ACL Updates

August 20, 2018
Agenda

- New SMP Grantees
- SMP Customer Satisfaction Survey
- SMP Outreach Materials
- SIRS Updates
- SMP Listserv Guidance
# New SMP Grantees!

<table>
<thead>
<tr>
<th>Location</th>
<th>New Grantee Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delaware</td>
<td>State of Delaware DHSS/Division of Social Services</td>
</tr>
<tr>
<td>Florida</td>
<td>Florida Department of Elder Affairs</td>
</tr>
<tr>
<td>Georgia</td>
<td>eQHealth Solutions, Inc.</td>
</tr>
<tr>
<td>Iowa</td>
<td>Iowa Insurance Division</td>
</tr>
<tr>
<td>New York</td>
<td>New York Statewide Senior Action Council</td>
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<tr>
<td>Puerto Rico</td>
<td>Hispanic-American Institute, Inc.</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Great Wisconsin Agency on Aging Resources</td>
</tr>
<tr>
<td>USVI</td>
<td>Legal Services of the Virgin Islands, Inc.</td>
</tr>
</tbody>
</table>
SMP Customer Satisfaction Survey

Medicare Fraud Event Survey

The following questions ask about the presentation you recently attended. Please answer all of the questions and leave the comment card with the presenter when you finish. Thank you!

1. How did you learn about today’s presentation? (mark all that apply)
   A. Event location announcement (e.g., senior center, library)
   B. Mailing
   C. Friend or relative
   D. Another agency
   E. Website
   F. Previous presentation
   G. TV, radio, or newspaper
   H. Flyer
   I. Other (please specify______________)

For questions 2 – 6, mark how much you agree or disagree with the following statement(s):

<table>
<thead>
<tr>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither Agree nor Disagree</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. It was easy to find the details of the presentation, such as date, time, location, and topic.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. This presentation provided me with useful information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Overall, I am satisfied with the presentation today.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. I would contact the presenter for help or information.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. I would recommend this presentation to others.</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
7. Based on what you learned today, what will you do differently? (mark all that apply)
   A. I will hang up on anyone who calls and asks for my Medicare number or personal information.
   B. I will review my Medicare Summary Notices (MSNs) or plan statements for possible errors or fraudulent charges.
   C. I will report suspected Medicare fraud, errors, or abuse.
   D. I will share what I learned with my family or friends.
   E. Other action (please specify______________________________).
   F. Not applicable/I will not do anything differently.

8. What could we do to improve the information or service(s) provided to you today?

__________________________________________________________

__________________________________________________________

Presentation information to be completed by SMP official:
Time: _________  Date: _____ / ____ / _______  Location: __________________________
Name of Presenter/SMP Official: ___________________________
## National Survey Results – Year 1

<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>4.47</td>
<td>91%</td>
</tr>
<tr>
<td>Q3</td>
<td>This presentation provided me with useful information.</td>
<td>4.63</td>
<td>97%</td>
</tr>
<tr>
<td>Q4</td>
<td>Overall, I am satisfied with the presentation today.</td>
<td>4.61</td>
<td>97%</td>
</tr>
<tr>
<td>Q5</td>
<td>I would contact the presenter for help or information.</td>
<td>4.51</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>
National Survey Results – Year 1

• Question 1: How did you learn about today’s presentation?
  – 61% - Event location announcement
  – 14% - Other
Question 7: Based on what you learned today, what will you do differently?

- 84% - Hang up on anyone who calls and asks for my Medicare number or personal information
- 80% - Report suspected Medicare fraud, errors or abuse
- 80% - Share what I learned with my family or friends
- 76% - Review my MSNs for possible errors or fraud
- 10% - Other
National Survey Results – Year 1

• Question 8: What could we do to improve the information or service(s) provided to you today?
  – 67% - No response
  – 19% - Responses were neutral or positive
  – 10% - Respondents suggested specific improvements
  – 4% - Other Responses
SMP Survey Participants – Year 2

Arizona
Arkansas
California
Kentucky
Louisiana
Maine
Michigan
Minnesota
Missouri
Nebraska
New Jersey
New Mexico
North Dakota
Pennsylvania
South Dakota
Tennessee
Washington
West Virginia
SMP Outreach Materials

• Completed
  – New brochures and bookmarks

• Next up
  – Personal Health Care Journals

• Requested by SMPs
  – Translations
eFile Updates

• All external eFile pages will be decommissioned on January 1, 2019
  – Necessary to increase system security and decrease system maintenance
• SMP team members will need to login to SIRS to enter data
  – Those with an eFile user role will not count against our limit of 50 concurrent users
eFile Timeline

• September 2018
  – New eFile role added to SIRS Team Member page

• September – December 2018
  – SMPs access Team Member Profiles to edit roles and send usernames and passwords (if needed)

• January 2019
  – Current eFile pages are disabled by Booz Allen
  – eFile users must login to SIRS to enter data
Other SIRS Updates

- Review of August 2018 enhancements
- Entellitrak platform updates
- Upcoming changes to SIRS and STARS landing page web addresses
ACL Reporting Guidance

- SMP Reporting Guidance
  - SMP Performance Measure Definitions and Guidance document
- ACL Reporting Guidance for Joint SMP, SHIP, and MIPPA Grantees
  - Originally developed in 2008
  - Updated in August 2018 to reflect new connection between SIRS and STARS data systems
  - ACL will update regularly based on FAQs
SMP Listserv Guidance

• ACL’s SMP Listserv is a forum for:
  – SMPs to ask questions or solicit advice
  – ACL to share programmatic updates
  – SMP Resource Center to share new resources

• The listserv is not to be used to report potential scams or individual companies

• As a federal listserv, any messages may be subject to release under the Freedom of Information Act (FOIA)
SMP Director Meeting

August 20, 2018
Agenda

- SMP Funding
- OHIC Staffing
- SMP Unique IDs
- Update on SMP Research
- New Medicare Cards
- CMS SMP Liaisons
- Medicare Questions
- Q & A
*NEW* SMP Director Meeting

August 20, 2018