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Evaluation and Inspections

Performance Data for the Senior Medicare Patrol Projects: March 2001 Report  
(OEI-02-01-00300)

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Administration on Aging

At the request of the Administration on Aging (AoA), we have continued to collect performance data from the 41 existing and the 7 new Senior Medicare Patrol Projects. The attachments present cumulative performance data from the beginning of each project. Attachment A contains 42 months of data for the 12 original projects. Attachment B reflects the status after the first 18 months for 29 of the projects. Attachment C presents performance data for the first 6 months of 7 new projects. Please note that each project self-reports its own data and that we have not independently verified their accuracy.

In summary, the 48 Senior Medicare Patrol projects have trained over 17,000 volunteers who have educated a total of 380,000 beneficiaries. They have also reached millions of people through media and community education events. We estimate that their efforts have resulted in about \$2.7 million in recouped Medicare funds. The HCFA is working with AoA to improve the tracking and reporting of these savings. As previously reported, we expect 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, thereby, not giving the projects their full credit. Also, substantial savings, which cannot be tracked effectively, may be derived from a sentinel effect whereby fraud and errors are reduced in light of Medicare beneficiaries' scrutiny of their bills.

In the first 6 months of the new grant period, the original 12 Senior Medicare Patrol Projects have successfully continued their mission of educating beneficiaries about fraud, waste, and abuse. Since the inception of these projects in July 1997, they have recruited and trained over 14,000 volunteers who have educated approximately 232,000 Medicare beneficiaries. They have generated 2,770 media events and conducted 2,748 community education events. Most notably, 312 of the 8,108 complaints received warranted actions resulting in the identification of \$2.6 million in Medicare funds recouped.

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The 29 Senior Medicare Patrol Projects which have operated for 18 months are also accomplishing a great deal through their efforts. More than 3,200 trainers have educated 150,000 beneficiaries. In addition, they have promoted 4,200 media and community education events. These projects have referred 1,160 of the 2,671 complaints received. Nearly 60% (681) of those referred resulted in action. A total of \$85,387 in Medicare funds recouped can be documented at this time, although we believe that the actual amount identified through these efforts is much higher.

Four of the seven new projects submitted performance data reflecting their training activities. The other three remain in the planning stage, and have no numbers to report as of December 31, 2000. The four projects trained 154 volunteers who have educated 363 beneficiaries. They have conducted 46 media and community education events. Complaints received from 23 beneficiaries resulted in 2 actions taken. One of these identified an erroneous charge of \$10,100, detected before Medicare made the payment.

We will continue to monitor the projects and provide you with summary reports of performance data. If you have any questions, please call me at (202) 619-0480 or have your staff call Jack Molnar at (212) 264-1998.

Attachments

## 42-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	CA	HI	IA	IL	MD	MN	MO	NH	NY	PA	RI	WI
<b>OUTPUTS</b>													
# training sessions	902	67	19	72	19	99	52	17	10	447	44	9	47
# trainers trained	14,472	1,017	162	936	235	930	332	82	348	9,572	105	228	525
# media events	2,770	158	74	396	74	154	293	54	980	267	45	139	136
# community education	2,748	9	45	335	138	533	301	111	131	730	270	35	110
<b>OUTCOMES</b>													
total # trainers who have ever conducted activities	4,191	292	65	DK	235	74	92	82	344	2,817	50	23	117
# group sessions	5,197	920	152	654	1,101	167	348	96	336	619	372	201	231
# beneficiaries at group sessions	213,760	45,804	6,298	21,233	40,615	10,092	7,543	5,122	7,441	24,869	33,314	4,390	7,039
# one-on-one sessions	18,078	607	0	115	444	4,916	350	1,270	7,496	2,392	375	DK	113
total # beneficiaries educated	231,838	46,411	6,298	21,348	41,059	15,008	7,893	6,392	14,937	27,261	33,689	4,390	7,152
estimated # people reached by media events	47,122,273	6,535,510	771,183	2,000,000	10,665,000	528,669	195,648	188,000	1,130,000	688,228	10,546,200	8,811,300	5,062,535
estimated # people reached by community education events	8,646,233	11,459	5,978	26,521	8,205	37,553	13,411	237,621	15,767	250,276	8,009,000	14,768	15,674
# complaints received	8,108	607	24	776	206	812	185	19	4,721	196	440	31	91
# complaints referred for follow-up	1,190	182	6	349	73	140	106	17	74	70	94	30	49
# complaints resulting in some action	312	35	0	24	DK	101	26	DK	23	43	34	5	21
Medicare \$ recouped	2,614,994	1,315,119	0	1,145,767	DK	DK	109,997*	DK	0	3,008	144,179	DK	6,922
Other \$ recouped	48,419,638	38,787	0	58,691	146,485	DK	15,805	213,346	29,345	47,901,200	1,835	DK	14,143
Total \$ recouped	51,034,632	1,353,906	0	1,204,457	146,485	0	15,805	213,346	29,345	47,904,208	146,014	0	21,065

\*Pending documentation of actual recoupments

## 18-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	AK	AL	AR	AZ	CO	CT	DC <sup>1</sup>	DC <sup>2</sup>	DE	FL	GA <sup>3</sup>	GA <sup>4</sup>	ID	IN
<b>OUTPUTS</b>															
# training sessions	511	40	15	2	22	16	6	9	0	13	8	11	15	17	0
# trainers trained	3,204	62	143	27	45	139	101	40	0	94	43	123	135	33	0
# media events	2,397	35	63	17	396	19	23	16	0	910	41	1	6	142	1
# community education events	1,803	36	93	47	135	55	107	25	15	45	46	2	59	28	2
<b>OUTCOMES</b>															
total # trainers who have ever conducted activities	1,401	55	57	8	12	22	6	14	5	35	21	87	52	23	0
# group sessions	2,783	20	108	38	70	203	41	54	14	82	31	108	257	226	0
# beneficiaries at group sessions	124,629	494	2,953	5,206	13,446	7,481	951	2,148	245	2,011	1,061	3,023	8,822	6,791	0
# one-on-one sessions	25,643	1,407	138	20	42	82	4	10	110	4	87	48	3	53	0
total # beneficiaries educated	150,272	1,901	3,091	5,226	13,488	7,563	955	2,158	355	2,015	1,148	3,071	8,825	6,844	0
estimated # people reached by media events	24,232,696	80,370	1,395,450	192,300	52,680	462,366	284,547	285,000	0	375,000	2,251,018	1,000	29,533	400,450	0
estimated # people reached by community education events	467,095	2,200	5,415	3,475	16,789	6,439	5,754	174,000	1,412	121,702	13,994	530	6,780	1,122	0
# complaints received	2,671	326	29	6	440	56	16	92	0	50	42	0	12	218	0
# complaints referred for follow-up	1,160	4	17	4	46	8	10	33	0	2	7	0	3	147	0
# complaints resulting in some action	681	2	2	DK	1	DK	1	3	0	0	1	0	1	84	0
Medicare \$ recouped	85,387	0	0	0	0	0	162	0	0	0	0	0	0	10,970	0
Other \$ recouped	81,649	12,414	0	0	618	0	0	0	0	0	0	0	0	22,705	0
Total \$ recouped	167,036	12,414	0	0	618	0	162	0	0	0	0	0	0	33,675	0

Please note these distinctions:

1. The AARP Foundation, DC

2. Friendship House, DC

## 18-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	MA	ME	MI	MT	NM	NV	OH	OK	OR	PR	TX <sup>a</sup>	TX <sup>b</sup>	UT	VA	WA
<b>OUTPUTS</b>															
# training sessions	25	17	24	4	4	35	3	2	48	8	9	15	5	15	123
# trainers trained	158	110	289	31	102	41	63	16	289	79	154	46	45	339	457
# media events	133	71	3	32	27	28	47	2	16	25	9	37	3	111	183
# community education events	73	138	5	50	55	30	61	47	12	333	29	76	13	110	76
<b>OUTCOMES</b>															
total # trainers who have ever conducted activities	45	45	31	28	18	19	41	7	45	3	88	31	11	135	457
# group sessions	127	23	89	12	19	23	121	2	44	0	56	82	15	328	590
# beneficiaries at group sessions	3,790	1,130	4,933	247	594	1,185	5,026	1,628	1,640	0	1,075	2,125	350	10,556	35,718
# one-on-one sessions	1,375	112	0	6	367	20	357	2	23	5	135	277	57	0	20,899
total # beneficiaries educated	5,165	1,242	4,933	253	961	1,205	5,383	1,630	1,663	5	1,210	2,402	407	10,556	56,617
estimated # people reached by media events	166,650	2,202,351	1,100	82,210	242,500	3,532,832	1,275,002	20,100	2,364,650	850,000	630,000	2,412,000	1,700	2,108,453	2,533,434
estimated # people reached by community education events	5,027	6,587	1,650	1,232	10,816	2,817	8,196	3,951	11,144	5,000	4,000	4,349	2,900	22,287	17,527
# complaints received	65	29	129	6	63	81	8	6	28	710	35	38	7	135	44
# complaints referred for follow-up	7	20	44	0	37	11	1	6	14	600	0	11	0	105	23
# complaints resulting in some action	DK	7	DK	0	28	2	0	0	4	520	0	5	0	DK	20
Medicare \$ recouped	DK	DK	17,269	0	4,927	787	0	0	DK	DK	0	0	0	DK	51,272
Other \$ recouped	34,762	DK	2,466	0	382	3,723	0	0	DK	DK	0	86	0	DK	4,493
Total \$ recouped	34,762	0	19,735	0	5,309	4,510	0	0	0	0	0	86	0	0	55,765

