



2017 SMP/SHIP National Conference

JULY 10–13, 2017 AUSTIN, TX

How to Submit a Successful SMP Referral

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Agenda

- The Process
- Overview of Referrals
- Developing the Case
- Case Submission
- Case Samples



The Process of SMP Complex Issues

- All SMP cases involving Medicare fraud are sent to SMP@acl.hhs.gov via SIRS
- ACL triages, tracks and forwards cases to the appropriate federal agencies (OIG or FTC) or ACL will email you with a recommendation.
- Status of OIG cases

Overview of Referrals

- ❑ What makes a good referral?
 - ❑ Who?
 - ❑ What?
 - ❑ When?
 - ❑ Where?
 - ❑ Why?
 - ❑ How?
 - ❑ Documents



SMP Complex Issues: The Case

- Developing the Case:
 - Provide as much information about the beneficiary and the subject.
 - Collect documentation to substantiate the issues.
- Your case notes need to make sense to someone outside the agency.
 - Must be clear and to the point
 - Avoid using acronyms
 - Be concise

Entering Cases in SIRS

Fields in SIRS

Required Fields*

Non-Required fields

Notes vs Case Notes

The screenshot shows the SIRS 'Interaction' form. The navigation bar includes 'HOME', 'TRACKING INBOX', 'SEARCH', 'REPORTING', and 'ADMINISTRATION'. The 'TRACKING INBOX' tab is active, and the 'Interaction' sub-tab is selected. A red circle with the number '1' highlights the 'Interaction' sub-tab, and a red circle with the number '2' highlights the 'Individual Interaction' sub-tab. The form contains several fields: 'Type of Interaction*', 'Session Conducted By*', 'Date of Interaction*', 'End Date (If Applicable)', 'Zip Code*', 'State*', 'County', 'Title of Interaction', 'Time Spent in Hours', 'Time Spent in Minutes', and 'Calculated Time Spent (Minutes)*'. The 'Notes' field is circled in red. A 'Continue' button is at the bottom. A 'Caution' message is displayed at the top of the form area. On the right, there is an 'Assignment: ACL Staff' section with 'Printer Friendly Format' and 'Print Full Data PDF' buttons.

Entering Cases in SIRS cont'd

Navigation bar: HOME, TRACKING INBOX, SEARCH, REPORTING, ADMINISTRATION

2 3 4

Individual Interaction | Beneficiary | Subject

Add More Information? Yes No

Additional Information

Is the Complainant different from the Beneficiary? Yes No

Add Documents

Add Documents

Add Documents

Add Documents

Add Documents

Case Notes

Refer to OIG Hotline via ACL Yes No

Date Submitted to ACL 06/14/2017 12:02 PM

SMP Representative Name

SMP Representative Phone Number (xxx-xxx-xxxx)

SMP Representative Fax Number (xxx-xxx-xxxx)

SMP Representative Email Address

SMP Representative Mailing Address

Status of Interaction Open- Awaiting Response to

Date of Last Status Update 06/14/2017

Save Spell Check

Entering Cases in SIRS cont'd

- ❑ Once the complex interaction is saved, the message below will appear at the top of your screen.

🗨️ **OIG has been notified**

- An email notification has been sent to the ACL SMP Mailbox for possible referral to the OIG. The notification switch has been turned off, please re-enable it if necessary to send another notification.

Sample Case One

- Minnie Mouse lives in California, as do all of her children and grandchildren. She does not travel outside of California and has gone to the same doctor for 50 years. Minnie tried to resolve this issue on her but to no avail. Minnie reaches out to SMP for assistance.
 - True/False: According to the information provided, this appears to be a legitimate claim.

July 5, 2016

Clark Kent (555) 555-1234

32 Main Street, Brevard, NC 28712-4187

Referred by Lane, Lois

Service Provided & Billing Code	Service Approved?	Amount Provider Charged	Medicare-Approved Amount	Amount Medicare Paid	Maximum You May Be Billed	See Notes Below
Initial hospital inpatient care, typically 30 minutes per day (99221-AF)	Yes	\$350.00	\$103.79	\$81.37	\$20.76	A,B
Total for Claim #02-10195-592-677		\$350.00	\$103.79	\$81.37	\$20.76	C,D



Sample Case Two

- Snow White received a call from someone stating that her doctor prescribed a back brace and needed her Medicare number, date of birth, home address, etc. Snow White provided the information. Later, she realized that she doesn't recall having a discussion with her doctor regarding a back brace. She's concerned that she may have been scammed and calls SMP.
 - What information do you need to collect?



Sample Case Three

- Cinderella went to see a specialist and was told that she had to pay for the visit upfront and Medicare will reimburse her. Later, she received a statement and her MSN. The statement shows that she owes the coinsurance and does not reflect the payment she made in full. The MSN shows that the provider submitted a claim for the visit and it also shows that she owes the 20% coinsurance. Additionally, the provider does accept Medicare.
 - What information do you need to collect?