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
(800) 699-9043
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

1. Application
2. Phone Interview
3. Background Checks (2-Parts)
   - 1. Criminal Background Check
   - 2. Calling References (3)
4. Training
   - Two-Day Training on SMP Overview, Medicare Basics, & Fraud Issues
   - Additional training for specific roles (giving presentations, one-on-one counseling, and complex issues)
5. Pass Assessment
   - Open-book, 50 Questions
6. Volunteer Agreement (3-Parts)
   - Mutual agreement on time commitment & role
   - Confidentiality Agreement
   - Driver's Information (Driver's license & Insurance)
7. Acceptance Letter
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

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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
  • Illinois SMP materials and handouts
Volunteers are the key to spreading the SMP message!
Illinois SMP
(800) 699-9043

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