

**Memorandum**

Date . MAR 13 2002

From George F. Grob *George Grob*

Subject Deputy Inspector General for  
Evaluation and Inspections

To Performance Data for the Senior Medicare Patrol Projects: March 2002 Performance Report  
(OEI-02-02-00240)

Edwin Walker, Director  
Office of Program Operations and Development  
Administration on Aging

At the request of the Administration on Aging, we have continued to collect performance data for the Senior Medicare Patrol Projects. The attachments present cumulative performance data from the beginning of each project. Attachment A contains 54 months of data for the 12 original projects. Attachment B reflects the status of the 29 projects that are in their third year of operation. Attachment C presents performance data for 7 projects with 18 months of experience. And, Attachment D lists the first 6 months of data for 4 new projects. Please note that the project data are self-reported and that we have not independently verified their accuracy.

In total, the 52 Senior Medicare Patrol Projects have trained 25,914 volunteers. The volunteers in-turn have conducted 105,497 training sessions reaching 650,968 beneficiaries. These beneficiaries have reported 15,098 complaints, of which 3,606 have been referred for follow-up. Almost 1,500 resulted in some action. To date, closed complaints have resulted in the recoupment of \$2,906,979 in Medicare funds and, reportedly, \$62,117,723 to other payors.

In the past 6 months, a total of 3,726 volunteers have been trained and 166,897 beneficiaries were educated at the 30,695 training sessions conducted by the volunteers. The total complaints reported since our last report were 1,710. Documentation received in the past 6 months provides evidence of \$10,300 in Medicare funds recouped as a direct result of the projects. Another \$486,586 has been documented as recouped to other payors.

Of the 52 grantees, 4 submitted new Centers for Medicare & Medicaid Services contractor-based complaint tracking system reports for the Senior Medicare Patrol Projects. These reports provide clear documentation of savings to the Medicare program. Although only a small percentage of cases have been reported in this way to date, there is reason to be encouraged that more documentation of savings to the program is on the horizon.

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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, thereby, not giving the projects their full credit. 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 have your staff call Jack Molnar at (212) 264-2000.

Attachments

**APPENDIX A**

**54-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	1,205	84	33	156	21	159	77	36	13	497	54	11	64
# trainers trained	17,461	1,697	203	1,572	243	1,310	498	167	578	10,089	141	249	714
# media events	15,733	179	1,486	1,173	687	213	407	61	1,083	340	54	6,534	3,516
# community education events	3,748	29	54	557	218	627	598	147	190	830	285	53	160
<b>OUTCOMES</b>													
total # trainers who have ever conducted activities	5,087	349	108	DK	239	42	205	167	377	3,285	134	23	158
# group sessions	7,446	1,306	246	1,147	1,252	515	585	140	386	785	522	239	323
# beneficiaries at group sessions	284,542	59,967	8,898	34,690	47,033	17,107	12,249	6,826	10,919	28,389	42,825	5,208	10,431
# one-on-one sessions	32,949	655	0	179	468	7,807	547	5,694	13,222	3,867	375	DK	135
total # beneficiaries educated	317,491	60,622	8,898	34,869	47,501	24,914	12,796	12,520	24,141	32,256	43,200	5,208	10,566
estimated # people reached by media events	130,532,567	8,425,275	2,130,081	16,847,962	38,578,850	1,463,969	878,830	339,843	2,192,500	731,222	11,190,600	17,313,800	30,439,635
estimated # people reached by community education events	9,018,660	22,917	15,979	305,480	14,659	69,375	21,509	241,678	26,745	254,570	8,009,269	18,173	18,306
# complaints received	9,803	692	88	910	309	1,157	322	32	4,764	381	937	43	168
# complaints referred for follow-up	1,631	211	26	372	90	211	150	30	94	225	98	36	88
# complaints resulting in some action	571	43	DK	34	8	103	58	4	36	217	40	6	22
Medicare \$ recouped	\$2,735,232	\$1,316,832	DK	\$1,145,861	\$0	DK	\$109,997	\$0	\$107	\$11,174	\$144,339	\$0	\$6,922
Other \$ recouped	\$61,787,685	\$74,914	DK	\$60,058	\$146,485	DK	\$20,460	\$595,562	\$72,621	\$60,801,200	\$1,935	\$0	\$14,450
<b>Total \$ recouped</b>	<b>\$64,522,917</b>	<b>\$1,391,746</b>	<b>\$0</b>	<b>\$1,205,919</b>	<b>\$146,485</b>	<b>\$0</b>	<b>\$130,457</b>	<b>\$595,562</b>	<b>\$72,728</b>	<b>\$60,812,374</b>	<b>\$146,274</b>	<b>\$0</b>	<b>\$21,372</b>

\*Pending documentation of actual recoupments

**APPENDIX B**

**30-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	1,467	48	44	11	32	28	8	11	0	23	19	27	152	105	8
# trainers trained	6,848	100	249	128	45	190	135	54	17	179	136	657	1,090	240	123
# media events	10,672	42	97	29	476	35	761	30	8	2,799	935	19	36	630	20
# community education events	4,713	48	187	80	258	165	315	35	12	73	121	13	933	115	46
<b>OUTCOMES</b>															
total # trainers who have ever conducted activities	2,980	80	333	35	45	30	13	59	18	52	76	136	393	92	10
# group sessions	6,583	27	276	79	246	356	106	116	43	228	102	231	1,242	437	29
# beneficiaries at group sessions	266,285	881	8,478	8,321	15,465	11,620	3,265	3,879	1,689	5,734	2,758	7,233	37,298	20,751	1,166
# one-on-one sessions	55,774	2,155	261	46	66	115	161	10	334	68	101	246	200	241	0
total # beneficiaries educated	322,059	3,036	8,739	8,367	15,531	11,735	3,426	3,889	2,023	5,802	2,859	7,479	37,498	20,992	1,166
estimated # people reached by media events	170,029,198	95,075	2,128,925	648,300	1,069,220	1,375,532	518,007	1,325,000	44,837	6,195,000	2,404,147	121,000	2,774,595	2,982,251	160,000
estimated # people reached by community education events	1,553,912	24,843	20,084	8,312	35,195	11,492	10,029	184,900	0	126,088	139,923	1,140	590,832	3,290	9,090
# complaints received	5,112	332	107	38	685	104	36	260	0	89	182	0	25	529	2
# complaints referred for follow-up	1,917	14	47	11	140	16	24	42	0	12	9	0	16	346	2
# complaints resulting in some action	889	4	3	DK	22	DK	0	6	0	0	5	0	4	154	0
Medicare \$ recouped	\$158,339	\$0	\$0	DK	\$0	\$153	\$162	\$312	\$0	\$0	\$0	\$0	\$0	\$10,970	\$0
Other \$ recouped	\$316,713	\$13,194	\$0	DK	\$3,271	\$3,450	\$0	\$0	\$0	\$0	\$53,190	\$0	\$0	\$131,035	\$0
<b>Total \$ recouped</b>	<b>\$475,052</b>	<b>\$13,194</b>	<b>\$0</b>	<b>\$0</b>	<b>\$3,271</b>	<b>\$3,603</b>	<b>\$162</b>	<b>\$312</b>	<b>\$0</b>	<b>\$0</b>	<b>\$53,190</b>	<b>\$0</b>	<b>\$0</b>	<b>\$142,005</b>	<b>\$0</b>

Please note these distinctions:

1. The AARP Foundation, DC    2. Friendship House, DC    3. Atlanta Regional Commission, GA    4. Department of Human Resources, GA

**APPENDIX B**

**30-Month Outcomes Reported by the Senior Medicare Patrol Projects**

Activity	MA	ME	MI	MT	NM	NV	OH	OK	OR	PR	TX <sup>5</sup>	TX <sup>6</sup>	UT	VA	WA
<b>OUTPUTS</b>															
# training sessions	59	35	34	9	8	46	6	5	62	19	16	34	21	24	573
# trainers trained	194	154	515	49	210	70	113	49	445	287	230	190	90	421	488
# media events	189	88	4	2,553	203	54	78	32	259	55	112	76	14	155	883
# community education events	174	242	32	80	172	70	101	205	45	483	93	193	53	194	175
<b>OUTCOMES</b>															
total # trainers who have ever conducted activities	99	85	70	64	50	58	45	16	104	16	210	91	54	158	488
# group sessions	253	87	138	54	48	57	212	25	111	153	70	256	59	617	925
# beneficiaries at group sessions	8,729	2,587	10,244	1,113	837	4,961	7,553	5,528	13,552	3,310	1,300	9,744	1,270	21,520	45,499
# one-on-one sessions	2,122	218	0	80	1,581	29	1,101	10	43	5	225	629	345	DK	45,382
total # beneficiaries educated	10,851	2,805	10,244	1,193	2,418	4,990	8,654	5,538	13,595	3,315	1,525	10,373	1,615	21,520	90,881
estimated # people reached by media events	184,690	2,646,290	1,360	948,510	879,700	4,769,436	2,782,800	111,092	118,946,800	2,150,000	838,250	2,836,235	205,700	3,772,003	7,114,443
estimated # people reached by community education events	13,946	11,712	2,704	1,876	27,341	9,845	20,466	27,001	12,634	15,767	7,842	9,196	11,813	137,521	79,030
# complaints received	194	51	161	80	119	190	38	34	56	1,382	49	79	35	199	56
# complaints referred for follow-up	52	34	55	1	46	24	21	20	18	722	14	36	11	158	26
# complaints resulting in some action	DK	15	DK	0	84	2	1	0	5	531	11	13	2	4	23
Medicare \$ recouped	DK	DK	\$17,320	\$0	\$5,102	\$787	\$395	\$0	DK	DK	\$0	\$0	\$0	\$1,866	\$121,272
Other \$ recouped	\$51,734	DK	\$13,626	\$1,079	\$31,932	\$3,723	\$0	\$0	DK	DK	\$0	\$86	\$4,485	DK	\$5,908
Total \$ recouped	\$51,734	\$0	\$30,946	\$1,079	\$37,034	\$4,510	\$395	\$0	\$0	\$0	\$0	\$86	\$4,485	\$1,866	\$127,180

Please note these distinctions:

5. Baylor University, TX

6. The National Hispanic Council on Aging, TX

18-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	LA	MS	NC	NE	SC	SD	WY
<b>OUTPUTS</b>								
# training sessions	187	9	18	135	14	6	2	3
# trainers trained	1,605	75	90	927	261	85	81	86
# media events	711	31	11	23	616	4	5	21
# community education	312	32	110	111	28	8	7	16
<b>OUTCOMES</b>								
total # trainers who have ever conducted activities	281	38	14	42	151	17	4	15
# group sessions	349	74	107	28	74	10	21	35
# beneficiaries at group sessions	9,022	1,189	3064	529	2,048	302	572	1,318
# one-on-one sessions	2,396	69	2069	99	89	34	1	35
total # beneficiaries educated	11,418	1,258	5,133	628	2,137	336	573	1,353
estimated # people reached by media events	9,602,925	620,300	116,609	195,567	8,359,450	22,850	7,454	280,695
estimated # people reached by community education events	61,318	1,876	5,159	7,654	43,413	1,600	970	646
# complaints received	183	37	57	41	8	20	0	20
# complaints referred for follow-up	58	5	0	11	8	17	0	17
# complaints resulting in some action	24	2	0	6	0	1	0	15
Medicare \$ recouped	\$13,408	\$0	\$0	\$140	\$0	\$478	0	\$12,790
Other \$ recouped	\$13,325	\$0	\$0	\$108	\$0	\$0	\$0	\$13,217
Total \$ recouped	\$26,733	\$0	\$0	\$248	\$0	\$478	\$0	\$26,007

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

Activity	TOTAL	KY	NJ	TN	WV
<b>OUTPUTS</b>					
# training sessions	3	1	0	2	0
# trainers trained	59	31	0	28	0
# media events	42	29	2	1	10
# community education events	14	10	0	4	0
<b>OUTCOMES</b>					
total # trainers who have ever conducted activities	8	8	0	0	0
# group sessions	22	22	0	0	0
# beneficiaries at group sessions	886	886	0	0	0
# one-on-one sessions	0	0	0	0	0
total # beneficiaries educated	886	886	0	0	0
estimated # people reached by media events	183,100	60,000	10,700	24,400	88,000
estimated # people reached by community education events	7,199	6,989	0	210	0
# complaints received	2	0	0	2	0
# complaints referred for follow-up	1	0	0	1	0
# complaints resulting in some action	0	0	0	0	0
Medicare \$ recouped	\$0	\$0	\$0	\$0	\$0
Other \$ recouped	\$46	\$0	\$0	\$46	\$0
Total \$ recouped	\$46	\$0	\$0	\$46	\$0