## **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 <a href="mailto:SMP@acl.hhs.gov">SMP@acl.hhs.gov</a> 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

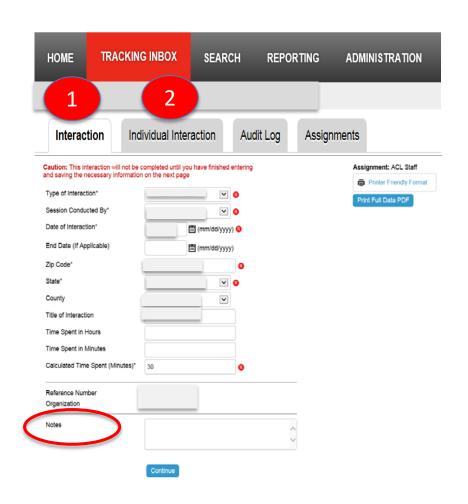
☐ Developing the Case: ☐ Provide as much information about the beneficiary and the subject. □Collect documentation to substantiate the issues. ☐Your case notes need to make sense to someone outside the agency. ☐ Must be clear and to the point □ Avoid using acronyms  $\square$ Be concise





### **Entering Cases in SIRS**

- ☐ Fields in SIRS
  - ☐ Required Fields\*
  - ☐ Non-Required fields
  - Notes vs Case Notes







## Entering Cases in SIRS cont'd



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	Beneficiary received a call in the afternoon of 6/8/17 from a woman with a heavy accent who said she was from Modicare. Callor stated that she know he had recently had back and knee surgery and offered him a								
Refer to OIG Hotline via ACL	O Yes ® No								
Date Submitted to ACL	06/14/2017 12:02 PM								
SMP Representative Name									
SMP Representative Phone Number (xxx-xxxx)									
SMP Representative Fax Number (xxx- xxx-xxxx)									
SMP Representative Email Address									
SMP Representative Malling Address									
SMP Representative Mailing Address  Status of Interaction	Open- Awaiting Response to 🔽								





### 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 #02-10195-592-6	77	\$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?

