar amount referred for further action	\$10,338	\$2,941	\$13,279
14	Number of complex issues resolved	5	5	10
15	Number of complex issues pending further action	18	20	20
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$2,211	\$2,211
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$2,924	\$2,924
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$71	\$0	\$71
17A–17D	Total savings attributable to the projects	\$71	2,924	2,995

Oklahoma – State of Oklahoma Insurance Department, Oklahoma City				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	22	51	62
2	Total number of volunteer training hours	10	98	108
3	Total number of volunteer work hours	646	1,803	2,449
4	Number of media outreach activities	278	1	279
5	Number of community outreach education events conducted	66	88	154
6	Estimated number of people reached by community outreach education events	13,222	19,659	32,881
7	Number of group education sessions for beneficiaries	146	109	255
8A	Number of beneficiaries who attended group education sessions	5,369	3,297	8,666
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	261	253	514
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	494	482	976
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	728	570	1,298
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2	1,286	1,288
10	Total number of simple inquiries received	43	188	231
11	Total number of simple inquiries resolved	43	188	231
12	Number of inquiries involving complex issues received	5	11	16
13A	Number of inquiries involving complex issues referred for further action	3	7	10
13B	Total dollar amount referred for further action	\$3,776	\$1,792	\$5,567
14	Number of complex issues resolved	5	12	17
15	Number of complex issues pending further action	2	2	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$362	\$0	\$362
17A–17D	Total savings attributable to the projects	\$362	\$0	\$362

Oregon – Department of Human Services, Seniors and People with Disabilities, Keizer				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	172	194	253
2	Total number of volunteer training hours	537	79	616
3	Total number of volunteer work hours	1,948	3,595	5,543
4	Number of media outreach activities	27	1,801	1,828
5	Number of community outreach education events conducted	100	165	265
6	Estimated number of people reached by community outreach education events	4,376	28,692	33,068
7	Number of group education sessions for beneficiaries	40	14	54
8A	Number of beneficiaries who attended group education sessions	667	199	866
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	103	89	192
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	108	89	197
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	128	79	207
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,361	2,344	3,705
10	Total number of simple inquiries received	631	797	1,428
11	Total number of simple inquiries resolved	631	797	1,428
12	Number of inquiries involving complex issues received	6	23	29
13A	Number of inquiries involving complex issues referred for further action	5	14	19
13B	Total dollar amount referred for further action	\$15,000	\$90,722	\$105,722
14	Number of complex issues resolved	7	17	24
15	Number of complex issues pending further action	4	10	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	23	23	29
2	Total number of volunteer training hours	17	33	50
3	Total number of volunteer work hours	209	211	420
4	Number of media outreach activities	5	0	5
5	Number of community outreach education events conducted	23	28	51
6	Estimated number of people reached by community outreach education events	1,912	2,777	4,689
7	Number of group education sessions for beneficiaries	21	24	45
8A	Number of beneficiaries who attended group education sessions	361	745	1,106
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	24	21	45
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	31	31	62
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	68	38	106
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	111	165	276
10	Total number of simple inquiries received	0	3	3
11	Total number of simple inquiries resolved	0	3	3
12	Number of inquiries involving complex issues received	10	3	13
13A	Number of inquiries involving complex issues referred for further action	4	2	5
13B	Total dollar amount referred for further action	\$0	\$107	\$107
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	15	21	21
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Puerto Rico – Office of the Ombudsman for the Elderly, Santurce				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	10	7	10
2	Total number of volunteer training hours	132	264	396
3	Total number of volunteer work hours	356	240	596
4	Number of media outreach activities	3	0	3
5	Number of community outreach education events conducted	77	0	77
6	Estimated number of people reached by community outreach education events	6,858	0	6,858
7	Number of group education sessions for beneficiaries	23	0	23
8A	Number of beneficiaries who attended group education sessions	555	0	555
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	44	0	44
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	61	0	61
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	104	0	104
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	0	1	1
11	Total number of simple inquiries resolved	0	1	1
12	Number of inquiries involving complex issues received	0	0	0
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	2	2	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Rhode Island – Department of Elderly Affairs, Cranston				
In operation since: July 2006		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	32	155	162
2	Total number of volunteer training hours	266	644	910
3	Total number of volunteer work hours	461	78	540
4	Number of media outreach activities	19	1	20
5	Number of community outreach education events conducted	75	20	95
6	Estimated number of people reached by community outreach education events	4,324	3,343	7,667
7	Number of group education sessions for beneficiaries	24	2	26
8A	Number of beneficiaries who attended group education sessions	452	34	486
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	49	1	50
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	69	4	73
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	96	3	99
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	23	0	23
10	Total number of simple inquiries received	759	1,223	1,982
11	Total number of simple inquiries resolved	753	1,222	1,975
12	Number of inquiries involving complex issues received	5	1	6
13A	Number of inquiries involving complex issues referred for further action	2	0	2
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	3	0	3
15	Number of complex issues pending further action	15	42	42
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

South Carolina – Lt. Governor’s Office on Aging, Columbia				
In operation since: July 2000		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	0	0	0
2	Total number of volunteer training hours	0	0	0
3	Total number of volunteer work hours	0	0	0
4	Number of media outreach activities	0	0	0
5	Number of community outreach education events conducted	13	12	25
6	Estimated number of people reached by community outreach education events	2,240	782	3,022
7	Number of group education sessions for beneficiaries	7	5	12
8A	Number of beneficiaries who attended group education sessions	170	126	296
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	6	2	8
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	4	0	4
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	15	20	35
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	182	360	542
11	Total number of simple inquiries resolved	182	360	542
12	Number of inquiries involving complex issues received	9	14	23
13A	Number of inquiries involving complex issues referred for further action	3	5	8
13B	Total dollar amount referred for further action	\$607	\$236	\$842
14	Number of complex issues resolved	11	30	41
15	Number of complex issues pending further action	19	22	22
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

South Dakota – East River Legal Services Corporation, Sioux Falls				
In operation since: July 2000		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	24	115	119
2	Total number of volunteer training hours	7	243	250
3	Total number of volunteer work hours	41	102	143
4	Number of media outreach activities	0	5	5
5	Number of community outreach education events conducted	4	0	4
6	Estimated number of people reached by community outreach education events	472	0	472
7	Number of group education sessions for beneficiaries	2	14	16
8A	Number of beneficiaries who attended group education sessions	100	317	417
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	59	55	114
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	24	75	99
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	33	77	110
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	32	143	175
10	Total number of simple inquiries received	49	46	95
11	Total number of simple inquiries resolved	49	46	95
12	Number of inquiries involving complex issues received	0	0	0
13A	Number of inquiries involving complex issues referred for further action	0	0	0
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	0	0	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Tennessee – Upper Cumberland Development District, Cookeville				
In operation since: July 2001		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	44	73	102
2	Total number of volunteer training hours	401	465	866
3	Total number of volunteer work hours	97	772	869
4	Number of media outreach activities	115	454	569
5	Number of community outreach education events conducted	122	159	281
6	Estimated number of people reached by community outreach education events	10,785	6,044	16,829
7	Number of group education sessions for beneficiaries	49	47	96
8A	Number of beneficiaries who attended group education sessions	1,056	1,165	2,221
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	32	3	35
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	56	16	72
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	93	23	116
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	95	8	103
10	Total number of simple inquiries received	209	121	330
11	Total number of simple inquiries resolved	208	120	328
12	Number of inquiries involving complex issues received	18	26	44
13A	Number of inquiries involving complex issues referred for further action	11	16	27
13B	Total dollar amount referred for further action	\$2,011	\$0	\$2,011
14	Number of complex issues resolved	16	22	38
15	Number of complex issues pending further action	34	52	52
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$2,338	\$2,338
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$2,011	\$2,011
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$2,011	\$2,011

Texas – Better Business Bureau Education Foundation, Houston				
In operation since: July 2002		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	2	8	9
2	Total number of volunteer training hours	0	34	34
3	Total number of volunteer work hours	4	17	21
4	Number of media outreach activities	11	4	15
5	Number of community outreach education events conducted	26	20	46
6	Estimated number of people reached by community outreach education events	3,979	4,104	8,083
7	Number of group education sessions for beneficiaries	113	69	182
8A	Number of beneficiaries who attended group education sessions	3,359	1,935	5,294
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	124	105	229
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	137	182	319
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	255	331	586
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1	1	2
10	Total number of simple inquiries received	101	87	188
11	Total number of simple inquiries resolved	101	87	188
12	Number of inquiries involving complex issues received	24	37	61
13A	Number of inquiries involving complex issues referred for further action	15	28	43
13B	Total dollar amount referred for further action	\$9,375	\$29,363	\$38,738
14	Number of complex issues resolved	6	29	35
15	Number of complex issues pending further action	57	72	72
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Texas – The National Hispanic Council on Aging, Washington, DC				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	147	147	189
2	Total number of volunteer training hours	505	4,835	5,340
3	Total number of volunteer work hours	5,044	21,812	26,856
4	Number of media outreach activities	23	18	41
5	Number of community outreach education events conducted	37	34	71
6	Estimated number of people reached by community outreach education events	1,628	6,875	8,503
7	Number of group education sessions for beneficiaries	87	122	209
8A	Number of beneficiaries who attended group education sessions	3,033	4,713	7,746
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	2,005	2,217	4,222
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	1,831	2,145	3,976
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	1,648	1,976	3,624
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,282	5,211	12,493
10	Total number of simple inquiries received	9,828	6,056	15,884
11	Total number of simple inquiries resolved	9,826	6,056	15,882
12	Number of inquiries involving complex issues received	106	60	166
13A	Number of inquiries involving complex issues referred for further action	11	12	22
13B	Total dollar amount referred for further action	\$208,539	\$223,836	\$432,375
14	Number of complex issues resolved	70	9	79
15	Number of complex issues pending further action	109	130	130
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$131,920	\$0	\$131,920
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Utah – Utah Division of Aging and Adult Services, Salt Lake City				
In operation since: June 2009		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	105	75	139
2	Total number of volunteer training hours	60	699	759
3	Total number of volunteer work hours	2,247	1,722	3,969
4	Number of media outreach activities	41	25	66
5	Number of community outreach education events conducted	22	35	57
6	Estimated number of people reached by community outreach education events	1,864	2,668	4,532
7	Number of group education sessions for beneficiaries	7	67	74
8A	Number of beneficiaries who attended group education sessions	365	2,245	2,610
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	43	10	53
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	42	12	54
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	11	22	33
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	370	1,332	1,702
10	Total number of simple inquiries received	162	1,944	2,106
11	Total number of simple inquiries resolved	162	1,944	2,106
12	Number of inquiries involving complex issues received	8	22	30
13A	Number of inquiries involving complex issues referred for further action	3	17	20
13B	Total dollar amount referred for further action	\$5,277	\$14,882	\$20,160
14	Number of complex issues resolved	0	61	61
15	Number of complex issues pending further action	1	3	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$4,905	\$4,905
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$870	\$870
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$870	\$870

*Utah Division of Aging and Adult Services replaced Utah Legal Services, Inc., as the Senior Medicare Patrol Project in June 2009.

Vermont – Community of Vermont Elders, Berlin				
In operation since: July 2003		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	22	37	40
2	Total number of volunteer training hours	156	215	371
3	Total number of volunteer work hours	310	551	861
4	Number of media outreach activities	26	56	82
5	Number of community outreach education events conducted	4	6	10
6	Estimated number of people reached by community outreach education events	183	139	322
7	Number of group education sessions for beneficiaries	18	13	31
8A	Number of beneficiaries who attended group education sessions	600	309	909
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	16	12	28
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	24	15	39
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	23	25	48
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	5	2	7
11	Total number of simple inquiries resolved	5	1	6
12	Number of inquiries involving complex issues received	4	3	7
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$36,863	\$0	\$36,863
14	Number of complex issues resolved	4	5	9
15	Number of complex issues pending further action	2	3	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Virginia – Virginia Association of Area Agencies on Aging, Richmond				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	22	94	95
2	Total number of volunteer training hours	19	1,385	1,404
3	Total number of volunteer work hours	340	204	544
4	Number of media outreach activities	6	7	13
5	Number of community outreach education events conducted	169	146	315
6	Estimated number of people reached by community outreach education events	17,050	8,516	25,566
7	Number of group education sessions for beneficiaries	43	86	129
8A	Number of beneficiaries who attended group education sessions	984	2,100	3,084
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	22	0	22
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	26	0	26
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	44	0	44
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	8	2	10
10	Total number of simple inquiries received	148	386	534
11	Total number of simple inquiries resolved	148	386	534
12	Number of inquiries involving complex issues received	8	8	16
13A	Number of inquiries involving complex issues referred for further action	8	6	13
13B	Total dollar amount referred for further action	\$2,247	\$13,160	\$15,407
14	Number of complex issues resolved	1	1	2
15	Number of complex issues pending further action	21	21	21
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Virgin Islands – Department of Human Services, Senior Citizens Affairs, St. Croix				
In operation since: July 2005		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	29	33	39
2	Total number of volunteer training hours	104	70	174
3	Total number of volunteer work hours	182	463	645
4	Number of media outreach activities	153	142	295
5	Number of community outreach education events conducted	12	18	30
6	Estimated number of people reached by community outreach education events	1,122	1,479	2,601
7	Number of group education sessions for beneficiaries	25	27	52
8A	Number of beneficiaries who attended group education sessions	185	259	444
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	79	104	183
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	83	75	158
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	83	133	216
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	77	67	144
10	Total number of simple inquiries received	5	5	10
11	Total number of simple inquiries resolved	5	5	10
12	Number of inquiries involving complex issues received	0	1	1
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	0	0
15	Number of complex issues pending further action	1	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Washington – Office of the Insurance Commissioner, Tumwater				
In operation since: July 1999		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	24	13	26
2	Total number of volunteer training hours	78	96	173
3	Total number of volunteer work hours	462	861	1,324
4	Number of media outreach activities	12	448	460
5	Number of community outreach education events conducted	66	64	130
6	Estimated number of people reached by community outreach education events	1,535	4,424	5,959
7	Number of group education sessions for beneficiaries	29	22	51
8A	Number of beneficiaries who attended group education sessions	797	659	1,456
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	3	14	17
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	4	22	26
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	4	27	31
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	169	282	451
10	Total number of simple inquiries received	207	84	291
11	Total number of simple inquiries resolved	207	84	291
12	Number of inquiries involving complex issues received	57	139	196
13A	Number of inquiries involving complex issues referred for further action	52	59	110
13B	Total dollar amount referred for further action	\$24,342	\$1,147	\$25,489
14	Number of complex issues resolved	47	115	162
15	Number of complex issues pending further action	41	63	63
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

West Virginia – AARP Foundation, Charleston				
In operation since: July 2003		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	63	70	76
2	Total number of volunteer training hours	229	188	417
3	Total number of volunteer work hours	591	1,153	1,744
4	Number of media outreach activities	634	325	959
5	Number of community outreach education events conducted	23	27	50
6	Estimated number of people reached by community outreach education events	13,335	11,685	25,020
7	Number of group education sessions for beneficiaries	25	26	51
8A	Number of beneficiaries who attended group education sessions	1,770	2,745	4,515
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	88	105	193
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	162	122	284
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	185	214	399
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	395	558	953
10	Total number of simple inquiries received	566	685	1,251
11	Total number of simple inquiries resolved	566	685	1,251
12	Number of inquiries involving complex issues received	26	26	52
13A	Number of inquiries involving complex issues referred for further action	13	12	25
13B	Total dollar amount referred for further action	\$23,289	\$23,305	\$46,594
14	Number of complex issues resolved	0	9	9
15	Number of complex issues pending further action	66	121	121
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Wisconsin – Coalition of Wisconsin Aging Groups, Madison				
In operation since: July 1997		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	41	36	52
2	Total number of volunteer training hours	8	18	26
3	Total number of volunteer work hours	376	376	752
4	Number of media outreach activities	4,092	52	4,144
5	Number of community outreach education events conducted	32	35	67
6	Estimated number of people reached by community outreach education events	2,638	4,932	7,570
7	Number of group education sessions for beneficiaries	49	22	71
8A	Number of beneficiaries who attended group education sessions	1,196	574	1,770
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	135	96	231
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	143	114	257
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	221	199	420
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	0	0
10	Total number of simple inquiries received	353	263	616
11	Total number of simple inquiries resolved	339	252	591
12	Number of inquiries involving complex issues received	13	22	35
13A	Number of inquiries involving complex issues referred for further action	5	2	7
13B	Total dollar amount referred for further action	\$1,887	\$11,531	\$13,419
14	Number of complex issues resolved	18	17	35
15	Number of complex issues pending further action	4	10	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$5,478	\$5,478
17A	Actual Medicare funds recovered attributable to the projects	\$37	\$0	\$37
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$37	\$0	\$37

Wyoming – Senior Citizens, Inc., Riverton				
In operation since: July 2000		Jan–June	July–Dec	Total for 2009
PERFORMANCE MEASURES				
1	Total number of active volunteers	19	41	57
2	Total number of volunteer training hours	1,499	311	1,810
3	Total number of volunteer work hours	24	41	65
4	Number of media outreach activities	0	1,351	1,351
5	Number of community outreach education events conducted	3	15	18
6	Estimated number of people reached by community outreach education events	20	1,426	1,446
7	Number of group education sessions for beneficiaries	1	5	6
8A	Number of beneficiaries who attended group education sessions	15	102	117
8B	Increase in the number of beneficiaries who understand how reading their Medicare Summary Notice can help identify billing fraud or errors	0	20	20
8C	Increase in the number of beneficiaries who understand why it is important to seek assistance with billing questions	0	30	30
8D	Increase in the number of beneficiaries who know why it is important to protect their Medicare and Social Security numbers	0	42	42
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0	220	220
10	Total number of simple inquiries received	6	25	31
11	Total number of simple inquiries resolved	6	24	30
12	Number of inquiries involving complex issues received	0	2	2
13A	Number of inquiries involving complex issues referred for further action	0	1	1
13B	Total dollar amount referred for further action	\$0	\$0	\$0
14	Number of complex issues resolved	0	1	1
15	Number of complex issues pending further action	1	1	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0	\$0	\$0
17A	Actual Medicare funds recovered attributable to the projects	\$0	\$0	\$0
17B	Actual Medicaid funds recovered attributable to the projects	\$0	\$0	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0	\$0	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0	\$0	\$0
17A–17D	Total savings attributable to the projects	\$0	\$0	\$0

Performance Measures Definitions

The following list includes the definitions of the performance measures for 2009.

Definitions

ACTIVE VOLUNTEER	Individuals who donate their time to assist with implementing the Senior Medicare Patrol Projects (SMP) program. Volunteers are trained to perform SMP work, which is conducted during their own personal time. They do not get paid by anyone during the time they perform this work.
TRAINING SESSIONS	Formal gatherings (e.g., in person, teleconference, or Web conference) sponsored for the purpose of teaching or updating SMP staff and/or volunteers who in turn, will educate individuals to identify and report health care fraud, waste, and abuse. Training sessions do not include informal training mechanisms, such as email updates or newsletters.
MEDIA OUTREACH ACTIVITY	Any individual airing or publishing of media (e.g., print, radio, television, or electronic) to educate about Medicare/Medicaid fraud and the services of the SMP program. ¹
COMMUNITY OUTREACH/ EDUCATION EVENT	Any education activity conducted by SMP staff or volunteer that is not a group education session, one-on-one session, or media outreach activity.
GROUP EDUCATION SESSIONS	Formal gatherings led by SMP staff or volunteers to educate beneficiaries, family members, caregivers, and others on detecting fraud, waste, and abuse in the health care system and services offered by the SMP program.
ONE-ON-ONE COUNSELING SESSION	A meeting between SMP staff or volunteer and an individual beneficiary and/or his or her family for the purpose of discussing or gathering information about potential health care fraud, waste, or abuse. One-on-one counseling sessions may include beneficiary counseling, information gathering, or information sharing.
SIMPLE INQUIRY	A brief contact initiated by a consumer and/or beneficiary that is resolved with minimal time and research or review. Simple inquiries typically do

¹ In 2008, the Administration on Aging clarified that the Senior Medicare Patrol projects should count each time an event was aired or an article published.

not require individual demographic or private personal information, such as a Medicare number or information about a medical condition.

COMPLEX ISSUES

An inquiry that generally requires the SMP staff or volunteer to obtain beneficiary personal identifying information and detailed information related to the issue, complaint, or allegation in order to conduct further investigation or referral.

COMPLEX ISSUES REFERRED FOR FURTHER ACTION

A complex issue referred to a Medicare contractor, an investigative agency, or other appropriate organization.

COMPLEX ISSUES RESOLVED

A complex issue successfully closed by an SMP, a Medicare contractor, an investigative agency, or another appropriate organization.

COMPLEX ISSUES PENDING FURTHER ACTION

All complex issues—irrespective of when they were received—that are still being investigated by either the SMP or an entity to which the case was referred.

COST AVOIDANCE

Health care expenditures for which the Medicare program, the Medicaid program, a beneficiary, or other entity (e.g., secondary health insurer, pharmacy) was relieved of responsibility for payment as a result of the project.

MEDICARE FUNDS RECOVERED

Money saved or recouped to the Medicare Trust Fund as a result of the project. This applies to money recouped through a Medicare contractor, a law enforcement agency, or directly to Medicare at the provider level.

MEDICAID FUNDS RECOVERED

Money saved or recouped to Medicaid as a result of the project. This applies to money recouped through a Medicaid Fraud Control Unit, a law enforcement agency, or directly to Medicaid at the provider level.

SAVINGS TO THE BENEFICIARY

Money saved or recouped to an individual as a result of the projects (e.g., copayments, deductibles, or any other out-of-pocket expenses).

OTHER SAVINGS

Money saved or recouped to an entity other than the Medicare program, the Medicaid program, or beneficiaries (e.g., secondary health insurance), as a result of the project.