

The Senior Medicare Patrol (SMP) Program:

PRESENTED BY:

What is an SMP Volunteer?



Connecting Older Adults with Community-based Resources and Options

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?
- What happens after the training?

The Illinois SMP Program

www.illinoissmp.org

(800)699-9043



SMP Mission

SMPs empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

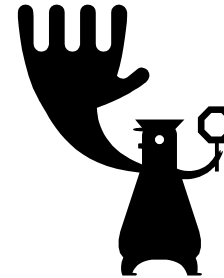
The SMP Program

- 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 this outreach and education by sharing the SMP Message



The SMP Message:

Protect!



Detect!

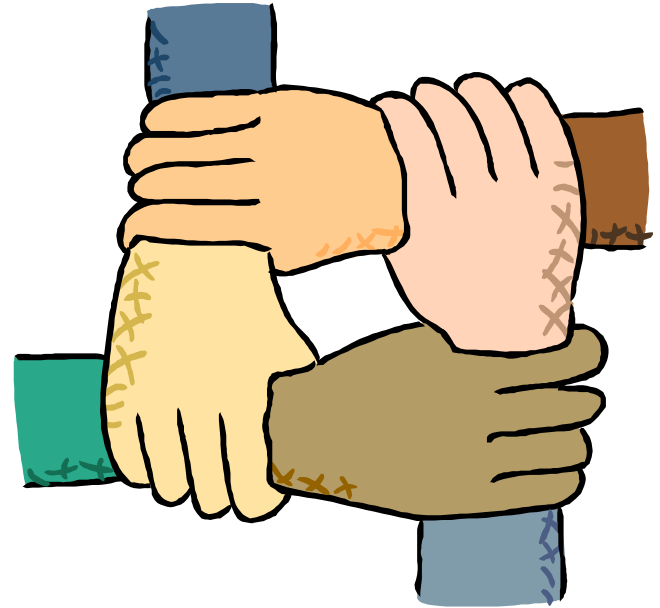


Report!



Illinois SMP Program Partners

- Illinois Area Agencies on Aging
- Catholic Charities
- Senior Service Associates
- White Crane Wellness Center
- Coalition of Limited English Speaking Elderly



What do SMP Volunteers Do?



AgeOptions 1048 Lake Street, Suite 300 phone (800)699-9043 fax (708)524-0870
www.ageoptions.org Oak Park, Illinois 60301-1102 (708)383-0258 TTY (708)524-1653

SMP Volunteer Roles

- Information Distribution
 - Taking materials to community sites
- Administrative
 - Office work; calling presentation sites; copying
- Exhibit/Community Outreach*
 - Health Fairs, Information Booths, Etc...



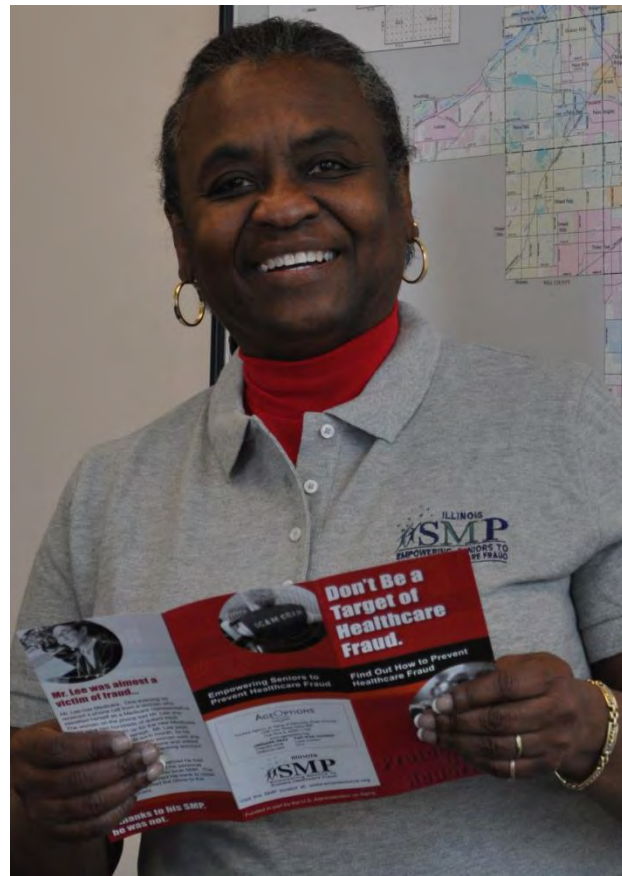
SMP Volunteer Roles

- Group Presentation*
 - Presentations to groups with Q&A
- Counseling*
 - Help people with questions about billing mistakes or fraud issues
- Complex Issues & Referrals*

*Requires additional training



How do I Become an SMP Volunteer?



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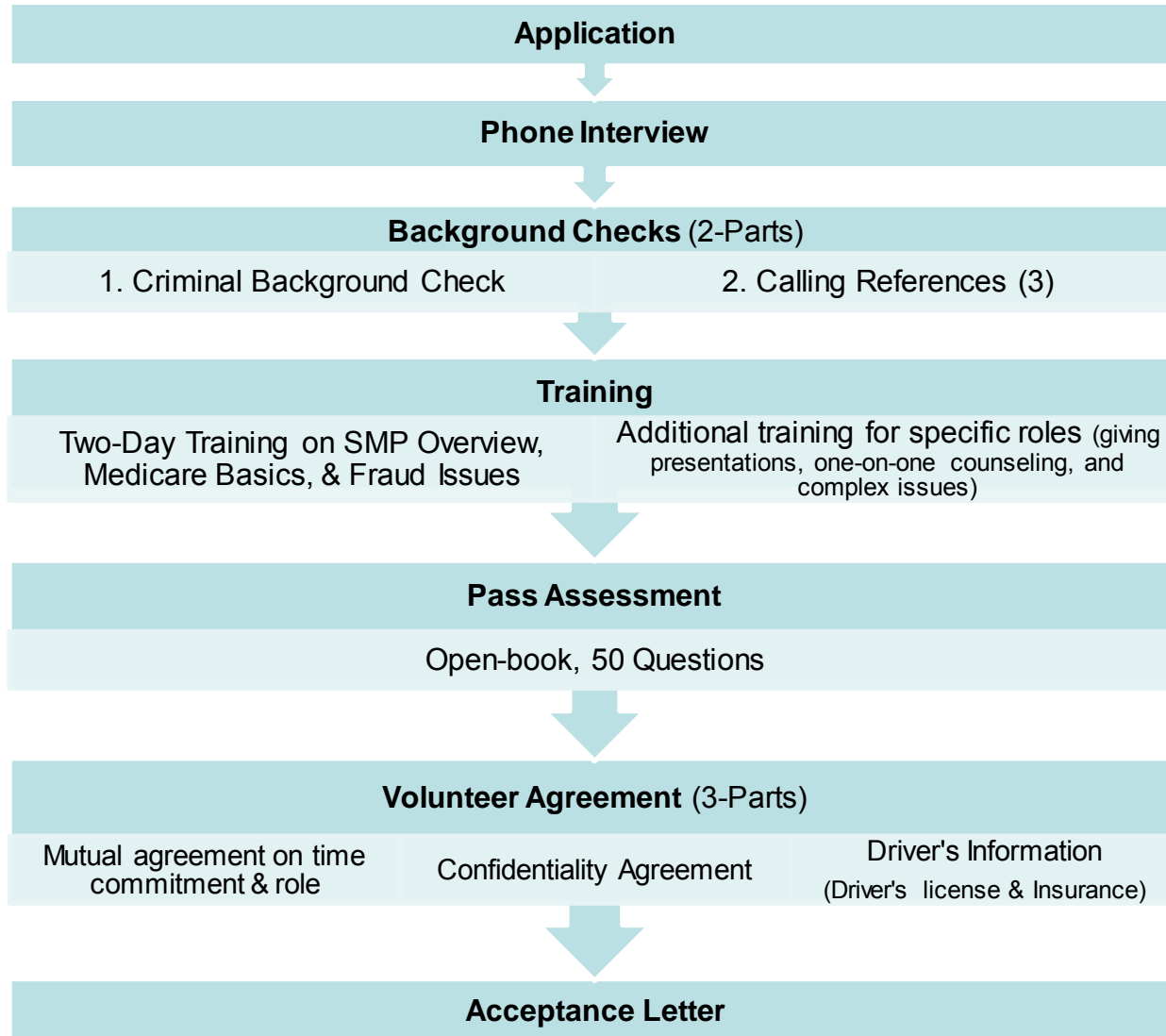
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Why We Screen Volunteers?

- 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



Why This Training?

- The SMP Foundations Volunteer Training gives volunteers a basic knowledge of:
 1. SMP Background and History
 2. Medicare Basics
 3. Fraud and Abuse Issues



Additional Training

- The national SMP Program has released additional role-specific training on:
 - Giving presentations
 - Counseling people one-on-one
 - Taking and referring complex issues (i.e., fraud complaints)



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?” OR
 - “Call the Illinois SMP Program at AgeOptions at (800)699-9043 for more information.”



What Happens After the Training?



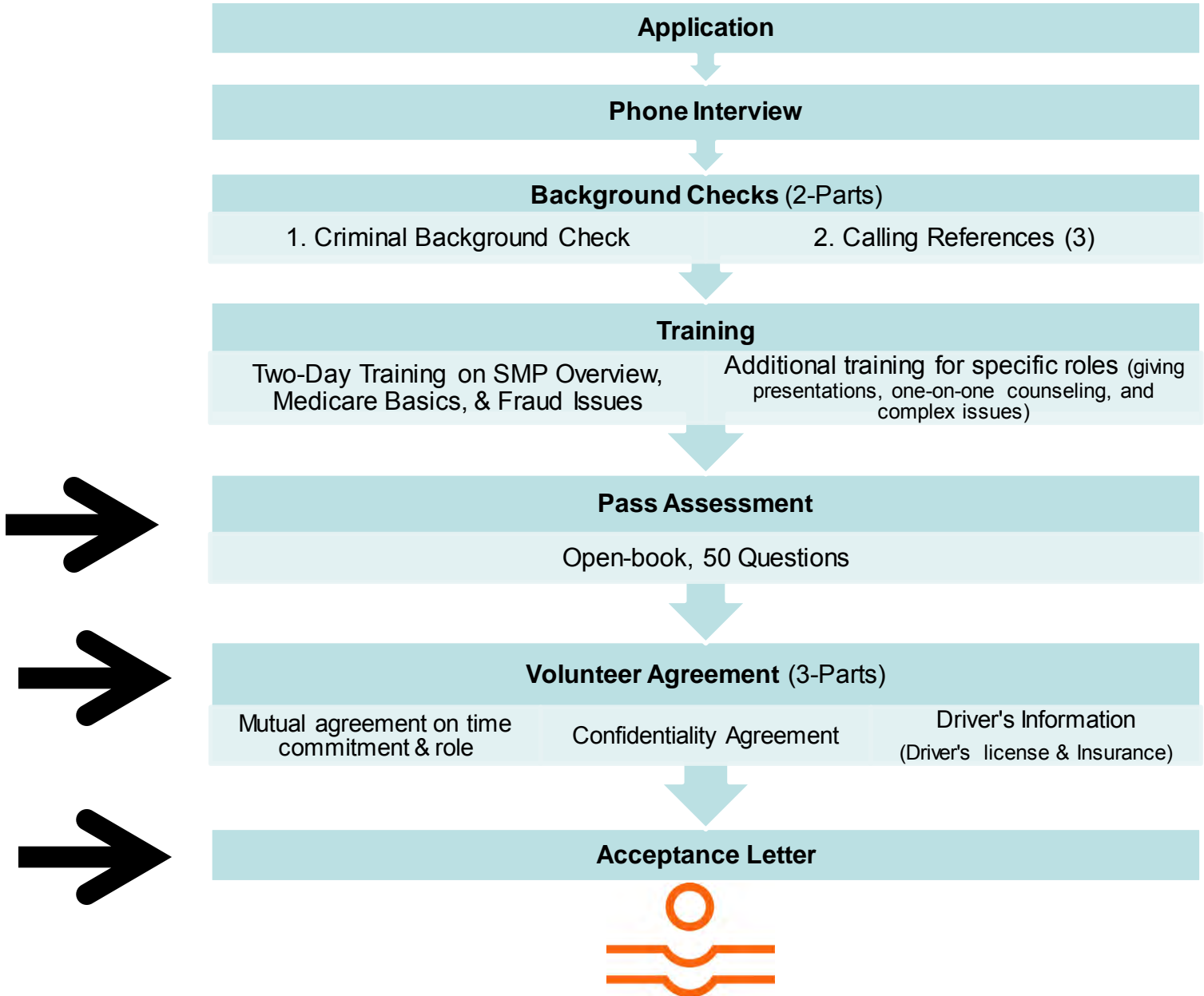
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Finish Assessment and Other Screening Steps



Working With Your Coordinator

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



The Volunteer/Coordinator Team

- Volunteers and Coordinators work as a team
- They each have a complementary role to play in carrying out the mission of the Illinois SMP
- As such, volunteers and coordinators should strive for a relationship of mutual respect and understanding

Volunteer Safety

- Volunteer and client safety is #1 to the Illinois SMP Program
- Read the Illinois SMP Volunteer Handbook (specifically regarding safety, see page 26 and all Appendices) and sign and return the verification form
- Always plan and prepare for safety in your volunteer work

Ongoing Updates for Volunteers

- Weekly Fraud Alert emails
- Conference Calls or Webinars for volunteers
- SMP Website
 - www.illinoissmp.org
 - All Illinois SMP materials and handouts



Volunteers are the key to spreading the SMP message!



Thank you!



If you have questions, contact:

AgeOptions

(800)699-9043

TTY: (708)524-1653

Over the past 30 years, **AgeOptions** has established a national reputation for meeting the needs, wants and expectations of older adults in suburban Cook County. We are recognized as a leader in developing and helping to deliver innovative community-based resources and options to the evolving, diverse communities we serve.

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