

2019 SMP/SHIP NATIONAL CONFERENCE

Future of SMP

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July 22–25, 2019 • San Diego, CA

PARTNERSHIP WITH OIG

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ACL Fraud Alerts

- Official process to alert the OIG of concerning case trends or other widespread issues
- Provides an overview of the issue
- Excludes individual case details
 - OIG can ask for more details if needed
- **Not for public dissemination**
- Inaugural Fraud Alert – Genetic Testing
 - Sent June 13th

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SMP Consumer Alerts

- Created in conjunction with the Fraud Alerts for the OIG
- Intended for public release
- Allows us to get the word out on scams/issues more broadly with a consistent message
- 1st Consumer Alert was released in June 28th on Genetic Testing

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Possible Updates to OIG Report

- Goal: Broaden the Report to enhance the narrative
 - No plan to remove anything from the report; discussions have only been on adding
- Possible additions we're considering:
 - Tracking Fraud Alerts to OIG,
 - Tracking the Consumer Alert dissemination, and
 - Including Beneficiary Survey data

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Opioid Fraud and Abuse

- Fighting the national opioid epidemic is one of the Administrations top priorities
- Please start reporting Opioid related cases to ACL via SIRS
- Examples of cases that should be reported:
 - Medicare beneficiary is being over-prescribed pain medication,
 - Pharmacies may be involved in drug diversion involving opioids, or
 - Situations Medicare has been billed for prescriptions that that the beneficiary did not receive, or were not prescribed to the beneficiary.

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New Casework Process

- More to come during the “Life of a Case” at 10:35 am.

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Updates and Enhancements

SIRS

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SIRS Updates Coming Soon

- 90 Day Password Change Requirement – *Now in Effect*
- Individual Interaction Form Updates
 - New Topics Discussed
 - Genetic/DNA Testing & Opioid Fraud and Abuse - *Available Now*
 - All “Other” Boxes will Require Text Explanation
 - Claim Information will be Removed
 - New section “Referred beneficiary to...” will be Added
 - Beneficiary Race and Gender will be Added

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SIRS Updates Coming Soon

- SIRS Team Member Form Updates
 - Aligning Race & Gender Data Collection with STARS
 - Adding Date of Birth
 - Send Credentials will be relabeled “Resend” after initial sending
- Group Outreach & Media Outreach Forms Updates
 - Topics Discussed Updates
 - ACL/SMP Consumer Alert
- New Reports launching soon!
 - Interaction Summary Report
 - Team Member “all-in-one” Report

Next Workgroup Meeting: August 6th at 3pm ET

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BENEFICIARY SURVEY UPDATE

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General Results

- Over 5000 total responses.
 - More in Year 2 (2700) than Year 1 (2300).
 - Over 80% of States/Territories generated over 100 responses, despite a request of 75 responses per State/Territory.
- Results were extremely positive, particularly for question 3 (“Useful information”), 4 (“Overall satisfaction”) and 6 (“Recommendation”).
- Little change from Year 1 to Year 2.
 - Very positive in both Years.

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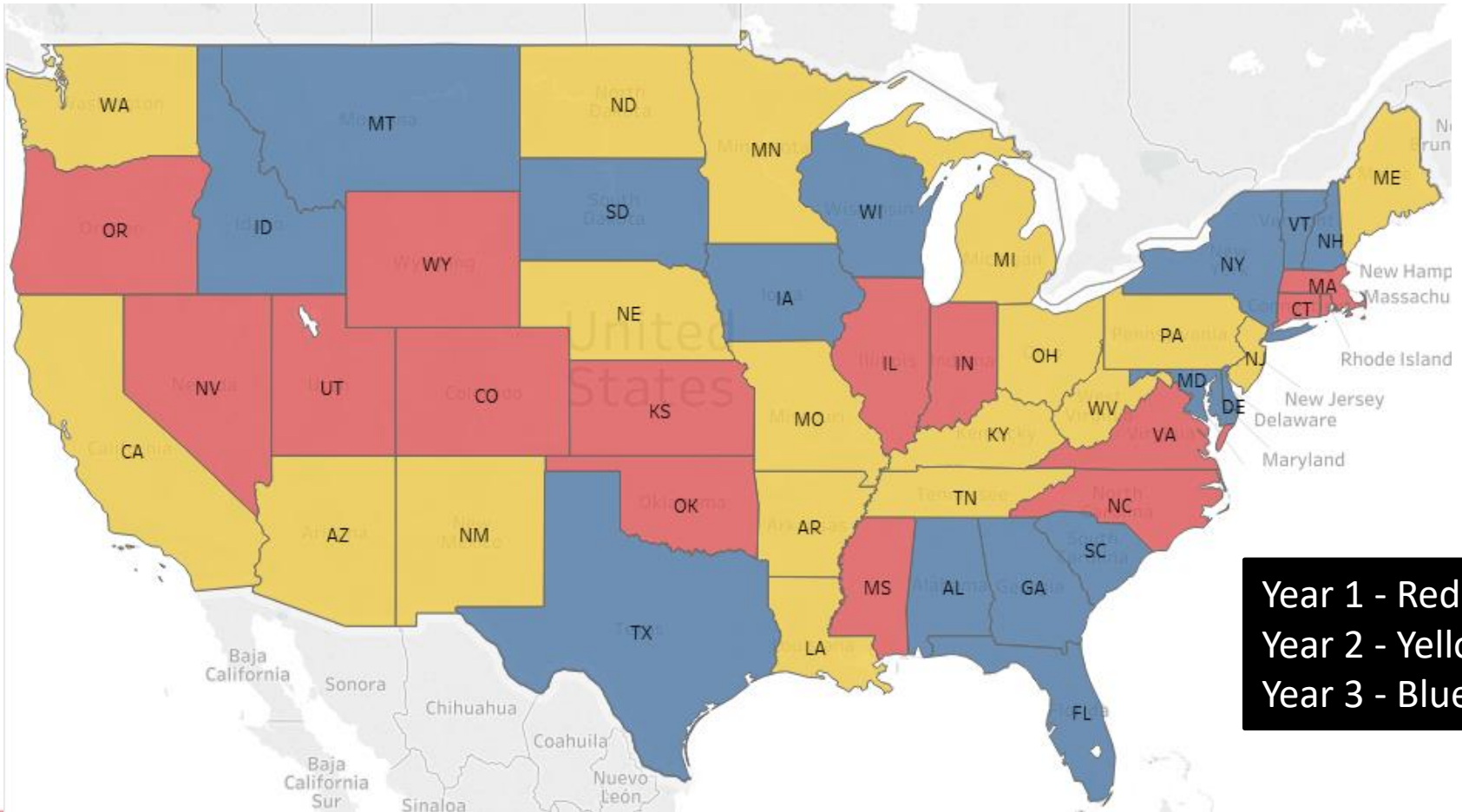
SMP Detailed Results

Question	Text	Average Score	Percent who “Agreed” or “Strongly Agreed”
Q2	It was easy to find the details of the presentation, such as date, time, location, and topic.	4.50	92%
Q3	This presentation provided me with useful information.	4.62	97%
Q4	Overall, I am satisfied with the presentation today.	4.62	97%
Q5	I would contact the presenter for help or information.	4.50	92%
Q6	I would recommend this presentation to others.	4.63	96%

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Survey Breakout



Year 1 - Red
Year 2 - Yellow
Year 3 - Blue

Not Shown: AK (Year 1), HI (Year 3), PR (Year 3), and VI (Year 3)

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Year 3 States

- Alabama
- Delaware
- Florida
- Georgia
- Hawaii
- Idaho
- Iowa
- Maryland
- Montana
- New Hampshire
- New York
- Puerto Rico
- South Carolina
- South Dakota
- Texas
- U.S Virgin Islands
- Vermont
- Wisconsin

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SMP NATIONAL RESOURCE CENTER: YEAR TO COME

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Center Activities

- Mentor Call updates
- National SMP video campaign
- Personal Health Care Journal revamp

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Center Activities

- Additional SMP Videos for project use
- SMP Foundation Manual and training resources updated
- Redoing SMP Complex Interactions Manual and training resources

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QUESTIONS?

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