



Memorandum

Date: August 22, 2002

From: John I. Molnar
Regional Inspector General for
Evaluation and Inspections – New York

Subject: Performance Data for the Senior Medicare Patrol Projects: August 2002 Performance
Report (OEI-02-02-00560)

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

At the request of the Administration on Aging (AoA), the Office of Inspector General collects performance data for the Senior Medicare Patrol Projects. The attachments present cumulative performance data from the beginning of each project. Attachment A lists complete data for the 12 projects that have operated since the inception in 1997. Attachment B presents the cumulative 3 years of work for 29 projects. Attachment C reflects performance data for 7 projects with 2 years of experience. And, Attachment D contains the first year of data for 4 new projects. Please note that the project data are self-reported and that we have not independently verified their accuracy.

To date, the 52 Senior Medicare Patrol Projects have trained 31,173 volunteers. In-turn, 869,472 beneficiaries have been reached at the 154,710 training sessions conducted by these volunteers. The beneficiaries have reported 19,342 complaints, of which 4,205 have been referred for follow-up. Almost 1,800 resulted in some action. In total, closed complaints have resulted in the recoupment of \$3,008,937 in Medicare funds and, reportedly, \$76,621,601 to other payors.

In the past 6 months, a total of 5,259 volunteers have been trained and 218,504 beneficiaries were educated at the 49,213 training sessions conducted by the volunteers. A total of 4,244 complaints have been logged since our last report. Documentation received in the past 6 months provides evidence of \$101,958 in Medicare funds recouped as a direct result of the projects. Another \$14,503,878 has been recouped to other payors.

Of the 52 grantees, 17 reported savings in the past 6 months. Of these 17 grantees, 11 submitted Centers for Medicare & Medicaid Services contractor-based complaint tracking system reports. In comparison, in March 2002 we reported that four grantees submitted

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tracking system reports. Of the money reported recouped in the past 6 months, \$87,116 or 85 percent of the total dollars saved, were documented by the 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, 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.

At this time, we encourage AoA to develop a strategy to continue monitoring the Senior Medicare Patrol Projects. We are fully prepared to work with AoA to develop and implement that strategy. If you have any questions, please call me at 212-264-2000.

Attachments

APPENDIX A

60-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	CA	HI	IA	IL	MD	MN	MO	NH	NY	PA	RI	WI
OUTPUTS													
# training sessions	1,388	92	44	192	24	228	84	36	16	524	63	11	74
# trainers trained	19,897	2,024	266	2,312	253	2,182	533	167	613	10,250	207	249	841
# media events	21,614	204	4,236	2,367	1,292	259	452	65	1,090	376	60	7,152	4,061
# community education events	5,019	56	63	670	316	1,319	707	204	190	902	319	75	198
OUTCOMES													
total # trainers who have ever conducted activities	5,627	374	138	DK	244	106	237	167	519	3,493	143	23	183
# group sessions	8,878	1,552	301	1,306	1,345	990	685	178	413	854	600	256	398
# beneficiaries at group sessions	350,890	68,764	10,520	41,267	50,313	21,304	13,913	7,978	28,451	29,852	60,622	5,633	12,273
# one-on-one sessions	44,036	679	0	216	487	9,315	567	9,109	16,503	6,588	375	DK	197
total # beneficiaries educated	394,926	69,443	10,520	41,483	50,800	30,619	14,480	17,087	44,954	36,440	60,997	5,633	12,470
estimated # people reached by community education events	9,088,192	31,678	17,814	313,165	16,901	80,164	25,178	246,305	42,745	258,287	8,010,022	23,123	22,810
# complaints received	10,635	745	111	1,043	313	1,303	339	35	4,774	734	988	47	203
# complaints referred for follow-up	1,744	240	39	388	91	236	155	33	104	228	99	37	94
# complaints resulting in some action	616	44	DK	41	10	104	62	8	38	219	40	6	44
Medicare \$ recouped	\$2,763,570	\$1,318,913	DK	\$1,147,524	\$0	DK	\$109,997	\$132	\$107	\$31,038	\$144,339	\$0	\$11,520
Other \$ recouped	\$76,021,924	\$74,914	DK	\$1,324,867	\$146,485	DK	\$27,956	\$1,155,471	\$74,646	\$73,201,200	\$1,935	\$0	\$14,450
Total \$ recouped	\$78,785,494	\$1,393,827	\$0	\$2,472,391	\$146,485	\$0	\$137,953	\$1,155,603	\$74,753	\$73,232,238	\$146,274	\$0	\$25,970

APPENDIX B

36-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	AK	AL	AR	AZ	CO	CT	DC ¹	DC ²	DE	FL	GA ³	GA ⁴	ID	IN
OUTPUTS															
# training sessions	1,993	50	62	12	38	29	14	12	0	28	19	40	256	160	13
# trainers trained	8,890	112	292	129	115	200	167	57	21	221	136	681	1,541	462	205
# media events	15,295	44	105	35	482	36	804	32	14	4,697	955	35	1,001	1,569	40
# community education events	6,786	51	235	91	310	421	602	40	22	101	136	24	1,462	167	83
OUTCOMES															
total # trainers who have ever conducted activities	4,070	83	389	43	115	30	26	79	32	79	96	199	655	137	21
# group sessions	8,716	32	342	92	285	382	113	165	91	294	163	321	1,782	594	44
# beneficiaries at group sessions	359,592	1,082	14,214	8,787	26,586	10,342	3,590	5,374	3,321	7,515	10,210	9,495	53,743	33,624	1,462
# one-on-one sessions	85,825	2,290	354	51	222	151	232	10	744	94	455	539	555	435	36
total # beneficiaries educated	445,417	3,372	14,568	8,838	26,808	10,493	3,822	5,384	4,065	7,609	10,665	10,034	54,298	34,059	1,498
estimated # people reached by community education events	2,212,903	25,196	37,791	9,673	37,172	13,078	16,347	185,900	69,837	129,963	147,234	4,200	1,035,260	7,074	13,536
# complaints received	8,079	443	140	50	1,965	115	76	310	0	118	536	10	28	1,207	7
# complaints referred for follow-up	2,326	22	65	14	143	16	31	53	0	20	17	5	18	564	7
# complaints resulting in some action	1,110	7	5	DK	22	DK	3	9	0	1	5	0	4	293	0
Medicare \$ recouped	\$224,982	\$0	\$0	DK	\$429	\$453	\$29,446	\$1,329	\$0	\$5,388	\$4,511	\$0	\$0	\$10,970	\$0
Other \$ recouped	\$586,306	\$13,495	\$0	DK	\$3,271	\$3,450	\$0	\$0	\$0	\$0	\$53,190	\$0	\$0	\$266,797	\$0
Total \$ recouped	\$811,288	\$13,495	\$0	\$0	\$3,700	\$3,903	\$29,446	\$1,329	\$0	\$5,388	\$57,701	\$0	\$0	\$277,767	\$0

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

36-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	MA	ME	MI	MT	NM	NV	OH	OK	OR	PR	TX ⁵	TX ⁶	UT	VA	WA
OUTPUTS															
# training sessions	68	59	34	17	17	54	6	9	69	24	18	60	31	31	763
# trainers trained	211	219	515	65	383	122	113	98	602	307	244	463	139	550	520
# media events	194	130	4	2,588	207	66	99	36	262	127	213	100	37	356	1,027
# community education events	184	358	61	139	216	84	132	218	63	520	135	240	116	356	219
OUTCOMES															
total # trainers who have ever conducted activities	109	133	70	76	65	86	45	22	177	25	260	223	111	164	520
# group sessions	271	223	155	102	79	73	304	31	157	274	72	381	113	783	998
# beneficiaries at group sessions	9,859	5,558	10,787	2,032	5,818	6,617	9,449	5,709	15,472	5,698	1,375	12,160	4,198	27,356	48,159
# one-on-one sessions	2,426	421	22	101	3,148	41	1,417	13	249	2,257	255	788	1,913	DK	66,606
total # beneficiaries educated	12,285	5,979	10,809	2,133	8,966	6,658	10,866	5,722	15,721	7,955	1,630	12,948	6,111	27,356	114,765
estimated # people reached by community education events	15,871	19,182	3,886	2,843	33,679	14,278	28,081	37,001	14,028	17,291	8,249	29,346	22,050	137,521	97,336
# complaints received	197	66	183	95	159	245	39	59	59	1,450	51	115	61	229	66
# complaints referred for follow-up	53	41	63	7	49	32	21	25	18	748	16	55	23	174	26
# complaints resulting in some action	DK	16	N/A	0	116	2	1	0	5	541	13	27	2	15	23
Medicare \$ recouped	DK	DK	\$17,320	\$0	\$5,263	\$787	\$395	\$0	DK	\$4,968	\$0	\$2,516	\$0	\$19,935	\$121,272
Other \$ recouped	\$51,949	DK	\$15,626	\$1,079	\$155,893	\$3,723	\$0	\$0	DK	DK	\$0	\$86	\$4,485	DK	\$13,262
Total \$ recouped	\$51,949	\$0	\$32,946	\$1,079	\$161,155	\$4,510	\$395	\$0	\$0	\$4,968	\$0	\$2,602	\$4,485	\$19,935	\$134,534

Please note these distinctions:

5. Baylor University, TX

6. The National Hispanic Council on Aging, TX

24-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	LA	MS	NC	NE	SC	SD	WY
OUTPUTS								
# training sessions	265	11	22	190	27	9	2	4
# trainers trained	2,117	110	217	1,078	390	115	81	126
# media events	872	36	43	72	664	8	26	23
# community education events	535	38	130	226	45	29	18	49
OUTCOMES								
total # trainers who have ever conducted activities	544	47	104	102	233	22	14	22
# group sessions	607	83	182	105	116	22	40	59
# beneficiaries at group sessions	16,915	1,293	5,188	2,125	4,304	840	1,028	2,137
# one-on-one sessions	6,152	181	5,215	360	264	55	8	69
total # beneficiaries educated	23,067	1,474	10,403	2,485	4,568	895	1,036	2,206
estimated # people reached by community education events	99,802	2,751	11,074	25,493	46,357	5,960	2,242	5,925
# complaints received	607	41	354	103	20	43	7	39
# complaints referred for follow-up	129	7	16	28	11	38	2	27
# complaints resulting in some action	66	3	0	17	1	21	1	23
Medicare \$ recouped	\$20,204	\$0	0	140	0	7,274	0	12,790
Other \$ recouped	\$13,325	\$0	\$0	\$108	\$0	\$0	\$0	\$13,217
Total \$ recouped	\$33,529	\$0	\$0	\$248	\$0	\$7,274	\$0	\$26,007

12-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	KY	NJ	TN	WV
OUTPUTS					
# training sessions	87	46	2	39	0
# trainers trained	269	97	16	156	0
# media events	303	146	4	143	10
# community education events	445	86	1	40	318
OUTCOMES					
total # trainers who have ever conducted activities	205	175	6	24	0
# group sessions	228	176	9	43	0
# beneficiaries at group sessions	5,794	4,459	206	1,129	0
# one-on-one sessions	268	128	5	135	0
total # beneficiaries educated	6,062	4,587	211	1,264	0
estimated # people reached by community education events	50,224	46,707	1,000	2,199	318
# complaints received	21	1	3	17	0
# complaints referred for follow-up	6	1	3	2	0
# complaints resulting in some action	3	0	3	0	0
Medicare \$ recouped	\$181	\$0	\$181	\$0	\$0
Other \$ recouped	\$46	\$0	\$0	\$46	\$0
Total \$ recouped	\$227	\$0	\$181	\$46	\$0