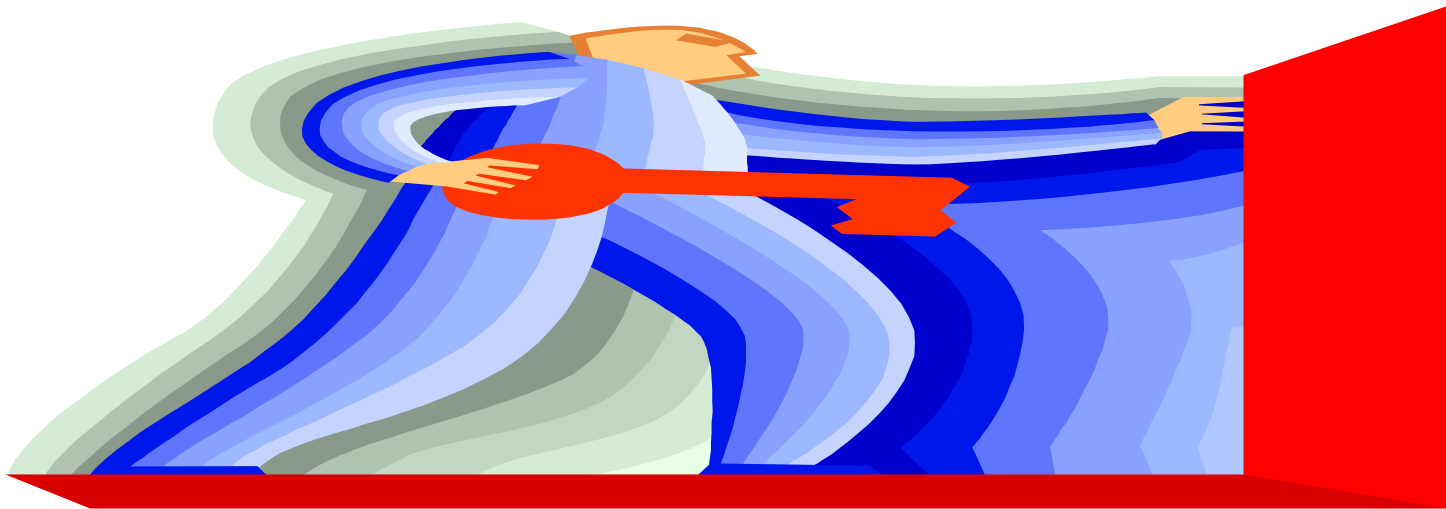


2002 NATIONAL CONFERENCE
Washington, D.C.
September 18, 2002

Performance Outcome Data --
The Key to Program Growth





Session Topics Overview

- ❑ *Why Performance Measures?*
- ❑ *Grantee Outcomes*
- ❑ *National Outcomes*
- ❑ *Where Do We Go From Here?*

WHY PERFORMANCE MEASURES?

- ***TRACKING CASES & OUTCOMES***

Why?



WHY PERFORMANCE MEASURES?

- **GPRRA Requires Performance Measures**
- **Congressional Report Language**
- **It's Good Management**
- **Effectively Using Public \$\$\$**





WHY THESE MEASURES?

Legislative Mandate

**“To Recruit & Train Retired Professionals to
Serve As Volunteer Expert Resources and
Educators for Other Medicare Beneficiaries.”**

OUTPUTS:

WHAT DO THE PROJECTS ACCOMPLISH?

❑ *Trained 31,173 Volunteers*

❑ *Held 38,000 Media Events*

❑ *Received 19,342 Complaints*

❑ *Referred 4,205 Complaints for Follow-Up*



OUTCOMES:

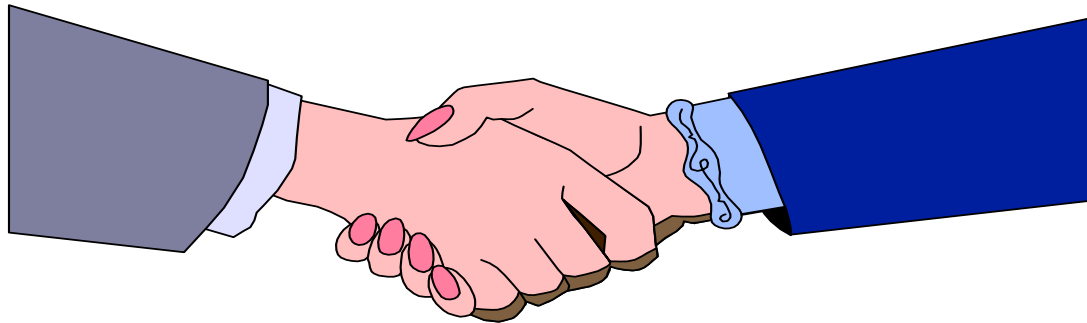
WHAT IS THE EFFECT OF THE ACCOMPLISHMENTS?

- ❑ *Volunteers Conducted 154,710 Sessions*
- ❑ *869,472 Beneficiaries Directly Educated*
- ❑ *12 Million Reached by Media*
- ❑ *1,800 Complaints Resulted in Some Action*

OUTCOMES:

WHAT IS THE EFFECT OF THE ACCOMPLISHMENTS?

- *Nearly **\$80 Million** Recouped for Medicare, Medicaid or Other Payors*





National Accomplishments

- ❑ *Medicare Error Rate in 1996 – 14%*
- ❑ *Medicare Error Rate in 2000 – 6.8%*
- ❑ *Medicare Error Rate in 2001 – 6.3%**

* Error Rate is NOT a Measure of Fraud –
Measures Payments to Medicare Which Don't Meet
Reimbursement Requirements or Aren't Supported
by Documentation.

National Accomplishments

Fiscal Year 2001



- ❑ *Federal Government Recovered More Than \$1.3 Billion in Judgments, Settlements and Administrative Impositions.*
- ❑ *Federal Prosecutors Filed 445 Criminal Indictments in Health Care Fraud Cases.*
- ❑ *465 Defendants Convicted of Health Care Fraud-Related Crimes.*

National Accomplishments

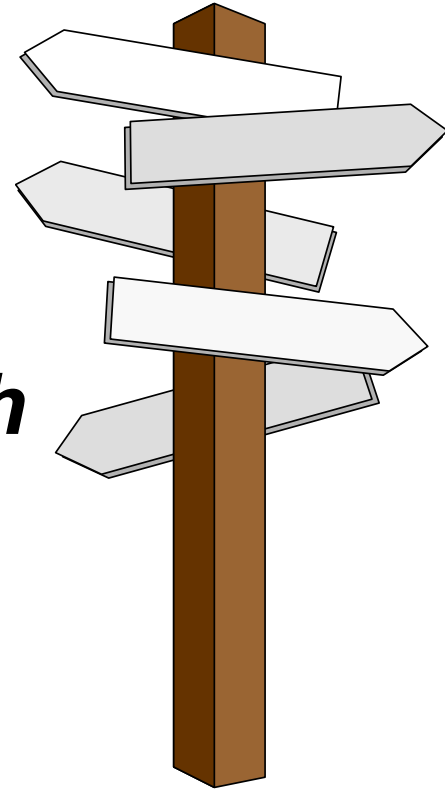
Fiscal Year 2001



- ❑ *1,746 Civil Matters Pending*
- ❑ *188 New Civil Cases Filed*
- ❑ *HHS Excluded 3,756 Individuals & Entities From Participating in Medicare & Medicaid, or Other Federally Sponsored Health Care Programs.*

Where Do We Go From Here In Terms Of Tracking/Outcomes?

- Use the CMS Tracking System***
- Close Working Partnership with Contractors & MFIS***
- Report Data Semi-Annually to the OIG/AoA***





Key Outcome

- ❑ Volunteers Reach As Many Beneficiaries as Possible
 - Expand Throughout States/Service Areas
 - Replicate Successful Products & Activities
 - Expand Efforts to Reach Isolated/Hard-To-Reach Individuals

TO BE

CONTINUED...

OUTCOMES

