Future of SMP

Rebecca Kinney, ACL
Marissa Whitehouse, ACL

2019 SMP/SHIP
NATIONAL CONFERENCE

July 22–25, 2019 • San Diego, CA
PARTNERSHIP WITH OIG
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
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
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
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 the beneficiary did not receive, or were not prescribed to the beneficiary.
New Casework Process

• More to come during the “Life of a Case” at 10:35 am.
Updates and Enhancements

SIRS
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
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
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.
# SMP Detailed Results

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

Not Shown: AK (Year 1), HI (Year 3), PR (Year 3), and VI (Year 3)
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
SMP NATIONAL RESOURCE CENTER: YEAR TO COME
Center Activities

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

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