



Memorandum

Date: March 19, 2003

From: John I. Molnar
Regional Inspector General for
Evaluation and Inspections – New York

Subject: Performance Data for the Senior Medicare Patrol Projects: March 2003 Performance
Report (OEI-02-03-00120)

To: Brian Lutz, Director
Office of Community-Based Services
Administration on Aging

At the request of the Administration on Aging (AoA), the Office of Inspector General collects performance data for the Senior Medicare Patrol Projects. The attachments present cumulative performance data from the beginning of each project. Attachment A lists complete data for the 12 projects that have operated since the inception in 1997. Attachment B presents the cumulative 3½ years of work for 29 projects. Attachment C reflects performance data for 7 projects with 30 months of experience. Attachment D contains the first 18 months of data for 4 projects. Attachment E introduces 6 months of data for the 4 new projects. Please note that the project data are self-reported and that we have not independently verified their accuracy.

As of December 31, 2002, there are 54 Senior Medicare Patrol Projects operating. Additionally, two projects -- Arkansas Seniors Organized for Progress and Texas-Baylor University -- are no longer in operation as of June 30, 2002. Since the inception of the first projects in 1997, a total of 34,700 volunteers have been trained to detect Medicare fraud, waste, and abuse. In-turn, these volunteers have conducted 200,495 training sessions in which almost 1.1 million Medicare beneficiaries were educated. Once educated, these beneficiaries reported 23,142 complaints, of which 5,332 were referred for follow-up. Investigative agencies took action on 2,312 of these referrals. In total, closed investigations have resulted in the recoupment of \$3,679,644 in Medicare funds and, reportedly, \$77,446,583 to other payors.

Over the past 6 months, the 54 projects that are currently operating have trained a total of 3,531 new volunteers. Approximately 231,000 beneficiaries were educated at 46,243 training sessions conducted by volunteers. A total of 3,800 complaints have been registered since June

2002. Documentation received in the past 6 months provides evidence of \$670,868 in Medicare funds recouped as a direct result of the projects.

Page 2 – Brian Lutz

Another \$825,028 has been recouped to other payors.

Of the 54 current grantees, 11 reported savings in the past 6 months. Six of these grantees submitted Centers for Medicare & Medicaid Services contractor-based complaint tracking system reports. Of the money reported recouped in the past 6 months, \$7,807 were documented by the tracking reports.

We continue to note that a significant number of the beneficiaries, who have learned to detect fraud, waste, and abuse from the Senior Medicare Patrol Projects, are calling the OIG fraud hotline or other contacts. The projects are not able to track this activity, and thereby, are not receiving full credit for saved funds attributable to their work. In addition, substantial savings, which cannot be tracked, may be derived from a sentinel effect whereby fraud and errors are reduced in light of Medicare beneficiaries' scrutiny of their bills.

At this time, we encourage AoA to develop a strategy to continue monitoring the Senior Medicare Patrol Projects. We are fully prepared to work with AoA to develop and implement that strategy. If you have any questions, please call me at 212-264-2000.

Attachments

APPENDIX A

66-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	CA	HI	IA	IL	MD	MN	MO	NH	NY	PA	RI	WI
OUTPUTS													
# training sessions	1,583	99	59	273	29	250	90	41	17	557	76	12	80
# trainers trained	21,486	2,190	284	2,455	272	2,677	569	205	697	10,698	267	252	920
# media events	25,477	214	4,563	2,559	3,706	323	454	68	1,098	409	67	7,904	4,112
# community education events	5,812	89	68	824	347	1,438	850	221	220	1,108	329	81	237
OUTCOMES													
total # trainers who have ever conducted activities	6,310	393	145	DK	249	108	278	205	541	3,971	161	26	233
# group sessions	10,144	1,725	331	1,595	1,548	1,109	824	228	438	967	673	281	425
# beneficiaries at group sessions	443,831	74,838	11,169	52,326	62,538	26,148	15,480	11,788	52,565	32,429	84,868	6,753	12,929
# one-on-one sessions	56,369	697	0	237	539	11,066	579	13,212	20,570	8,846	375	1	247
total # beneficiaries educated	500,200	75,535	11,169	52,563	63,077	37,214	16,059	25,000	73,135	41,275	85,243	6,754	13,176
estimated # people reached by community education events	9,231,249	48,311	26,064	327,198	27,316	85,008	27,435	247,419	63,779	263,367	8,010,456	68,923	35,973
# complaints received	11,518	793	218	1,153	349	1,553	352	44	4,784	960	1,031	53	228
# complaints referred for follow-up	1,860	262	46	412	105	243	157	42	111	235	101	39	107
# complaints resulting in some action	650	56	DK	43	10	104	68	13	40	220	41	6	49
Medicare \$ recouped	\$2,778,613	\$1,318,913	DK	\$1,147,524	\$0	DK	\$109,997	\$210	\$107	\$45,797	\$144,339	\$0	\$11,726
Other \$ recouped	\$76,623,778	\$74,914	DK	\$1,324,867	\$146,485	DK	\$31,681	\$1,708,530	\$119,407	\$73,201,200	\$1,935	\$0	\$14,759
Total \$ recouped	\$79,402,392	\$1,393,827	\$0	\$2,472,391	\$146,485	\$0	\$141,678	\$1,708,740	\$119,514	\$73,246,997	\$146,274	\$0	\$26,485

APPENDIX B

42-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	AK	AL	AR ¹	AZ	CO	CT	DC ²	DC ³	DE	FL	GA ⁴	GA ⁵	ID	IN
OUTPUTS															
# training sessions	2,493	58	88	12	40	35	22	13	5	39	31	61	276	193	14
# trainers trained	10,204	122	331	129	123	212	225	63	47	306	224	170	1,938	638	240
# media events	16,570	47	118	35	519	46	856	34	20	4,714	972	53	1,083	2,128	49
# community education events	7,931	65	292	91	377	558	714	46	20	127	167	26	1,552	208	124
OUTCOMES															
total # trainers who have ever conducted activities	4,658	83	331	43	123	34	84	63	25	84	137	154	755	200	24
# group sessions	9,850	45	399	92	352	404	120	191	75	348	188	414	1,834	772	56
# beneficiaries at group sessions	434,411	1,410	19,605	8,787	53,578	11,120	3,862	6,104	2,681	8,755	13,041	11,462	58,737	41,064	1,686
# one-on-one sessions	113,465	2,320	437	51	259	189	48	11	623	75	461	789	1,063	861	50
total # beneficiaries educated	547,876	3,730	20,042	8,838	53,837	11,309	3,910	6,115	3,304	8,830	13,502	12,251	59,800	41,925	1,736
estimated # people reached by community education events	2,548,176	31,376	50,946	9,673	64,164	19,498	38,111	186,800	7500	134,133	176,961	4,316	1,042,918	11,750	22,707
# complaints received	10,759	445	225	50	1,981	153	127	365	48	132	564	43	33	3,140	8
# complaints referred for follow-up	3,231	22	104	14	149	17	34	54	0	25	21	7	18	1,289	8
# complaints resulting in some action	1,551	7	13	DK	22	DK	3	10	0	1	9	0	4	669	2
Medicare \$ recouped	\$231,720	\$0	\$0	DK	\$429	\$453	\$29,446	\$1,329	\$0	\$5,388	\$4,601	\$0	\$0	\$10,970	\$4,441
Other \$ recouped	\$807,640	\$13,495	\$0	DK	\$3,271	\$3,450	\$0	\$0	\$0	\$0	\$66,098	\$0	\$0	\$452,699	\$0
Total \$ recouped	\$1,039,360	\$13,495	\$0	\$0	\$3,700	\$3,903	\$29,446	\$1,329	\$0	\$5,388	\$70,699	\$0	\$0	\$463,669	\$4,441

Please note these distinctions:

- 1. Project ended June 30, 2002
- 2. The AARP Foundation, DC
- 3. Friendship House, DC
- 4. Atlanta Regional Commission, GA
- 5. Department of Human Resources, GA

APPENDIX B

42-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	MA	ME	MI	MT	NM	NV	OH	OK	OR	PR	TX ⁶	TX ⁷	UT	VA	WA
OUTPUTS															
# training sessions	100	79	43	20	22	63	6	11	75	30	18	87	53	37	962
# trainers trained	227	254	643	80	453	147	113	108	690	325	244	679	197	620	656
# media events	197	191	36	2,616	213	84	101	47	263	129	213	174	43	372	1,217
# community education events	213	509	92	150	274	95	159	246	64	533	135	303	134	390	267
OUTCOMES															
total # trainers who have ever conducted activities	109	158	198	54	70	90	45	25	219	43	244	286	142	179	656
# group sessions	283	306	179	168	89	89	319	37	157	330	72	451	139	883	1,058
# beneficiaries at group sessions	10,150	7,203	12,218	3,445	9,713	7,370	9,734	6,569	15,472	6,223	1,375	14,713	4,809	32,577	50,948
# one-on-one sessions	3,368	743	67	138	4,411	47	1,582	18	1,216	3,941	255	1,083	1,970	362	87,027
total # beneficiaries educated	13,518	7,946	12,285	3,583	14,124	7,417	11,316	6,587	16,688	10,164	1,630	15,796	6,779	32,939	137,975
estimated # people reached by community education events	17,410	31,130	11,932	3,468	207,760	19,473	33,346	40,088	14,038	18,297	8,249	48,106	28,471	146,598	118,957
# complaints received	197	78	216	159	175	286	39	79	62	1,464	51	180	83	281	95
# complaints referred for follow-up	53	47	66	15	60	34	21	28	18	758	16	67	39	211	36
# complaints resulting in some action	DK	16	N/A	0	139	2	1	4	5	551	13	29	2	25	24
Medicare \$ recouped	DK	DK	\$17,320	\$0	\$5,102	\$787	\$395	\$0	DK	\$6,607	\$0	\$2,516	\$0	\$20,664	\$121,272
Other \$ recouped	\$51,949	DK	\$0	\$1,079	\$163,313	\$3,723	\$0	\$0	DK	\$0	\$0	\$30,816	\$4,485	DK	\$13,262
Total \$ recouped	\$51,949	\$0	\$17,320	\$1,079	\$168,415	\$4,510	\$395	\$0	\$0	\$6,607	\$0	\$33,332	\$4,485	\$20,664	\$134,534

Please note these distinctions:

6. Baylor University, TX: project ended June 30, 2002

7. The National Hispanic Council on Aging, TX

30-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	LA	MS	NC	NE	SC	SD	WY
OUTPUTS								
# training sessions	353	14	43	248	31	9	3	5
# trainers trained	2,597	142	361	1,277	421	115	133	148
# media events	964	42	57	115	679	10	32	29
# community education events	783	52	166	319	94	51	23	78
OUTCOMES								
total # trainers who have ever conducted activities	698	58	183	126	263	29	15	24
# group sessions	823	88	224	169	160	44	50	88
# beneficiaries at group sessions	25,538	1,325	6,367	5,225	6,490	1,568	1,260	3,303
# one-on-one sessions	8,199	190	6,682	649	502	83	8	85
total # beneficiaries educated	33,737	1,515	13,049	5,874	6,992	1,651	1,268	3,388
estimated # people reached by community education events	255,326	3,049	21,106	31,107	178,440	10,107	2,392	9,125
# complaints received	790	45	418	161	39	76	12	39
# complaints referred for follow-up	205	10	24	66	19	56	3	27
# complaints resulting in some action	101	5	16	29	5	21	2	23
Medicare \$ recouped	\$664,383	\$0	\$714	\$140	\$643,465	\$7,274	\$0	\$12,790
Other \$ recouped	\$14,979	\$0	\$1,534	\$108	\$120	\$0	\$0	\$13,217
Total \$ recouped	\$679,362	\$0	\$2,248	\$248	\$643,585	\$7,274	\$0	\$26,007

18-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	KY	NJ	TN	WV
OUTPUTS					
# training sessions	143	83	5	55	0
# trainers trained	397	137	39	221	0
# media events	542	223	8	285	26
# community education events	221	129	4	70	18
OUTCOMES					
total # trainers who have ever conducted activities	168	128	13	27	0
# group sessions	523	315	49	159	0
# beneficiaries at group sessions	15,383	8,228	1372	5,783	0
# one-on-one sessions	1,121	716	8	397	0
total # beneficiaries educated	16,504	8,944	1,380	6,180	0
estimated # people reached by community education events	64,110	53,203	3,250	7,004	653
# complaints received	69	4	26	39	0
# complaints referred for follow-up	30	2	6	22	0
# complaints resulting in some action	9	0	3	6	0
Medicare \$ recouped	\$261	\$0	\$261	\$0	\$0
Other \$ recouped	\$186	\$0	\$0	\$186	\$0
Total \$ recouped	\$447	\$0	\$261	\$186	\$0

APPENDIX E

6-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	AR ¹	OH ²	OH ³	TX ⁴
OUTPUTS					
# training sessions	2	0	0	0	2
# trainers trained	16	0	0	0	16
# media events	81	0	55	20	6
# community education events	85	0	25	16	44
OUTCOMES					
total # trainers who have ever conducted activities	1	0	0	0	1
# group sessions	0	0	0	0	0
# beneficiaries at group sessions	0	0	0	0	0
# one-on-one sessions	1	0	0	0	1
total # beneficiaries educated	1	0	0	0	1
estimated # people reached by community education events	3,264	0	594	29	2,641
# complaints received	6	0	0	0	6
# complaints referred for follow-up	6	0	0	0	6
# complaints resulting in some action	1	0	0	0	1
Medicare \$ recouped	\$4,667	\$0	\$0	\$0	\$4,667
Other \$ recouped	\$0	\$0	\$0	\$0	\$0
Total \$ recouped	\$4,667	\$0	\$0	\$0	\$4,667

Please note these distinctions:

1. Arkansas Dept. of Human Services 2. Pro-Seniors, Inc., OH 3. Central Ohio Area Agency on Aging 4. Better Business Bureau Education Foundation, TX