



2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

**Program and Volunteer
Management: CA, IA, and MT**



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MT SMP Program Operating Manual

Renee Labrie-Shanks
MT SMP Program Manager

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.

MT SMP Operations Manual

Thank you!

Questions?

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Go Green! Go LiveBinders!

Maximize Your Time and Money

Sue Pleggenkuhle

Coordinator of Volunteers & Training

Iowa SMP





2017 SMP/SHIP National Conference

Initial Welcome



Orientation Webinar



SIRS log in



Web Site



Reference Materials



Facebook Link



Initial Welcome
EMAIL

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Webinar

Orientation Webinar
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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.

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Zoom-100%+⌵

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Cast...

Find...Ctrl+F

More tools▶

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Help▶



Currently Iowa has 4 Binders



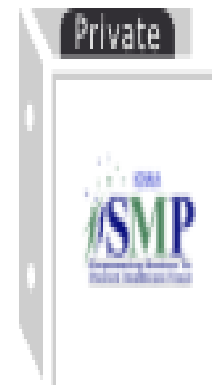
COORDINATOR-Iowa
SMP



TEAM-Iowa SMP



Iowa Senior Medication
Patrol (SMP) RESOURCES



Iowa SMP Application

Application Packet

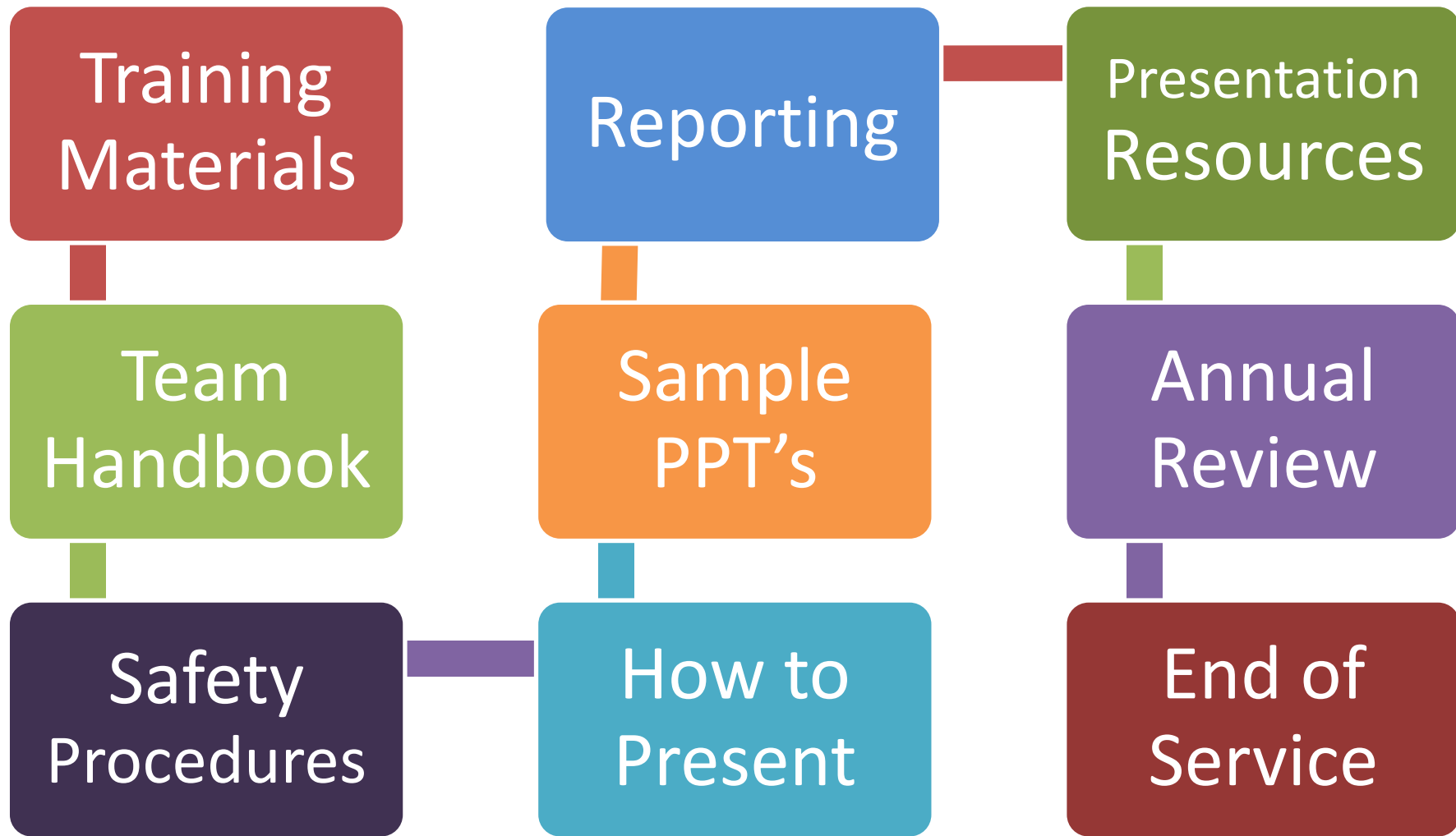
Sample Educational materials

Overview of SMP program

Link to web site

Link to Facebook page

Folders: Application and Resources



Folder: Team Members

Web Site

Bookmark

Hyperlinks

Content
Controls





<http://www.nei3a.org/our-services/senior-medical-patrol.aspx>

Agency on Aging

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Resources

News

Events

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Senior Medicare Patrol



Contact SMP at

1-800-423-2449 or email iowaSMP@nei3a.org

OUR SERVICES

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Resource Center

Search for Services

Adult Day Services

Advocacy

Caregiver

Case Management

Consumer Protection

Dementia Services

Elder Abuse Victim



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Iowa_SMP_Fact_Sh....pdf



Appendix_6_Traini....pdf



volunteer_map_Ja....pdf





Iowa SMP Application

By: [iowasmp](#)

Iowa SMP Overview

Application Packet

Why join the Iowa SMP Team?

Iowa SMP Facebook Page

www.iowasmp.org

Where are we in Iowa?

Training resources and Links

Iowa SMP Fact Sheet

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>



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

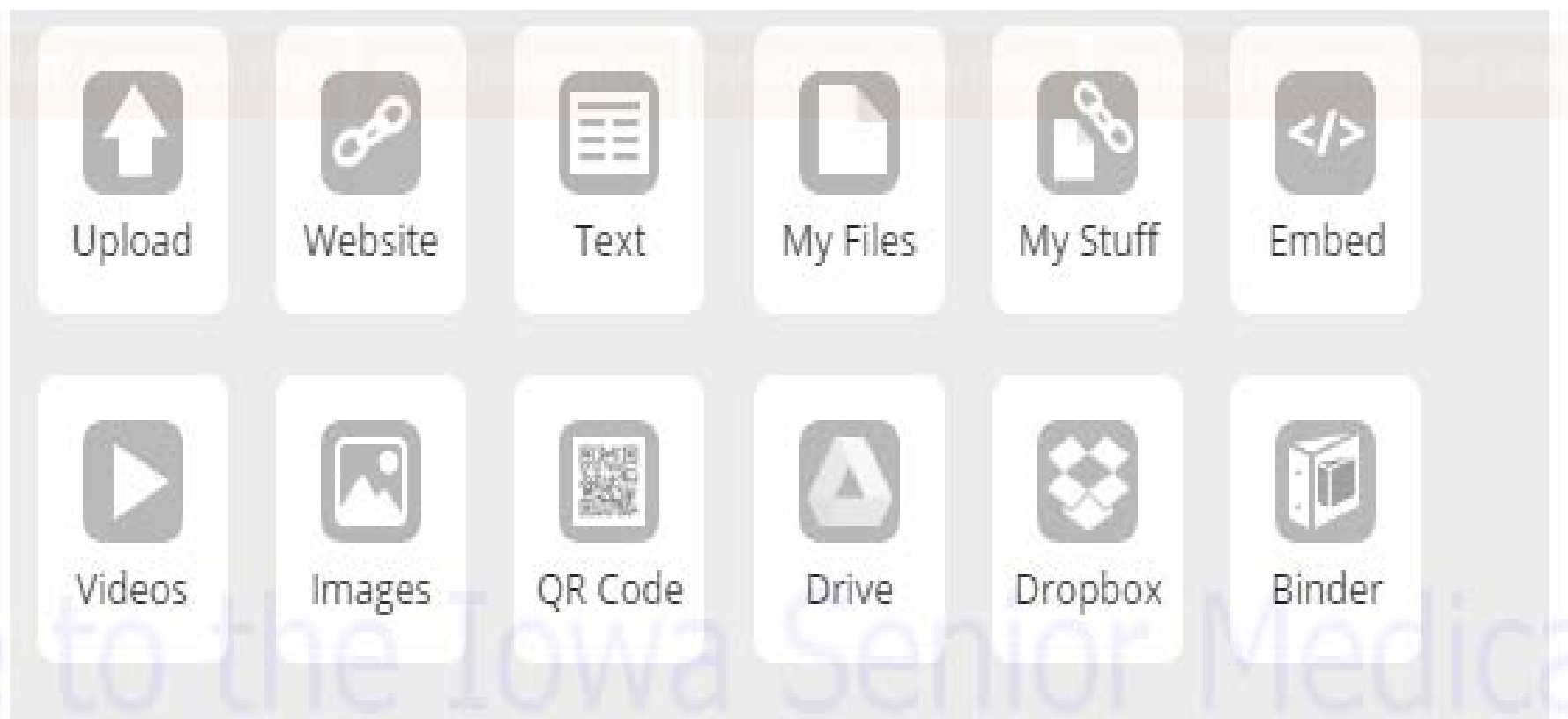
Please click on the thumbnail or link above to view the webpage.

The owner of this website has a policy that this site can only be viewed in its own window.

volunteer_map_Ja....pdf ^ Iowa_SMP_Fact_Sh....pdf ^ Appendix_6_Traini....pdf ^ volunteer_map_Ja....pdf ^



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Binder Settings

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Cover

Binder Name, Author, Tags, etc.

Binder ID: 2156169

Binder Name:

COORDINATOR-Iowa SMP

Description:

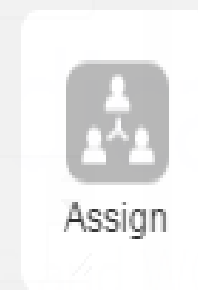
Links and training information for Iowa Senior Medicare Patrol Team Members

Tags:

Coordinanator

Binder Author Name:

Category: Education



Binder Access Settings

Access:

Private - Copyable ▼

Key:

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TEAM-Iowa SMP

By: [Iowa SMP](#)[Table of Contents](#)[Iowa SMP Overview](#)[FIRST-New Volunteers](#)[Step ONE-Foundations Training](#)[Step TWO-Orientation](#)[Training Complete: Getting Started](#)[REPORTING](#)

TEAM-Iowa SMP

Links and training information
for Iowa Senior Medicare Patrol
Team Members

[Details](#)[Iowa SMP](#)

Views: 221

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- [Iowa SMP Overview](#)
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- [FIRST-New Volunteers](#)
 - [Steps](#)
 - [Training time tracker](#)
 - [Iowa SMP Volunteer Pamphlet](#)
- [Step ONE-Foundations Training](#)

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Control Binder Info View ⓘ
Rounded Tabs
Premium Support ⓘ

Manage Accounts Option ⓘ
Group Access Option ⓘ
Shared Storage Option ⓘ

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Questions?

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CA-SMP Volunteer Recognition

Sandy Morales- California Senior Medicare Patrol

Session Description

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.

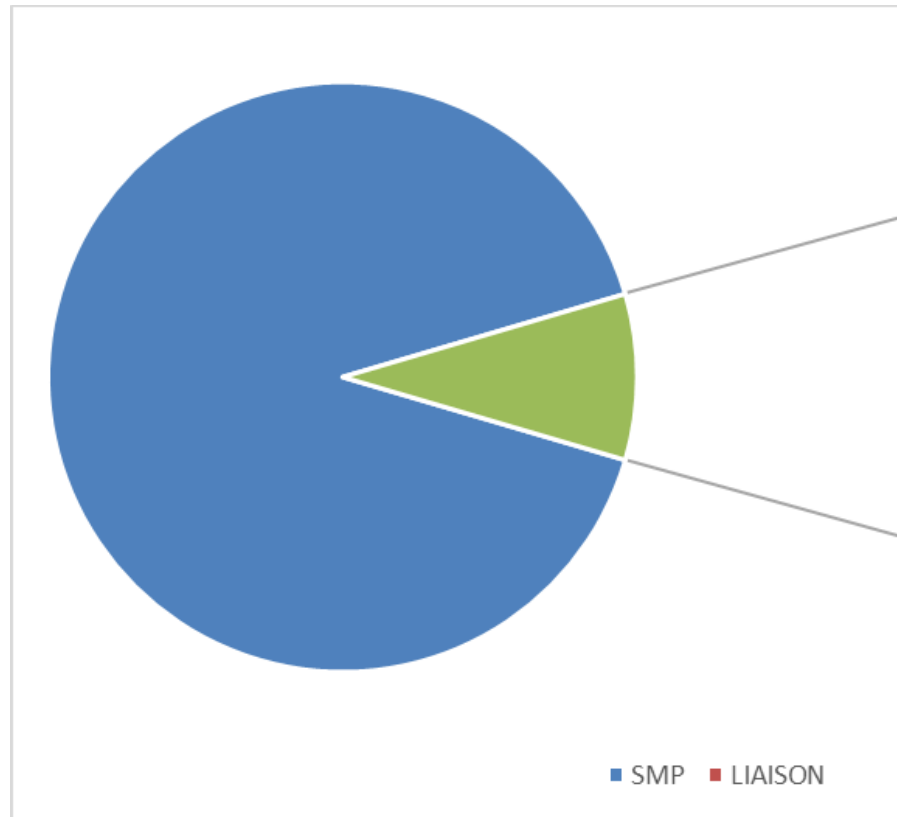
You are the slice of the CA-SMP pie,
That empowers Medicare beneficiaries, their family members and caregivers on how to apply,
The SMP message of protect your information against bad insurance agents who are out to set a lie,
Because they think our seniors don't know anything about the CMS rules in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



LIAISON
RECOGNITION
COMMENT
HERE:



Give-away item



2017 SMP/SHIP National Conference

\$10 Starbucks cards



THANK YOU!

Please like us on 
and subscribe to our e-newsletter
www.cahealthadvocates.org

Any Questions?

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