

TO: Edwin L. Walker
Deputy Assistant Secretary for Policy and Programs
Administration on Aging

FROM: Debra L. Robinson /S/
Acting Deputy Inspector General
for Evaluation and Inspections

SUBJECT: Performance Data for the Senior Medicare Patrol Projects: October 2003
Performance Report (OEI-02-03-00121)

At the request of the Administration on Aging (AoA), the Office of Inspector General (OIG) collects performance data for the Senior Medicare Patrol Projects. Twelve projects have been in operation since the inception in 1997. An additional 29 projects were added in 1999. Seven projects began operating in 2000. Four new projects were added in 2001, and four more in 2002. The attachments present cumulative performance data for each of the 56 projects. Three of the 56 projects -- Arkansas Seniors Organized for Progress, Texas-Baylor University, and Ohio-Western Reserve Area Agency on Aging -- ceased operations in 2002. We collected the data from each of the projects for the 6-month period, January through June 2003. Please note that we have not independently verified the accuracy of these self-reported data.

From July 1, 1997, through June 30, 2003, a total of 39,735 volunteers have been trained to detect fraud, waste, and abuse in the Medicare program. In-turn, these volunteers have conducted 294,649 training sessions and one-on-one encounters, in which approximately 1.37 million Medicare beneficiaries were educated. Once educated, these beneficiaries reported 33,125 complaints, of which 7,181 were referred for follow up. Investigative agencies took action on 3,204 of these referrals. In total, the projects are responsible for the recoupment of over \$103 million to Medicare, Medicaid, and other payers. Specifically, this total includes \$3,751,894 in Medicare funds recouped. The projects have also self-reported recoupment of \$99,318,530 to Medicaid and other payers.

The 53 projects that are currently operating trained a total of 5,035 new volunteers from January through June 2003. As a result of holding 94,154 training sessions and one-on-one encounters, volunteers educated 273,559 Medicare beneficiaries during these 6 months. Almost 10,000 complaints were reported to the projects between January and June 2003. Documentation received provides evidence of \$72,249 in Medicare funds recouped in the 6-month period as a direct result of the projects. Self-reported savings to other payers totaled \$21,871,947.

Of the 53 current projects, 11 reported savings to the Medicare program in the past 6 months. Six of these projects submitted Centers for Medicare & Medicaid Services's contractor-based complaint tracking system reports. These reports, forwarded from the Medicare contractors to the projects, provide clear documentation of savings to the Medicare program. Of the money that was reported recouped in the past 6 months, \$58,287 was documented in these tracking reports.

We continue to emphasize 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 savings 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.

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 one of your staff may contact Thomas Zimmermann at (212) 264-2000.

Attachments

APPENDIX A

72-Month Outcomes Reported by the 12 Senior Medicare Patrol Projects beginning July 1, 1997

Activity	TOTAL	CA	HI	IA	IL	MD	MN	MO	NH	NY	PA	RI	WI
OUTPUTS													
# training sessions	1,742	103	65	338	32	268	98	42	20	592	86	13	85
# trainers trained	22,933	2,273	308	2,775	286	2,917	610	212	734	11,254	335	253	976
# media events	31,014	225	4,698	2,775	6,120	396	454	74	1,106	424	80	8,998	5,664
# community education events	6,487	148	76	906	378	1,593	936	265	268	1,234	349	86	248
OUTCOMES													
total # trainers who have ever conducted activities	6,952	412	151	DK	259	110	307	212	711	4,357	172	26	235
# group sessions	11,629	1,848	386	1,960	1,751	1,264	907	272	477	1,202	790	295	477
# beneficiaries at group sessions	508,926	84,848	12,469	61,514	74,763	30,346	16,593	14,021	64,243	34,428	94,030	7,135	14,536
# one-on-one sessions	68,060	713	0	292	591	12,698	589	17,410	24,563	10,483	375	1	345
total # beneficiaries educated	576,986	85,561	12,469	61,806	75,354	43,044	17,182	31,431	88,806	44,911	94,405	7,136	14,881
estimated # people reached by community education events	9,418,181	59,936	30,064	336,282	37,731	89,206	29,113	249,652	65,373	376,927	8,016,179	90,623	37,095
# complaints received	17,241	831	239	1,246	368	1,625	354	46	4,797	6,221	1,185	60	269
# complaints referred for follow up	1,933	275	53	424	117	243	157	44	119	239	107	40	115
# complaints resulting in some action	693	65	DK	46	12	104	69	14	43	239	41	6	54
Medicare \$ recouped	\$2,812,254	\$1,334,952	DK	\$1,147,524	\$0	DK	\$109,997	\$10,910	\$107	\$52,699	\$144,339	\$0	\$11,726
Other \$ recouped	\$97,971,501	\$75,596	DK	\$1,324,867	\$146,485	DK	\$31,681	\$2,124,926	\$150,052	\$94,101,200 ¹	\$1,935	\$0	\$14,759
Total \$ recouped	\$100,783,755	\$1,410,548	\$0	\$2,472,391	\$146,485	\$0	\$141,678	\$2,135,836	\$150,159	\$94,153,899	\$146,274	\$0	\$26,485

Note: DK = Do not know

1 Represents recoupments to the Medicaid program due to adjustments to Medicaid claims for individuals who are also entitled to Medicare.

APPENDIX B

48-Month Outcomes Reported by the 29 Senior Medicare Patrol Projects beginning July 1, 1999

Activity	TOTAL	AK	AL	AR ²	AZ	CO	CT	DC ³	DC ⁴	DE	FL	GA ⁵	GA ⁶	ID	IN
OUTPUTS															
# training sessions	3,188	63	103	12	75	42	32	13	9	55	38	63	325	240	18
# trainers trained	13,132	130	391	129	198	334	524	63	70	388	302	170	2,225	850	332
# media events	23,865	51	126	35	551	49	903	37	55	4,770	996	71	1,148	3,952	56
# community education events	11,516	82	367	91	435	648	796	50	29	144	214	75	2,389	254	160
OUTCOMES															
total # trainers who have ever conducted activities	5,720	83	352	43	168	44	383	63	28	99	137	155	946	204	25
# group sessions	13,716	102	471	92	410	432	123	227	96	439	268	521	2,840	884	62
# beneficiaries at group sessions	531,032	3,354	23,622	8,787	56,751	12,206	4,012	7,222	3,061	11,112	15,333	14,753	85,488	46,806	1,767
# one-on-one sessions	185,257	2,391	503	51	280	265	71	130	670	84	461	1,238	3,284	1,175	104
total # beneficiaries educated	716,289	5,745	24,125	8,838	57,031	12,471	4,083	7,352	3,731	11,196	15,794	15,991	88,772	47,981	1,871
estimated # people reached by community education events	3,023,338	37,201	71,726	9,673	67,977	23,388	43,169	187,650	21,000	135,791	183,681	5,745	1,120,680	14,876	26,533
# complaints received	14,749	448	277	50	2,035	229	194	402	94	147	607	74	43	6,225	8
# complaints referred for follow-up	4,944	22	138	14	152	19	35	55	0	31	23	12	21	2,790	8
# complaints resulting in some action	2,371	7	23	DK	22	DK	4	11	0	1	9	0	5	1,425	2
Medicare \$ recouped	\$249,879	\$0	\$0	DK	\$429	\$453	\$30,785	\$1,329	\$0	\$5,388	\$4,601	\$0	\$0	\$10,970	\$4,441
Other \$ recouped	\$1,326,679	\$13,495	\$0	DK	\$3,271	\$3,450	\$0	\$0	\$0	\$0	\$121,359	\$0	\$0	\$687,037	\$0
Total \$ recouped	\$1,575,328	\$13,495	\$0	\$0	\$3,700	\$3,903	\$30,785	\$1,329	\$0	\$5,388	\$125,960	\$0	\$0	\$698,007	\$4,441

2. Project ended June 30, 2002

3. The AARP Foundation, DC

4. Friendship House, DC

5. Atlanta Regional Commission, GA

6. Department of Human Resources, GA

APPENDIX B

48-Month Outcomes Reported by the 29 Senior Medicare Patrol Projects beginning July 1, 1999

Activity	MA	ME	MI	MT	NM	NV	OH ⁷	OK	OR	PR	TX ⁸	TX ⁹	UT	VA	WA
OUTPUTS															
# training sessions	243	110	45	32	34	73	6	23	76	38	18	103	96	42	1,161
# trainers trained	287	356	690	133	713	178	113	254	710	337	244	794	660	661	896
# media events	242	236	36	2,702	218	4,839	101	52	266	148	213	192	61	396	1,363
# community education events	1,887	579	108	227	302	111	159	301	95	544	135	341	238	435	320
OUTCOMES															
total # trainers who have ever conducted activities	117	203	200	103	90	95	45	27	239	51	244	302	192	186	896
# group sessions	1,825	383	195	300	131	99	319	92	177	378	72	496	263	883	1,136
# beneficiaries at group sessions	36,114	9,654	12,757	7,438	10,552	7,752	9,734	7,324	16,462	7,286	1,375	14,924	6,824	34,921	53,641
# one-on-one sessions	40,064	950	79	259	7,059	62	1,582	21	2,501	4,271	255	1,351	2,823	362	112,911
total # beneficiaries educated	76,178	10,604	12,836	7,697	17,611	7,814	11,316	7,345	18,963	11,557	1,630	16,275	9,647	35,283	166,552
estimated # people reached by community education events	50,161	53,856	13,452	7,724	215,500	22,798	33,346	48,081	16,951	18,717	8,249	74,656	34,062	346,598	130,097
# complaints received	197	118	228	217	228	339	39	144	67	1,488	51	274	96	315	115
# complaints referred for follow-up	53	49	69	47	113	38	21	28	18	771	16	98	39	222	42
# complaints resulting in some action	DK	18	0	12	155	6	1	4	5	560	13	32	2	26	28
Medicare \$ recouped	DK	DK	\$17,320	\$0	\$5,102	\$787	\$395	\$461	\$1,230	\$7,653	\$0	\$16,007	\$0	\$21,256	\$121,272
Other \$ recouped	\$51,949	\$1,086	\$0	\$1,079	\$251,647	\$3,723	\$0	\$0	\$138,573	\$0	\$0	\$32,263	\$4,485	\$0	\$13,262
Total \$ recouped	\$51,949	\$1,086	\$17,320	\$1,079	\$256,749	\$4,510	\$395	\$461	\$138,573	\$7,653	\$0	\$48,270	\$4,485	\$21,256	\$134,534

7. Ohio-Western Reserve Area on Aging Project ended December 31, 2002

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

9. The National Hispanic Council on Aging, TX

APPENDIX C

36-Month Outcomes Reported by the 7 Senior Medicare Patrol Projects beginning July 1, 2000

Activity	TOTAL	LA	MS	NC	NE	SC	SD	WY
OUTPUTS								
# training sessions	438	17	75	285	36	13	6	6
# trainers trained	2,986	196	414	1,415	443	167	168	183
# media events	1,097	58	67	192	705	10	34	31
# community education events	1,150	64	250	470	184	71	26	85
OUTCOMES								
total # trainers who have ever conducted activities	817	60	195	171	311	37	15	28
# group sessions	1,049	96	287	253	203	52	60	98
# beneficiaries at group sessions	33,541	1,646	8,776	8,202	7,632	2,018	1,611	3,656
# one-on-one sessions	11,151	268	7,589	1,297	658	91	197	1,051
total # beneficiaries educated	44,692	1,914	16,365	9,499	8,290	2,109	1,808	4,707
estimated # people reached by community education events	286,421	3,281	31,698	42,036	185,011	12,207	2,732	9,456
# complaints received	905	53	450	209	50	79	12	52
# complaints referred for follow up	237	13	32	77	26	59	3	27
# complaints resulting in some action	122	7	31	29	9	21	2	23
Medicare \$ recouped	\$664,510	\$0	\$841	\$140	\$643,465	\$7,274	\$0	\$12,790
Other \$ recouped	\$14,988	\$0	\$1,543	\$108	\$120	\$0	\$0	\$13,217
Total \$ recouped	\$679,498	\$0	\$2,384	\$248	\$643,585	\$7,274	\$0	\$26,007

APPENDIX D

24-Month Outcomes Reported by the 4 Senior Medicare Patrol Projects beginning July 1, 2001

Activity	TOTAL	KY	NJ	TN	WV
OUTPUTS					
# training sessions	165	88	6	67	4
# trainers trained	540	213	47	273	7
# media events	698	288	10	372	28
# community education events	339	169	14	134	22
OUTCOMES					
total # trainers who have ever conducted activities	357	192	35	123	7
# group sessions	908	509	110	282	7
# beneficiaries at group sessions	28,574	13,321	5,119	10,099	35
# one-on-one sessions	2,711	1,966	28	711	6
total # beneficiaries educated	31,285	15,287	5,147	10,810	41
estimated # people reached by community education events	79,914	56,536	9,050	13,928	400
# complaints received	166	63	50	53	0
# complaints referred for follow up	35	2	6	27	0
# complaints resulting in some action	12	0	3	9	0
Medicare \$ recouped	261	\$0	\$261	\$0	\$0
Other \$ recouped	\$5,362	\$0	\$0	\$5,362	\$0
Total \$ recouped	\$5,623	\$0	\$261	\$5,362	\$0

12-Month Outcomes Reported by the 4 Senior Medicare Patrol Projects beginning July 1, 2002

Activity	TOTAL	AR¹⁰	OH¹¹	OH¹²	TX¹³
OUTPUTS					
# training sessions	17	1	6	5	5
# trainers trained	144	7	44	55	38
# media events	992	1	100	882	9
# community education events	285	13	108	19	145
OUTCOMES					
total # trainers who have ever conducted activities	58	2	16	15	25
# group sessions	113	5	14	39	55
# beneficiaries at group sessions	2,570	160	245	834	1,331
# one-on-one sessions	55	0	16	12	27
total # beneficiaries educated	2,625	160	261	846	1,358
estimated # people reached by community education events	24,005	1,400	11,874	3,333	7,398
# complaints received	64	3	0	7	54
# complaints referred for follow up	32	0	0	2	30
# complaints resulting in some action	6	0	0	0	6
Medicare \$ recouped	\$24,990	\$0	\$0	\$0	\$24,990
Other \$ recouped	\$0	\$0	\$0	\$0	\$0
Total \$ recouped	\$24,990	\$0	\$0	\$0	\$24,990

10. Arkansas Dept. of Human Services 11. Central Ohio Area Agency on Aging 12. Pro-Seniors, Inc., OH 13. Better Business Bureau Education Foundation, TX