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Preventing Medicare Fraud

What is a Senior Medicare Patrol Volunteer?



# WHAT WE WILL COVER

What is the Illinois Senior Medicare Patrol (SMP) Program?

What do SMP volunteers do?

How do I become an SMP volunteer?



# The Illinois SMP Program

[www.illinoissmp.org](http://www.illinoissmp.org)  
(800) 699-9043



# SMP MISSION

Senior Medicare Patrol empowers and assists Medicare beneficiaries, their families, and caregivers to **prevent, detect, and report** health care fraud, errors, and abuse through outreach, counseling, and education.



# THE SMP PROGRAM

- Senior Medicare Patrol is a National Program
  - SMP Programs in all 50 states, Washington, D.C., Puerto Rico, Guam, Virgin Islands
- Volunteers help us provide outreach and education by sharing the SMP Message with their communities



# WHY IS IT IMPORTANT TO PREVENT MEDICARE FRAUD?



**\$60 billion dollars are lost to Medicare every year due to fraud and abuse.**



**Your benefits could get used and you may get denied by Medicare when you need them in the future.**



**You may end up having to pay out of pocket for something you did not need at all.**







## What do SMP Volunteers Do?

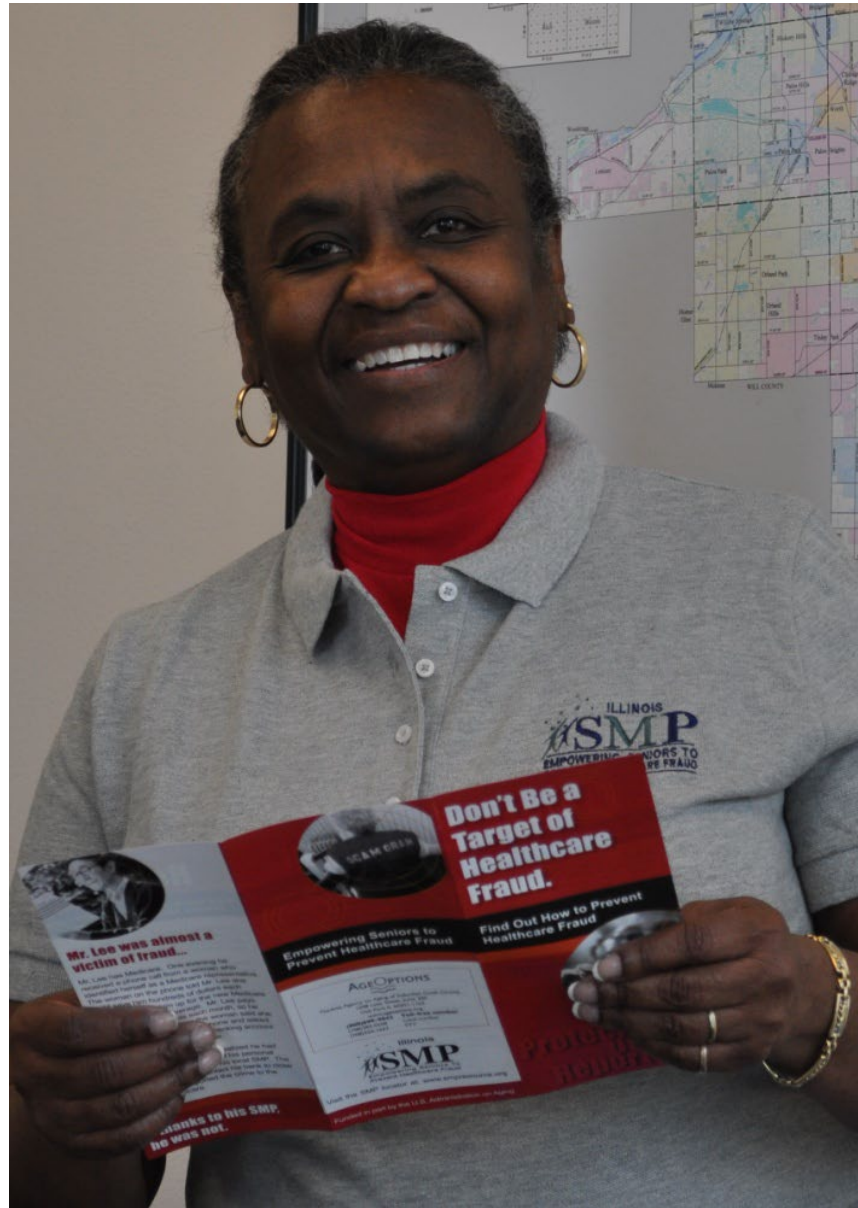


# SMP VOLUNTEER ROLES

- Information Distribution
  - Taking materials to community sites
- Presentations/SMP BINGO
  - Presentations to groups followed with Q&A and Bingo
- Administrative
  - Office work; calling presentation sites; copying
- Exhibit/Community Outreach
  - Health Fairs, Information Tables







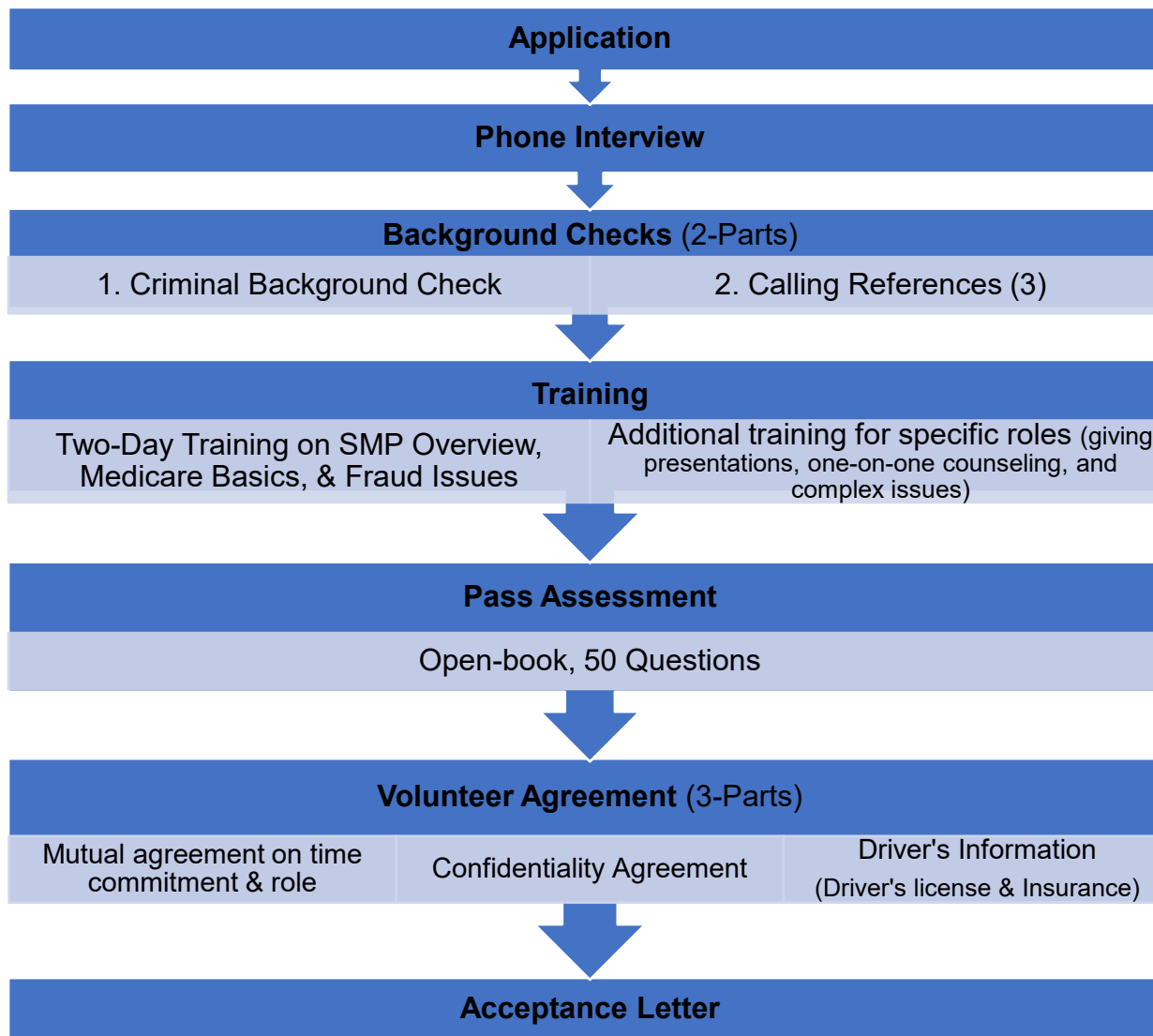
**How do I become a  
SMP volunteer?**



# WHY DO WE SCREEN VOLUNTEERS?

- Finding the best fit
  - What you want to do / What we can offer
  - Screening matches the volunteer role
- Protecting our clients
  - Vulnerable population: Targets of fraud
- Protecting YOU, our volunteers
  - Ensuring your role matches your skills/training





# SMP Volunteer Screening Process



# TRAINING

The SMP Foundations Volunteer Training gives volunteers a basic knowledge of:

- SMP Background and History
- Medicare Basics
- Fraud and Abuse Issues
- Current Medicare fraud trends

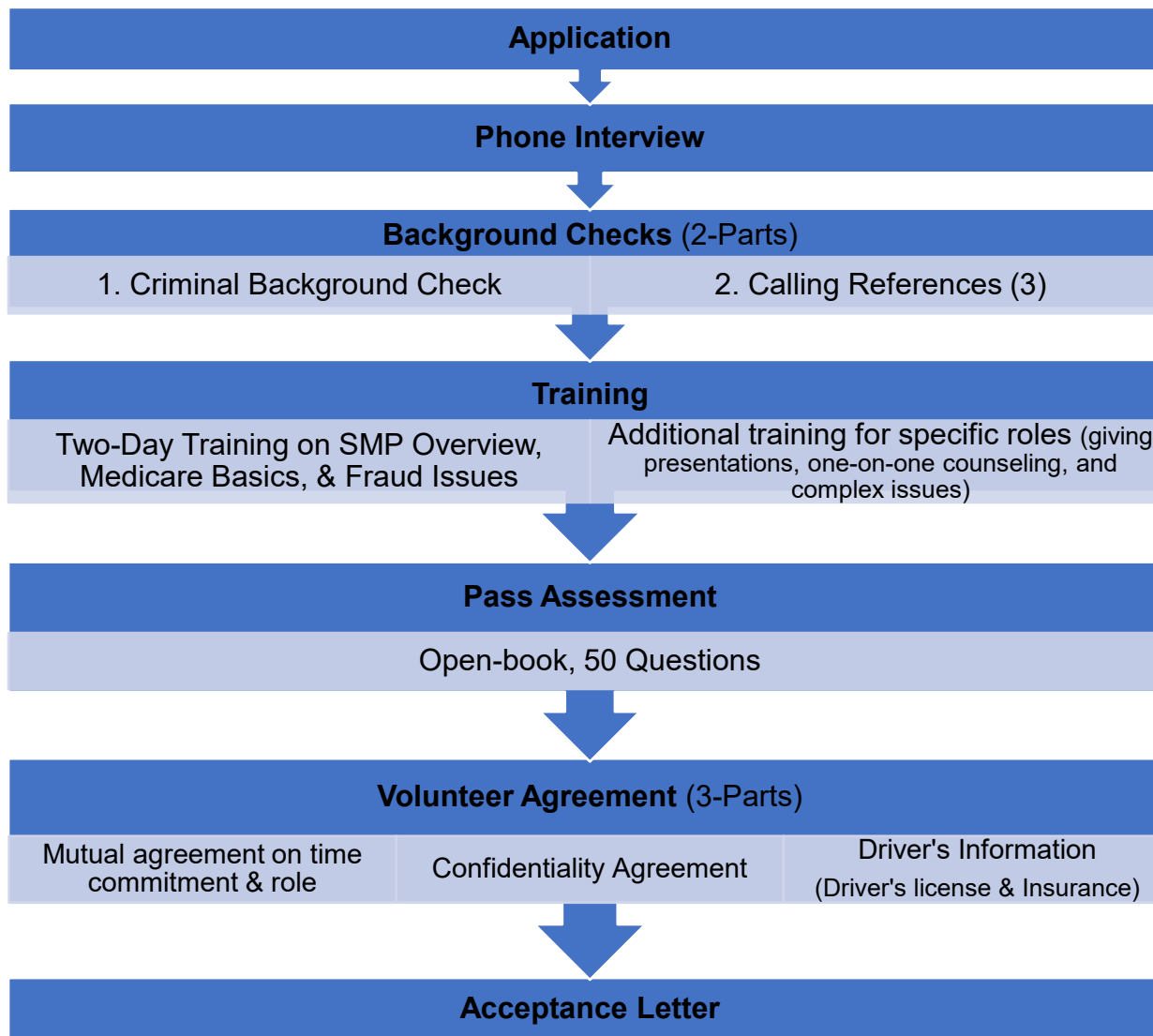




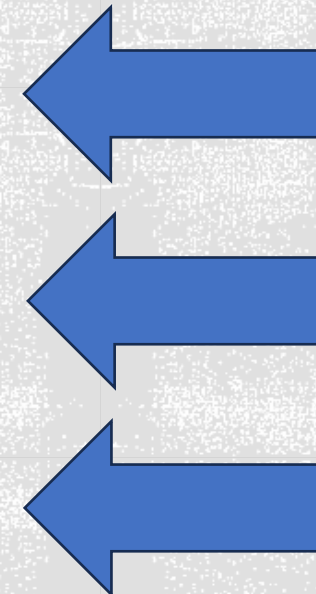
# HOW MUCH DO I NEED TO KNOW?

- This training gives you a **foundation** of knowledge
- You are not expected to know everything
- When asked a question, you don't know:
  - “I’m not sure - can I get back to you?” Then, be sure to get their contact information and follow up after speaking to your SMP supervisor





## Final Assessment and Other Screening Steps



# WORKING WITH YOUR SMP HOST AGENCY

- Your local supervisor will:
  - Work with you to find sites or provide tasks
  - Supply you with materials as needed
- Report volunteer hours to your supervisor
- Communicate with your supervisor about any questions or concerns





# VOLUNTEER SAFETY

- Volunteer and client safety is #1 to the Illinois SMP Program
- Read the Illinois SMP Volunteer Handbook to review safety guidelines and procedures
- Always plan and prepare for safety in your volunteer work
- Report any safety concerns or issues with your SMP Coordinator



# VOLUNTEER ONGOING UPDATES

- Bi-Weekly Fraud Alert emails
- Conference Calls or Webinars for volunteers, occasionally
- SMP Website
  - [www.illinoissmp.org](http://www.illinoissmp.org)
  - Illinois SMP materials and handouts





**Volunteers are the  
key to spreading  
the SMP message!**



# Illinois SMP

## (800) 699-9043

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