Purpose-Why a Manual?

- We write grant applications
- We write grant reports
- We recruit and train volunteers
- We contract with partners
- We provide direct services
- We help beneficiaries with billing issues
- We enter data
- We have many responsibilities!
What does it include

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What SMPs Do

SMP Mission

Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education. SMPs are grant-funded projects of the federal U.S. Department of Health and Human Services (HHS), U.S. Administration for Community Living (ACL). Their work is in three main areas.

The MT SMP Program Manager and the contracted partners throughout the state are all responsible for the following three activities:

1. Conduct Outreach and Education. SMPs give presentations to groups, exhibit at events, and work one-on-one with Medicare beneficiaries. Since 1997 more than 30 million people have been reached during community education events, more than 6.5 million beneficiaries have been educated and served, and more than 46,000 volunteers have been active.

2. Engage Volunteers. Protecting older persons’ health, finances, and medical identity while saving precious Medicare dollars is a cause that attracts civic-minded Americans. The SMP program engages over 5,200 volunteers nationally who collectively contribute more than 155,000 hours each year.

3. Receive Beneficiary Complaints. When Medicare beneficiaries, caregivers, and family members bring their complaints to the SMP, the SMP makes a determination about whether or not fraud, errors, or abuse is suspected. When fraud or abuse is suspected, they make referrals to the appropriate state and federal agencies for further investigation.
Thank you!

Questions?

rlabrie@missoulaagingservices.org
Go Green! Go LiveBinders!
Maximize Your Time and Money

Sue Pleggenkuhle
Coordinator of Volunteers & Training
Iowa SMP
POSITIVES

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2017 SMP/SHIP National Conference
Welcome To LiveBinders.com

You have been invited to view a private LiveBinder named: "COORDINATOR-Iowa SMP". Please enter the access key that was given to you with this link. If you do not have an access key, please contact the author of this binder.

Access Key: 

Password:
Currently Iowa has 4 Binders
Folders: Application and Resources

- Application Packet
- Sample Educational materials
- Overview of SMP program
- Link to web site
- Link to Facebook page
Agency on Aging

Our Services
Resources
News
Events
About NEI3A
Join Us
Contact Us
Support NEI3A


Senior Medicare Patrol

Contact SMP at
1-800-423-2449 or email IowaSMP@nei3a.org

2017 SMP/SHIP National Conference
Click on the link below to see the Iowa Senior Medicare Patrol - SMP Facebook page.

https://www.facebook.com/Iowa-Senior-Medicare-Patrol-SMP-1195305187162603/?ref=bookmarks

Please click on the thumbnail or link above to view the webpage. The owner of this website has a policy that this site can only be viewed in its own window.
Binder Name, Author, Tags, etc.

Binder ID: 2156169

Binder Name:
COORDINATOR–Iowa SMP

Description:
Links and training information for Iowa Senior Medicare Patrol Team Members

Tags:
Coordinanator

Binder Author Name:

Category: Education
Binder Access Settings

Access: Private - Copyable

Key: Private - Copyable

Public - Copy Disabled
Public - Copyable
TEAM-Iowa SMP

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  - Contact information
  - Where are we in Iowa?
  - Training resources and Links
- FIRST-New Volunteers
  - Steps
  - Training time tracker
  - Iowa SMP Volunteer Pamphlet
- Step ONE-Foundations Training

Links and training information for Iowa Senior Medicare Patrol Team Members

Details

Views: 221
2017 SMP/SHIP National Conference
JULY 10–13, 2017 AUSTIN, TX

Questions?
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2017 SMP/SHIP National Conference
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CA-SMP Volunteer Recognition

Sandy Morales- California Senior Medicare Patrol
Recognizing volunteers is one important way to retain SMP volunteers. In this session, our SMP will highlight a fun and very personalized way in which you can sprinkle volunteerism as a theme at conferences and other volunteer recognition events. We’ll discuss the benefits of moving away from the traditional “thank you” card to something more special and meaningful. From personalized notes, to a thoughtful give-away, to a poem written by our very own CA-SMP volunteer coordinator, we’ll share how you can transform your volunteer into a slice of delicious SMP Pie!
Welcome to our SMP Conference
National Volunteer Week

• April in National Volunteer Month
• Volunteer Appreciation Week
  (begins on Sunday, April 23rd and ends on Saturday, April 29th)
Special Recognition

SMP staff shared our 2016 OIG Report showing them the number of volunteers, number of outreach events completed, the number of people reached, etc.

After reviewing the OIG report, we asked our volunteers to pull the Pie Poem from their folders and read the poem aloud. When we finished, we presented them with an awesome thermal lunch bag, a Starbucks gift card and best of all, gave them a personalized SMP Liaison Slice Recognition note.
You make the SMP Program whole, just like a slice of a delicious pie.
Want to know why?

You are the slice of the CA-SMP pie,
That educates Medicare beneficiaries, their family members and caregivers on how to spy,
Suspicious charges that have might have been billed by a bad girl or guy
As well as incorrect charges that would have been missed if not reviewed for accuracy with at least one eye.

You are the slice of the CA-SMP pie,
That empowers Medicare beneficiaries, their family members and caregivers on how to apply,
The SMP message of protect your information against bad insurance agents who are out to set a lie,
Because they think our seniors don’t know anything about the CMS rules in which they must comply.

You are the slice of the CA-SMP pie,
That advises Medicare beneficiaries, their family members and caregivers on tips to live by,
To avoid falling victims to fraudsters that might have shown up to their home with a smile and a tie,
And to Medicare callers offering Medicare covered-braces pressuring them to just give it a try.

You are the slice of the CA-SMP pie,
That reminds folks that Medicare fraud as it is not a victimless crime and should be held high,
Because it’s a serious problem, and that’s why we don’t just standby.
What you do truly matters to Medicare, SMP, OIG, and the FBI.

You are the slice of the CA-SMP pie,
That educates the public about the estimated 60-90 billion dollars lost every year, oh my, my, my,
Serious problem, indeed and this is why,
Fighting Medicare fraud as a whole is the only way we can win and save the Medicare Program from going bye-bye.

Created by: Sandy Morales
Give-away item
$10 Starbucks cards
THANK YOU!
Please like us on
and subscribe to our e-newsletter
www.cahealthadvocates.org

Any Questions?

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