



SMP Briefs

The SMP (Senior Medicare Patrol) Program educates and empowers people with Medicare to identify and report health care fraud and resolve errors.

There is a SMP Program in every state, the District of Columbia, Guam, U.S. Virgin Islands, and Puerto Rico. Nebraska's SMP Program serves the entire state through a network of eight local coordinators and over 100 volunteers. Visit www.dhhs.ne.gov/smp or call 1-800-942-7830

Summer 2011

Volume 2, Issue 3



SCAM ALERT! Some latest scams you should be aware of are listed below. Scams often cross state lines and quickly proliferate throughout the nation.

In **Nebraska**, a beneficiary received a phone call from an individual who said his company, IM USA-Immobil Medical-USA, could get her a wheelchair at no charge through Medicare. The individual asked for her Medicare number. The beneficiary was suspicious and asked for his name and call-back phone number and did not give out her Medicare number. He said he was part of a large phone bank, and if she called back, she probably wouldn't get him again. He gave a phony name and an 800 number. The 800 number was called and it was to a company which helps military families relocate and they stated there would be no reason they would ever ask for a Medicare number.

In the **Hastings, Nebraska** area, an individual received a letter from Once Super Lotteria Espana saying that she had won the lottery and to begin her lottery claim she was to contact a gentleman in Pahang, Malaysia. Enclosed was a claim processing form asking for bank information if bank transfer was desired. It also asked that the award be kept confidential. The letter also stated that the results were released April 15, but the letter was postmarked on the 14th.

In **Nebraska**, a beneficiary reported another lottery scam.

In **Iowa**, it has been reported that individuals are calling and offering to ensure phone/cell phone coverage insurance during the flood; they just require your debit or credit card number to activate the enhanced service.

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www.dhhs.ne.gov/smp



Another scam in **Iowa** involves people calling to set appointments to help move/relocate individuals. The people calling are asking for credit/debit card information to confirm the appointment and secure the moving van.

In **Iowa and Nebraska**, another scam related to the flooding involved two white males going around with a van volunteering to help load furniture and belongings for people trying to relocate. They supposedly were taking these loads to storage units and say they will bring back the address and keys to the home owners, however, they never return.

In **Utah**, a beneficiary reported a call from a company claiming to offer new types of healthcare plans. The caller requested bank information. Upon research, it was discovered that this caller/company was using the name of a legitimate company, but with the words in the name in the reverse order.

A beneficiary in **New Mexico** reported a call from a bankruptcy bill collector. This caller was contacting people who had filed bankruptcy and attempting to force them to pay by saying that they would send the sheriff out to collect.

In **New Jersey**, a beneficiary reported receiving a postcard claiming that with Medicare updates, Medicare supplement providers were going to raise their rates. The caller claimed that many beneficiaries were changing to HMO's. Others on the call speculated that this sounded like typical marketing techniques that sellers of Medicare Advantage plans use to get around not being able to make cold calls to beneficiaries.

In **Arkansas**, a beneficiary reported a call from someone claiming that Medicare is going broke and that there are other alternatives and then asking for personal information. Similar calls have been reported to **Kansas** SMP with the claim that they are connected with the tea party movement. **Massachusetts** SMP has had second hand reports of such calls.

Delaware SMP reported that a beneficiary received a mailing using CMS's logo as the header, and two different CMS addresses. It included a survey and personal information was also requested.

In **Missouri**, it was reported to the SMP that an individual received a phone call from someone claiming to be with the University, and that her grandson was in need of funds for his education.

Iowa SMP was informed by the Administration on Aging (AoA) that a phone scam is taking place under the name "Living Well Grant Funds." Targeted persons receive a phone call asking them to complete a grant application, provide their cell phone number, and then wire money through Western Union. They are told they will receive a call on their cell phone, notifying them when it is time to pick up their "grant" funds at Western Union. The targeted persons were told to wire \$149 up front so they could later receive \$6,520.



This scam has co-opted the name of a legitimate grant that AoA is administering, sometimes referred to as “Living Well.” Washing state (along with New York and 45 other states) received grant funds. The grant has nothing to do with calling citizens or requesting money.

Incidents like these are considered SMP complex issues and, if you receive reports that this scam is occurring in your state, it should be reported to your **State Attorney General’s Office and to the Federal Trade Commission (FTC)**.

CMS Releases Fact Sheet on Durable Medical Equipment Supplier Fraud

Durable Medical Equipment and Medicare Fraud is a huge problem, and significant amount of Medicare dollars are being stolen on a daily basis. Estimates show Medicare loses between \$60 and \$70 billion annually due to fraud, errors, and abuse.

An older Nebraskan called the SMP office to report that someone called to sell her diabetic supplies she did not need. They pressured her into providing her Medicare number. Nebraska SMP receives these types of complaints on a regular basis. Fraudsters can bill Medicare once they have the Medicare number. Also, Medicare number is the same as one’s Social Security Number, so identity theft could become an issue.

Be smart! If someone calls and states that they need your Medicare or Social Security number - hang up and report the call to your local authorities. You could try to get the caller’s name and phone number prior to hanging up, but in most cases neither will be valid.

There are resources and information available to help ward off these con artists. CMS released the fact sheet below on DME fraud.

Fact Sheet (see page 4)

DME Fact Sheet:

CENTERS FOR MEDICARE & MEDICAID SERVICES



You Can Help Protect Yourself and Medicare from Fraud Committed by Dishonest Suppliers

Medicare fraud can happen in a number of ways. One way is when a supplier who isn't approved by Medicare asks for your business. It can also happen if your supplier gives false or misleading information to you, or to Medicare, to get payment for equipment that isn't medically necessary. This includes having Medicare pay for more advanced equipment than you need. Medicare fraud wastes a lot of money every year. The result is higher health care costs for you and that the equipment you're sold may not be right for your diagnosis and treatment. You can help by making sure that your supplier is Medicare-approved (accredited) and that they provide you with the equipment that best fits your medical needs.

Identity theft is another form of Medicare fraud. It happens when someone uses your personal information without your consent to get medical services or equipment. Personal information includes things like your name, Social Security, Medicare, or credit card numbers. Keep this information safe. Don't give your information to anyone who comes to your home (or calls you) uninvited selling Medicare-related products. **Only give personal information to doctors or other providers who are approved by Medicare, your State Health Insurance Assistance Program, or Social Security.** Call 1-800-MEDICARE (1-800-633-4227) if you aren't sure if a provider is approved by Medicare. TTY users should call 1-877-486-2048.

How to Spot Fraud and Abuse

You can help protect yourself and Medicare by looking out for the following:

- Suppliers who offer you free equipment
- Suppliers who want you to use their doctors
- Anyone you don't know asking for your Medicare or Social Security Number
- Calls from companies you didn't give your phone number to
- Charges for products or services you didn't get on your Medicare Summary Notice



What to do if You Suspect Fraud and Abuse

If you suspect fraud or abuse, you can do the following:

- Call your health care provider to ask about the charge or service in question.
- Confirm that your supplier is still a Medicare-approved (accredited) supplier. New guidelines recently went into effect, so it's important to make sure your supplier is still approved by Medicare. You can do this by calling 1-800-MEDICARE (1-800-633-4227). TTY users should call 1-877-486-2048. You can also visit www.medicare.gov and select "Find Suppliers of Medical Equipment in Your Area."
- If you think that someone is using your personal information, or if you suspect Medicare fraud, call your local Senior Medicare Patrol (SMP) office. The Administration on Aging's SMP programs can teach you how to protect your Medicare information, detect billing discrepancies, and report suspected errors, fraud, and abuse. To find your local SMP program, visit www.smpresource.org and select the SMP Locator.
- Call the Inspector General's hotline at 1-800-HHS-TIPS (1-800-447-8477). TTY users should call 1-877-486-2048.

For More Information

For more information, visit www.medicare.gov, or call 1-800-MEDICARE.

July 18 – 24 is “Insurance Fraud Awareness Week”

The Iowa-Nebraska Chapter of the International Association of Special Investigation Units (IASIU) and the Nebraska Department of Insurance Fraud Prevention Division requested Governor Dave Heineman to proclaim July 18 – 24 as Insurance Fraud Awareness Week. Insurance fraud, including medical fraud occurs daily at a cost of over \$80 billion annually. According to Patrick Yates, President, IA-NE IASIU, “The reality is every honest consumer and business in Nebraska and throughout the United States is paying the price through higher premiums and higher priced goods and services. This is in addition to those that suffer financial losses through insurance investment schemes and fraudulent medical schemes.”

The Pre-Existing Condition Insurance Plan

Easier Eligibility Standards and Reduced Premiums

Nebraskans who have had difficulty finding health coverage because of a pre-existing condition now can more easily get much more affordable coverage. The U.S. Department of Health and Human Services (HHS) today announced new steps to reduce premiums and make it easier for uninsured Nebraskans to enroll in the Pre-Existing Condition Insurance Plan.

The Pre-Existing Condition Insurance Plan was created under the Affordable Care Act to help uninsured people with a pre-existing condition get high quality care at affordable prices and serves as a bridge to 2014 when insurers will no longer be allowed to deny coverage to people with any pre-existing condition, like cancer, diabetes, and asthma. This health coverage program is administered at the State level in 27 states and by the Federal government in 23 States and the District of Columbia. New eligibility standards and lower premiums will open this program to many more Nebraskans.

Reduced Premiums: Premium prices for Nebraskans enrolled in PCIP dropped 20.5%. Now a 50 year old in Nebraska can get comprehensive health coverage for \$303 per month. For more information on premiums please visit www.pcip.gov .

Simplifying Eligibility: Starting on or after July 1, 2011, people applying for coverage can simply provide a letter from a doctor, physician assistant, or nurse practitioner dated within the past 12 months stating that they have, or at any time in the past, had a medical condition, disability, or illness. Applicants will no longer have to wait on an insurance company to send them a denial letter. Applicants will still need to meet other eligibility criteria including providing that they are U.S. citizens or residing in the U.S. legally and they have been without health coverage for six months.

Partnering with Agents and Brokers: Beginning this fall, HHS will begin paying agents and brokers for successfully connecting eligible people with the PCIP program. This step will help reach those who are eligible but un-enrolled. Several States have experimented with such payments with good success. This is a part of continuing HHS outreach efforts with States, insurers, providers, and agents and brokers to reach more eligible people and let them know that coverage is available. HHS is also working with insurers to notify people about the PCIP option in their State when their application for health insurance is denied.

Quick Facts for Nebraska:

Reduction in Premiums:

20.5%

Rates:

Nebraska					
Plan/Age Band	00-18	19-34	35-44	45-54	55+
Standard	\$132	\$198	\$237	\$303	\$421
Extended	\$177	\$266	\$320	\$408	\$568
HSA	\$137	\$205	\$246	\$315	\$438

Potential Premium for a 50 year old:

\$303

Provider Network:

- 6,781 physicians
- 460 pharmacies and
- 73 hospitals throughout the state

The program is already saving lives. A gentleman, who lives in Texas, was diagnosed with brain cancer in 2010. Shortly after his diagnosis, his insurance company rescinded his insurance coverage, claiming that his cancer was a pre-existing condition. He knew that his lack of coverage was a death sentence. Fortunately, he was able to join PCIP in Texas and is now receiving the treatment he needs.

These reduced premiums and new eligibility standards make it easier for Nebraskans to get the health insurance coverage they so desperately need. If you or anyone you know has a pre-existing condition, be sure to tell them about this new program. For many, these plans provide access to life saving treatments. It's vital that we continue to find those who are eligible and get them covered.

The Pre-Existing Condition Insurance Plan (PCIP) was created under the Affordable Care Act and serves as a bridge to 2014 when insurers will no longer be allowed to deny coverage to people with any pre-existing condition, like cancer, diabetes, and asthma.

According to the National Association of State Units on Aging and Disabilities (NASUAD) Friday update, the U.S. Department of Health and Human Services, announced the changes will take effect July 1, 2011 and will affect 23 states and the District of Columbia, where the PCIP program is operated by the federal government. For the 27 states that operate their own PCIP programs, the Centers for Medicare and Medicaid Services (CMS) sent a letter encouraging states to review their plans to ensure that premiums match what is being charged in the individual insurance market.

For more information, including eligibility, plan benefits and rates, as well as information on how to apply, visit www.pcip.gov and click on "Find Your State." Then select Nebraska from a map of the United States or from the drop down menu. The PCIP Call Center is open from 8 a.m. to 11 p.m. Eastern Time. Call toll free 1-866-717-5826 (TTY 1-866-561-1604).

Source: CMS News Release on NASUAD Friday Update

Nebraska SMP Media Campaign

Nebraska SMP embarked on a media campaign recently. The SMP Capacity Building Expansion Grant made it possible to conduct media events through advertisements in newspaper and magazines, radio interviews and Public Service Announcements on statewide public television.



Print Media:

SMP advertisements were published in 173 rural newspapers statewide and several local newspapers in the Kearney, North Platte and Beatrice areas, New Horizon Magazine in the Omaha area and 55 Plus Magazine with coverage in the Lincoln area. Nebraska SMP advertisements are scheduled to appear in Nebraska Life Magazine with a readership of 164,000. Nebraska Life Magazine has the third largest circulation in the state after Omaha World Herald and Lincoln Journal Star newspapers. Look for the advertisement in the September/October issue.

The SMP/DHHS logo will be listed on the Nebraska Education Television football poster that has a significantly large statewide distribution.

Nebraska SMP staff and volunteers have distributed the SMP posters developed by the Administration on Aging as part of their Media Campaign. The posters were customized with Nebraska SMP toll-free number and website information.



Radio:

A news release on the SMP Program issued by the Communications Division within the Nebraska Department of Health and Human Services generated interest from some radio stations for interviews with the project director. KYNT radio located in South Dakota with regional coverage in Nebraska interviewed the SMP Project Director and DHHS director for the Division of Medicaid and Long Term Care on their prime time program, “Alive at Five.” NET, Nebraska Public Radio aired a program on fraud interviewing SMP Project Director, Better Business Bureau and Western Union officials. This program was also posted on NET’s website.

Television:

Nebraska SMP has signed a contract with NET to air a television advertisement on various programs viewed by older Nebraskans. The airings will start this summer for 10 weeks on some programs to up to one year on some others such as The Backyard Farmer, the Big Red Wrap-up, Lawrence Welk and the British Comedies. In addition, the advertisement will be aired around a special program being developed by the Area Agencies on Aging and Nebraska SHIP on Medicare funded by the MIPPA Grant. Tune in to these programs on NET to view the SMP fraud prevention message.

Billboards:

Nebraska SMP also purchased two rotating billboards for the Lincoln and Omaha areas with the message of healthcare fraud prevention.

SMP Web Page:

The Nebraska SMP web page has been revamped to make it dynamic listing latest frauds, volunteer information, articles on preventing fraud and recordings of media activities. Video Public Service Announcements (PSA) posted include: CMS’ “Cracking Down on Health Care Fraud,” “Grandparent Scam,” “Buyer Beware” and Mickey Rooney Elder Abuse “Emotional Blackmail.” Radio PSAs posted include: 15, 30 and 60 second Radio PSAs developed by the Administration on Aging (AoA) and “AARP Minute” radio interview.

All these media activities have enhanced Nebraska SMP’s visibility throughout the state like never before!

States Celebrate Older Americans Month

As a result of a meeting with the National Council of Senior Citizens, President John F. Kennedy first designated May in 1963 as Senior Citizens Month. Every President since has issued a formal proclamation during or before the month of May asking the entire nation to pay tribute to older persons in their communities. In 1980, President Jimmy Carter's proclamation changed the name to Older Americans Month.



The theme of this year's Older Americans Month was Older Americans: **Connecting the Community**.

The Nebraska Department of Health and Human Services issued a news release

<http://www.dhhs.ne.gov/newsroom/newsreleases/2011/May/oldernebraskans.htm> highlighting

contributions and activities of older Nebraskans.

When Older Americans Month was established in 1963, only 17 million living Americans had reached their 65th birthday. About a third of older Americans lived in poverty. Now, the number of people 65 and older in the United States (as of July 1, 2009) is 39.6 million, accounting for 13 percent of the total population. Here are some other interesting statistics from the 2010 census count, compiled as part of the U.S. Census Bureau's Facts for Features highlight for Older Americans Month, May 2011:

88.5 million

Projected population of people 65 and older in 2050.

545 million

Projected 2011 midyear world population of people 65 and older. The percentage of the world's population 65 and older is projected to increase from about 8 percent to about 17 percent from 2011 until 2050.

35

The projected number of people 65 and older to every 100 people of traditional working ages (ages 20 to 64) in 2030, up from 22 in 2010*. This time period coincides with the time when baby boomers are moving into the 65 and older age category.

42%

The percentage of the 65 and older population expected to be a minority - i.e., a group other than single race, non-Hispanic white - in 2050, more than double the percentage in 2010 (20 percent)*.

8.9%

Poverty rate for people 65 and over in 2009, down from 9.7 percent in 2008. There were 3.4 million seniors in poverty in 2009, down from 3.7 million the previous year.

9 million

Estimated number of people 65 and older who were veterans of the armed forces in 2009.

6.5 million

Number of people 65 and older who were in the labor force in 2009. Projections indicate that by 2018, the number will reach 11.1 million.

55%

The percentage who worked full-time among people 65 or older who were employed in 2009.

16%

Percentage of people 65 and older in the labor force in 2009.

77%

Proportion of people 65 and older in 2009 who had completed high school or higher education.

20%

Percentage of the population 65 and older in 2009 who had earned a bachelor's degree or higher.

70%

Percentage of citizens 65 and older that reported casting a ballot in the 2008 presidential election. Along with those 45 to 64, people 65 and older had the highest turnout rate of any age group.

81%

Percentage of householders 65 and older who owned their homes as of 4th quarter 2010.

5.6 million

The number of people 85 and older in the United States on July 1, 2009.

71,991

Estimated number of centenarians in the United States on Dec. 1, 2010.

601,000

Projected number of centenarians in the United States in 2050.

4.1 million

Number of people 65 and older living in California on July 1, 2009, the highest total of any state. Florida, with 3.2 million, and New York, with 2.6 million, were the runners-up.

In Nebraska, 28,933 older Nebraskans received one or more services from the aging network in 2010:

- 6,039 received Care Management support;
- Over 26,000 received meal services;
- 22% were below poverty level;
- Almost half lived alone;
- Over 75% receiving support resided in rural areas;
- Over 50% have one or more Activities of Daily Living impairment; and
- Over 50% of the clients receiving nutrition support were at moderate to high nutrition risk.

*The figures for 2010 are not census counts.

Sources:

http://www.census.gov/newsroom/releases/archives/facts_for_features_special_editions/cb11-ff08.html and http://www.aoa.gov/aoaroot/press_room/observances/oam/archive/archive.aspx

Meet Our Partners

Nebraska SMP has an active Steering Committee that meets quarterly to discuss SMP related fraud and abuse issues and get updates from partner organizations. Representatives from the following organizations serve on the Steering Committee: SHIP (Senior Health Insurance Information Program), AARP, TRIAD (a partnership of three organizations – law enforcement, senior citizens and community groups), CIMRO (a quality improvement organization), Medicaid Fraud Control Unit in the Attorney General’s Office, representative from the Consumer Protection Unit in Attorney General’s Office, Department of Health and Human Services Program Integrity staff, Nebraska Medical Society, IntegriGuard Program Safeguard Contractor, Long-term Care Ombudsman, Adult Protective Services, Senior Center Association, Area Agencies on Aging, Aging and Disability Resource Center (ADRC), Better Business Bureau, Consortium for Dementia Alternatives and SMP Director and local coordinators. SMP Briefs features a column written by one of these SMP partners. In this issue the featured article is by the Medicaid Program Integrity Program.

Nebraska Medicaid Integrity Program

By Erica Brooks

Nebraska Medicaid Program Integrity continues to work numerous provider fraud and abuse cases: 218 open cases as of June 2011. 56 of those are Personal Assistance Service (PAS) and Chore provider cases. A large number of these providers are friends or family members of their clients, which may be convenient and reassuring to many clients, but it also can lead to some of the more common problems Program Integrity sees with these provider types.



The most common allegation made against PAS and Chore providers is billing while their client is inpatient in a hospital or nursing facility. Medicaid regulations specifically state that PAS and Chore services are to be provided in the client’s home. Providers are not to provide services at the hospital or at the client’s home when they are not there.

These cases also often involve billing for services they have not rendered even when the client is not inpatient. Many times clients do not want to refuse to sign a timesheet even if they know it is not accurate because they don’t want to “cause problems” with their provider. Clients may also be hesitant to report these issues or other problems they have with their provider to their caseworker out of fear of losing the services.

Recently several PAS and Chore cases have involved the provider forging the client signature on timesheets. Clients need to be responsible for signing these documents and ensuring it is true and accurate. It may be cause for concern if your provider does not regularly ask you to sign a timesheet.

Program Integrity is also seeing a rise in the number of clients reporting that they are being billed by providers. Some ways to prevent this include:

- When scheduling appointments with new providers, always ask if they accept Nebraska Medicaid. If they do not accept Nebraska Medicaid and you see the provider anyway, you will be responsible to pay the bill.
- If you have other coverage such as Medicare or an insurance plan you also need to ask if they accept those coverages as well. You are responsible for complying with the rules of Medicare and insurance. Medicaid is the payer of last resort, so Medicare and your insurance plan need to be billed first.
- Always show your Medicaid card at every appointment.
- Call your provider as soon as you receive the first bill to make sure they are aware of your Medicaid coverage. If you are unable to resolve the problem call the Medicaid inquiry line (877-255-3092) and ask to speak to someone in Program Integrity. Don't wait to ask for help-once a bill is sent to a collection agency there is very little we can do to help you.

SMP continues to play an important role in the ability of Program Integrity to educate Medicaid clients and the public about these important issues. We look forward to working with SMP in continued efforts in combating fraud, waste, and abuse of the Nebraska Medicaid Program.

Highlights: Volunteer Risk and Performance Management Program

The Administration on Aging has launched the SMP Volunteer Risk and Program Management Program which is an evidence-based effort being implemented after careful examination and research of risks associated with volunteer involvement in the SMP Program. The Administration on Aging has outlined the Vision of the Volunteer Risk and Performance Management Program as:

TO CREATE A VOLUNTEER PROGRAM INFRASTRUCTURE FOR SMP THAT PROMOTES SAFER AND MORE EFFECTIVE VOLUNTEER INVOLVEMENT AND IS MORE RESPONSIVE TO CHANGING NEEDS.

The program policies and procedures will be implemented in “sets” staged over three years. Implementation of the first set of policies will begin in January 2012 and will cover Volunteer Risk Management, Screening and Information Technology. Other policies and procedures will be rolled out in 2013 and 2014.

Look for details as local coordinators share the implementation plans with volunteers.



Coordinators' Corner

Nebraska SMP welcomes Lacey Cover, new local coordinator in the South Central Nebraska Area Agency on Aging (Kearney). Lacey has worked in the AAA as a receptionist and is SHIIP trained. Welcome, Lacey!

Smart Facts Training

All Nebraska SMP coordinators including some new and experienced staff attended a day-long training on Smart Facts. SMP Project Director conducted two training sessions in North Platte and Lincoln. The hands-on training covered how to enter information, run reports and use search criteria in various programs within Smart Facts including Outreach and Education, Complex Issues, Simple Inquiries and Volunteer Tracking and Management. The training will ensure program integrity and accuracy for the OIG reports.

Local Happenings

Blue Rivers AAA (BRAAA)

BRAAA ran an advertisement in the Beatrice Sun and collaborated with the Fairbury Chamber of Commerce to include SMP posters in their June mailing that is sent to 235 businesses. Nebraska City Chamber of Commerce posted SMP information on their web site. **Barb Ebke**, local SMP Coordinator conducted several outreach events at senior centers and retirement homes and long term care facilities and conducted volunteer training for new volunteers.

Aging Office of Western Nebraska (AOWN)

AOWN volunteers and staff conducted a host of outreach and education events including one-on-one counseling throughout their Planning and Service Area (PSA). These included long term care facilities, senior centers and nutrition programs.

Midland Area Agency on Aging (MAAA)

MAAA staff and volunteers participated in community events such as caregiver fairs, rural health fair, senior centers, SHIIP Update training and collaborated with Attorney General's Office Senior Anti-fraud Education program to do outreach. DeAnna Tuttle, local SMP Coordinator recruited one volunteer last quarter, published an advertisement in the local newspaper and made a presentation at the AAA Governing Board meeting.

Eastern Nebraska Office on Aging (ENOA)

ENOA staff and volunteers conducted over 40 group education sessions and outreach events during April and May. ENOA published an SMP advertisement in the April and May issues of the New Horizons Magazine with distribution in the five-county area. ENOA worked on two ongoing complex issues and followed up with various parties including Medicare contractors. ENOA reported scams in the area that were shared by the SMP director with other local coordinators and during national mentor calls.

Aging Partners AAA (APAAA)

Tami Barrett, local coordinator recruited and conducted classroom training for several volunteers in April. Several others were given the CD and the manual for online training. Some outreach events in the area included the Life Long Living Festival, group education at area high schools, Caregiver's Retreat, health fairs, presentations at churches and retirement homes.

Northeast Nebraska AAA (NENAAA)

Bev Myers reported multiple scams targeted at seniors in the NENAAA area. Group presentations were conducted at over 15 locations during April and May including churches, health fairs, long term care facilities and senior centers.

West Central Nebraska AAA (WCNAAA)

Rhonda Godbey, local coordinator conducted training for new volunteers, and conducted over 40 presentations and outreach events at senior centers with 333 people, long term care facilities, nursing homes, SHIIP Update training and health fairs. Rhonda has recruited eight new volunteers in the Planning and Service Area that did not have volunteers. Rhonda also participated in a Shredding Event in North Platte with about 300 in attendance where the SMP program was discussed and materials were handed out.

Administrative Office

SMP Project Director participated in a career fair at Concordia University and at a Better Business Bureau fraud event. SMP materials were disseminated at the events. A new volunteer recruitment card was developed by staff and distributed to all local coordinators. SMP Director spearheaded and participated in several media activities including print media and radio. The SMP Program presence was enhanced on the Answers4Families website and an SMP Program related news release was issued in April.

SMP Grants

Nebraska has received the SMP Continuation Grant for FY 2012. Nebraska SMP will submit an SMP Capacity Building Grant this summer for the period September 30, 2011 to September 29, 2012. The primary focus of the Expansion Grant application will be implementation of the Volunteer Risk and Program Management Program.

SMP and Ombudsman Annual Volunteer Conference

Plans are underway to host a joint volunteer conference with the Ombudsman Program on August 25, 2011 at the Holiday Inn Southwest in Lincoln. Nebraska SMP volunteers will be reimbursed for travel expenses.

Conference Agenda

Facility Investigation

Dan Taylor, RN, Training Coordinator, Office of LTC Facilities

SMP-Ombudsman Coordinators' Panel:

Tami Barrett, Pat Wilcox, DeAnna Tuttle

Foundation for End-of-Life Care: Hospice Philosophy

LaDonna VanEngen, RN, CHPN, Hospice Program Coordinator,
St. Elizabeth Medical Center

Recognition Lunch

Surrogate Decision Making & Cultural Competency

-Margaret Schaefer, Legal Aid of Nebraska

Fraud Busters

Jim Hegarty, Better Business Bureau

-Josie Rodriguez, AGO, SAFE Program Coordinator

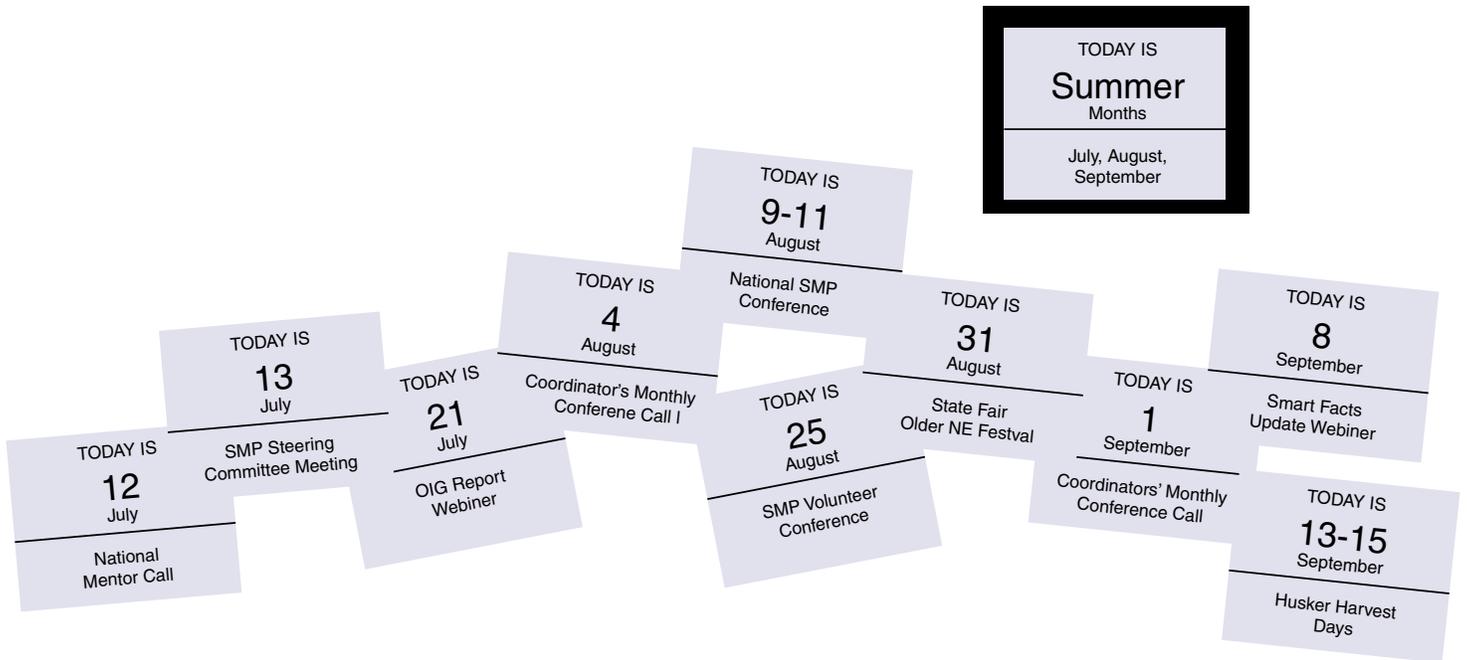
Medicare Marketing Surveillance and Complaints

Amanda Larigan, CMS Regional Office, Kansas City

Volunteers may contact their local SMP coordinator for registration information or call Madhavi Bhadbhade at 402-471-2309. Registration deadline is July 29.

SMP Calendar

- July 12 National Mentor Call
- July 13 Nebraska SMP Steering Committee Meeting
- July 21 OIG Report Webinar
- August 4 Coordinators' Monthly Conference Call
- August 9 – 11 National SMP Conference, Washington, D.C.
- August 25 Nebraska SMP Volunteer Conference
- August 31 Nebraska State Fair – Older Nebraskans Festival
- September 1 Coordinators' Monthly Conference Call
- September 8 Smart Facts Update Webinar
- September 13 – 15 Husker Harvest Days, Grand Island, Nebraska



HAVE A GREAT SUMMER!

Nebraska SMP
www.dhhs.ne.gov/smp

