



DEPARTMENT OF HEALTH AND HUMAN SERVICES

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**OFFICE OF INSPECTOR GENERAL**

WASHINGTON, DC 20201



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**SUBJECT:** Memorandum Report: *2020 Performance Data for the Senior Medicare Patrol Projects*, OEI-02-21-00180

This memorandum report presents performance data for the Senior Medicare Patrol (SMP) projects for 2020. The Office of Inspector General (OIG) has collected these data since 1997. In July 2010, the Administration on Aging, which is now part of the Administration for Community Living (ACL), requested that OIG continue to collect and report performance data for the SMP projects to support ACL's efforts to evaluate and improve its performance. OIG reports these performance data on an annual basis.

**SUMMARY**

The SMP projects receive grants from ACL to recruit and train retired professionals and other older adults and community members to prevent, recognize, and report health care fraud, errors, and abuse. These SMP team members then participate in outreach events to help educate Medicare and Medicaid beneficiaries on the same prevention, recognition, and reporting techniques.

The coronavirus disease 2019 (COVID-19) pandemic presented many challenges for the SMP projects that limited their in-person activities. For example, in lieu of conducting in-person outreach events, the projects conducted live webinars or teleconferences and recorded presentations or public service announcements. In 2020, the 54 projects:

- had 5,720 active team members;
- conducted 9,870 group outreach and education events; and

- had 249,134 individual interactions with, or on behalf of, a Medicare beneficiary.

The projects also had the following results:

- \$16.8 million in expected Medicare recoveries that were attributable to the projects;
- \$53,768 in cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others; and
- \$33,554 in total savings to beneficiaries and others.

We note that the projects may not be receiving full credit for recoveries, savings, and cost avoidance attributable to their work. It is not always possible to track referrals to Medicare contractors or to law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the projects. In addition, the projects are unable to track the potentially substantial savings derived from a sentinel effect, whereby Medicare beneficiaries' scrutiny of their bills reduces fraud and errors.

## **BACKGROUND**

There is 1 SMP project in each of the 50 States, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands. In 2020, funding for the program totaled \$18 million in Health Care Fraud and Abuse Control Program funding. Of that \$18 million, \$2.4 million supported infrastructure, technical assistance, and other SMP program activities, and \$15.6 million went to SMP projects to help beneficiaries prevent, detect, and report Medicare fraud, errors, and abuse. In 2019, funding for the projects totaled \$18.1 million.

### **Performance Measures**

Since the beginning of the program, ACL has modified the performance measures in a number of ways. In 2007, the projects were required to begin measuring "cost avoidance"—the health care expenditures for which Medicare, Medicaid, a beneficiary, or another entity (e.g., a secondary health insurer or a pharmacy) was relieved of responsibility for payment as a result of the projects. In 2012, ACL expanded the performance measures for both Medicare and Medicaid recoveries to account for expected recoveries as well as actual recoveries. This accounting method is consistent with OIG's accounting of its own recoveries.<sup>1</sup>

In 2015, ACL changed the other performance measures, with the goal of aligning them more closely with the SMP projects' outcomes. Specifically, ACL reduced the number of performance

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<sup>1</sup> As required by the Inspector General Act of 1978 (P.L. No. 95-452, enacted Oct. 1, 1978), as amended, OIG reports semiannually to the Secretary of Health and Human Services and to Congress on the activities of the office. In the semiannual report, OIG reports expected recoveries. See the most recent semiannual report at <https://oig.hhs.gov/reports-and-publications/semiannual/index.asp>.

measures from 21 to 10 by keeping the 5 measures pertaining to recoveries, savings, and cost avoidance and combining or redefining the 16 measures pertaining to volunteer and outreach activities, condensing them into 5 new measures. In addition, ACL no longer requires the projects to report on the number of media airings and the ways they process complex issues. See Appendix F for a list of the current measures and their definitions.

In 2017, OIG added two new measures that capture additional expected recoveries from cases in which the SMP projects were minimally involved. These new measures—one for Medicare and the other for Medicaid—include actual and expected recoveries that resulted from SMP referrals that validated information in an existing investigation. In contrast, the original two measures on expected recoveries capture recoveries from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

This performance year, OIG also looked at the projects' educational outreach activities related to two fraud alerts developed by the SMP program: one related to COVID-19 and one related to fraud schemes involving genetic testing.

### **Tracking Systems**

ACL maintains a reporting system—the SMP Information and Reporting System—for SMP projects to track and report activities and complaints. Although projects commonly resolve complaints on their own, they are expected to refer cases to an investigative agency when necessary. These referrals are also recorded in the system.

## **METHODOLOGY**

We based our review on data reported for 2020 in the SMP Information and Reporting System by 54 SMP projects. In this report, we provide the first 5 years of data for five measures. For these five measures, we reviewed the data for any discrepancies (e.g., if a project reported holding no events but reported a number of people who attended events). For the measures on recoveries, savings, and cost avoidance, we reviewed the projects' documentation in the same manner as in the past. Specifically, we reviewed documentation for expected recoveries and additional expected recoveries of funds for the Medicare and Medicaid programs; documentation for project-attributable savings to beneficiaries and others; and documentation for cost avoidance. We provide the results for all 12 performance measures in detail in the appendices.

### **Standards**

We conducted this study in accordance with the *Quality Standards for Inspection and Evaluation* issued by the Council of the Inspectors General on Integrity and Efficiency.

## **RESULTS**

### **Results for 2020**

The COVID-19 pandemic presented many challenges for the SMP projects that limited their activities. For example, in lieu of conducting in-person outreach events, the projects conducted live webinars or teleconferences and recorded presentations or public service announcements. Some projects reached out to beneficiaries via group emails or telephone calls. As a result, the performance data for 2020 do not reflect a normal year of activities for the projects.

In 2020, the 54 SMP projects had a total of 5,720 active team members who conducted a total of 9,870 group outreach and education events, reaching an estimated 425,103 people. In addition, the projects had 249,134 individual interactions with, or on behalf of, a Medicare beneficiary.

For 2020, the SMP projects reported \$16.8 million in expected Medicare recoveries. Over half of these recoveries came from one project that uncovered a fraud scheme in which a provider paid beneficiaries to receive home health services that were never rendered. The provider then submitted fraudulent claims to Medicare for millions of dollars while also receiving illegal kickback payments from the home health agencies. The provider was sentenced and ordered to pay a total of \$9.5 million in restitution and forfeitures. Another project reported nearly \$5 million in expected Medicare recoveries after uncovering multiple fraud schemes Statewide that involved enrolling beneficiaries in medically unnecessary hospice services. These services were often provided against the beneficiaries' wishes, and at times, interfered with their proper medical care and medications. In addition, cost avoidance in 2020 totaled \$53,768, while savings to beneficiaries and others totaled \$33,554 for all SMP projects.

In addition, the SMP program released a consumer fraud alert on COVID-19 in 2020.<sup>2</sup> The alert warns beneficiaries about potential fraud schemes involving COVID-19 vaccines and treatments. It advises beneficiaries to be suspicious of strangers offering free COVID-19 testing, supplies, treatments, or vaccines. The alert also advises beneficiaries to be cautious about sharing their personal information, including their Medicare identification number, because this information can be used in fraud schemes. The SMP projects conducted 350 group education events covering COVID-19 fraud issues in 2020, reaching a total of 11,775 people. In addition, they conducted 578 instances of media outreach on this topic, reaching 14.8 million people.

#### The SMP COVID-19 Fraud Alert

The SMP program produced an alert that provides information about potential scams related to COVID-19 and advises beneficiaries on actions they can take to avoid becoming a victim of such scams. Examples of advice provided in the alert include:

- Be suspicious of anyone going door-to-door to offer free COVID-19 testing, supplies, treatments, or vaccines.
- Beware of providers offering other products, treatments, or medicines to prevent the virus. Check with your health care provider before paying for or receiving any COVID-19-related treatment.
- Photos of COVID-19 vaccination cards should not be shared on social media.

The SMP program also continued from 2019 its educational outreach on fraud schemes involving genetic testing.<sup>3</sup> Its fraud alert on genetic testing advises beneficiaries to be suspicious of strangers who offer free genetic tests. The alert also cautions beneficiaries about sharing personal information that can be used fraudulently. The SMP projects conducted 641 group education events covering genetic testing fraud issues in 2020; these events reached 24,443 people. In addition, they conducted 102 instances of media outreach on this topic, reaching 850,374 people.

Because of the COVID-19 pandemic, the SMP projects were not able to conduct in-person outreach events and face-to-face individual interactions as they have done in the past. As a result, the projects reported for 2020 a decrease compared to 2019 in the number of group outreach and education events; the number of people reached through these events; and the number of individual interactions. However, the projects reported significantly higher amounts of Medicare recoveries, which increased from \$2.4 million in 2019 to \$16.8 million in 2020. The

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<sup>2</sup> See SMP, *SMP Consumer Fraud Alert: COVID-19*. Accessed at <https://www.smpresource.org/Content/Medicare-Fraud/SMP-Consumer-Fraud-Alerts/SMP-Consumer-Fraud-Alert-COVID-19.aspx> on January 11, 2021. The SMP fraud alert references a corresponding OIG fraud alert that can be accessed at <https://oig.hhs.gov/coronavirus/fraud-alert-covid19.asp>.

<sup>3</sup> See SMP, *SMP Consumer Fraud Alert: Genetic Testing*. Accessed at <https://www.smpresource.org/Content/Medicare-Fraud/SMP-Consumer-Fraud-Alerts/SMP-Consumer-Fraud-Alert-Genetic-Testing.aspx> on January 11, 2021. The SMP fraud alert references a corresponding OIG fraud alert. See OIG, *Fraud Alert: Genetic Testing Scam*. Accessed at <https://oig.hhs.gov/fraud/consumer-alerts/alerts/geneticcam.asp> on January 11, 2021.

majority of these recoveries were the result of investigations that were resolved in 2020 but began several years prior.

### **Results Since 1997**

Since the program's inception 24 years ago, the SMP projects have reported performance data on key measures, including Medicare and Medicaid recoveries; savings to beneficiaries and others; and cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others. In total, expected recoveries to Medicare and Medicaid attributable to the projects from 1997 through 2020 were \$138.9 million.<sup>4</sup> Most of the recoveries resulted from one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicare and Medicaid.<sup>5</sup> Total savings to beneficiaries and others were approximately \$7.2 million. Total cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$10.2 million.

### **Other SMP Activities**

As part of a partnership with OIG, the SMP program identifies potential fraud schemes. The SMP program provides OIG with reports, referred to as Special Notifications, intended to provide timely information on emerging fraud schemes that have been identified by the SMP projects. In 2020, the SMP program provided 42 special notifications to OIG. These notifications focused on fraud schemes involving COVID-19 testing and vaccines; opioids; hospice services; drug prescribing; durable medical equipment; genetic testing; and other topics.

### **CONCLUSION**

The SMP projects receive grants from ACL to recruit and train retired professionals and other older adults and community members to recognize and report instances or patterns of health care fraud. In 2020, the COVID-19 pandemic presented many challenges for the SMP projects that limited their in-person activities. As a result, the performance data for 2020 do not reflect a normal year of activities for the projects.

In 2020, the SMP projects had a total of 5,720 active team members who conducted a total of 9,870 group outreach and education events, reaching an estimated 425,103 people. Results attributable to the SMP projects' efforts included \$16.8 million in expected Medicare recoveries, \$53,768 in cost avoidance, and \$33,554 in savings to beneficiaries and others. In comparison to 2019, the projects reported a significantly higher amount for Medicare recoveries. The majority of these recoveries were the result of investigations that were resolved in 2020 but began several years prior.

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<sup>4</sup> Prior to 2007, OIG reviewed documentation on savings to Medicare only and included self-reported data on savings to Medicaid, beneficiaries, and other entities. In addition, prior to 2012, the projects reported actual recoveries only.

<sup>5</sup> The project reported these savings between 2001 and 2003.

We note that the projects may not be receiving full credit for recoveries, savings, and cost avoidance attributable to their work. It is not always possible to track referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the projects. In addition, the projects are unable to track the potentially substantial savings derived from a sentinel effect, whereby Medicare beneficiaries' scrutiny of their bills reduces fraud and errors.

As agreed, we will continue to monitor the projects and will provide ACL with annual summary reports of performance data. This memorandum report is being issued directly in final form because it contains no recommendations. If you have comments or questions about this memorandum report, please provide them within 60 days. Your staff may contact Kalliane Davidson at (202) 836-1069 or [Kalliane.Davidson@oig.hhs.gov](mailto:Kalliane.Davidson@oig.hhs.gov). Please refer to report number OEI-02-21-00180 in all correspondence.

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# Results for Performance Measures for the Senior Medicare Patrol Projects

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## APPENDIX A

### Summary of Overall Performance of Projects in 2020\*

Performance measures	Total for 2020
Total number of active SMP team members	5,720
Total number of SMP team member hours	450,045
Number of group outreach and education events	9,870
Estimated number of people reached through group outreach and education events	425,103
Number of individual interactions with, or on behalf of, a Medicare beneficiary	249,134
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$53,768
Expected Medicare recoveries attributable to the projects	\$16,805,050
Additional expected Medicare recoveries attributable to the projects**	\$0
Expected Medicaid recoveries attributable to the projects	\$0
Additional expected Medicaid recoveries attributable to the projects**	\$0
Savings to beneficiaries attributable to the projects	\$32,272
Other savings attributable to the projects (e.g., savings to supplemental insurance)	\$1,282
Total savings attributable to the projects***	\$16,838,604

\* The totals in this table have been rounded.

\*\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

\*\*\* Total savings includes expected Medicare recoveries, expected Medicaid recoveries, and savings to the beneficiaries and others.

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## APPENDIX B

### Summary of Performance on Recoveries, Savings, and Cost Avoidance, Since 1997

Performance measures	Total Since 1997
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$10,153,774
Expected Medicare recoveries attributable to the projects**	\$44,046,996
Additional expected Medicare recoveries attributable to the projects***	\$65,113,359
Expected Medicaid recoveries attributable to the projects**	\$94,818,031
Additional expected Medicaid recoveries attributable to the projects***	\$1,789,200
Savings to beneficiaries attributable to the projects	\$3,708,460
Other savings attributable to the projects (e.g., savings to supplemental insurance)	\$3,474,704
Total savings attributable to the projects****	\$146,048,191

\* This performance measure has been reported since 2007.

\*\* This performance measure was changed in 2012 to include both actual recoveries and expected recoveries.

\*\*\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations. This performance measure was reported for the first time in 2018.

\*\*\*\* Total savings includes expected Medicare recoveries, expected Medicaid recoveries, and savings to the beneficiaries and others.

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## APPENDIX C

### Summary of Performance on SMP Activities, 2016–2020

Performance measures*	Total: 2016–2020
Total number of active SMP team members	31,786
Total number of SMP team member hours	2,331,828
Number of group outreach and education events	117,597
Estimated number of people reached through group outreach and education events	7,117,972
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,270,132

\* These measures were introduced beginning with the data for 2016 and cannot be compared to the measures for data prior to 2016, which are listed in Appendix B of the OIG report *2016 Performance Data for the Senior Medicare Patrol Projects* (OEI-02-17-00220).

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## **APPENDIX D**

### **Results for 2020, by Performance Measure**

The following tables provide the results by performance measure and by State for the SMP projects.

Note: Because of rounding, the totals listed in Appendix A may not match the sums of the corresponding individual figures listed in Appendix D.

## Total Number of Active SMP Team Members

	Total for 2020		Total for 2020
Alabama	119	Montana	56
Alaska	36	Nebraska	140
Arizona	80	Nevada	99
Arkansas	102	New Hampshire	42
California	505	New Jersey	24
Colorado	74	New Mexico	30
Connecticut	63	New York	51
Delaware	18	North Carolina	208
District of Columbia	51	North Dakota	124
Florida	367	Ohio	62
Georgia	18	Oklahoma	27
Guam	3	Oregon	152
Hawaii	51	Pennsylvania	30
Idaho	77	Puerto Rico	6
Illinois	68	Rhode Island	73
Indiana	76	South Carolina	25
Iowa	254	South Dakota	27
Kansas	81	Tennessee	390
Kentucky	92	Texas	170
Louisiana	59	U.S. Virgin Islands	6
Maine	97	Utah	116
Maryland	87	Vermont	23
Massachusetts	80	Virginia	95
Michigan	751	Washington	97
Minnesota	132	West Virginia	72
Mississippi	10	Wisconsin	15
Missouri	143	Wyoming	66

## Total Number of SMP Team Member Hours

	Total for 2020		Total for 2020
Alabama	7,250	Montana	4,813
Alaska	5,690	Nebraska	4,224
Arizona	18,549	Nevada	20,743
Arkansas	4,795	New Hampshire	2,471
California	28,358	New Jersey	5,017
Colorado	9,509	New Mexico	3,638
Connecticut	5,805	New York	11,633
Delaware	7,165	North Carolina	9,643
District of Columbia	5,834	North Dakota	4,162
Florida	44,698	Ohio	6,248
Georgia	6,456	Oklahoma	4,267
Guam	180	Oregon	5,941
Hawaii	6,726	Pennsylvania	6,445
Idaho	9,966	Puerto Rico	4,143
Illinois	7,505	Rhode Island	8,279
Indiana	6,828	South Carolina	13,497
Iowa	13,509	South Dakota	1,752
Kansas	3,866	Tennessee	22,206
Kentucky	10,162	Texas	9,048
Louisiana	5,381	U.S. Virgin Islands	2,137
Maine	8,405	Utah	13,116
Maryland	5,687	Vermont	3,551
Massachusetts	6,401	Virginia	8,146
Michigan	16,511	Washington	3,458
Minnesota	1,666	West Virginia	4,036
Mississippi	5,029	Wisconsin	4,265
Missouri	4,372	Wyoming	6,863

## Number of Group Outreach and Education Events

Total for 2020		Total for 2020	
Alabama	373	Montana	195
Alaska	50	Nebraska	101
Arizona	124	Nevada	347
Arkansas	211	New Hampshire	63
California	559	New Jersey	62
Colorado	157	New Mexico	120
Connecticut	97	New York	272
Delaware	58	North Carolina	236
District of Columbia	81	North Dakota	182
Florida	1,238	Ohio	216
Georgia	33	Oklahoma	130
Guam	17	Oregon	192
Hawaii	45	Pennsylvania	57
Idaho	138	Puerto Rico	28
Illinois	230	Rhode Island	74
Indiana	157	South Carolina	142
Iowa	69	South Dakota	8
Kansas	190	Tennessee	285
Kentucky	156	Texas	394
Louisiana	74	U.S. Virgin Islands	23
Maine	253	Utah	565
Maryland	150	Vermont	51
Massachusetts	167	Virginia	181
Michigan	188	Washington	220
Minnesota	259	West Virginia	202
Mississippi	49	Wisconsin	19
Missouri	361	Wyoming	21

## Estimated Number of People Reached Through Group Outreach and Education Events

	Total for 2020		Total for 2020
Alabama	19,531	Montana	6,621
Alaska	7,028	Nebraska	6,153
Arizona	6,355	Nevada	7,614
Arkansas	5,299	New Hampshire	1,469
California	23,152	New Jersey	2,648
Colorado	4,047	New Mexico	3,385
Connecticut	2,444	New York	17,260
Delaware	1,594	North Carolina	36,255
District of Columbia	1,668	North Dakota	4,280
Florida	37,614	Ohio	9,192
Georgia	1,184	Oklahoma	3,672
Guam	367	Oregon	3,244
Hawaii	3,536	Pennsylvania	996
Idaho	4,259	Puerto Rico	1,790
Illinois	4,905	Rhode Island	2,073
Indiana	14,939	South Carolina	14,327
Iowa	2,964	South Dakota	136
Kansas	8,351	Tennessee	20,875
Kentucky	5,461	Texas	13,808
Louisiana	8,434	U.S. Virgin Islands	1,077
Maine	2,954	Utah	32,918
Maryland	6,811	Vermont	723
Massachusetts	8,596	Virginia	8,280
Michigan	7,536	Washington	6,195
Minnesota	4,588	West Virginia	6,642
Mississippi	3,392	Wisconsin	1,346
Missouri	14,493	Wyoming	622

## Number of Individual Interactions With, or on Behalf of, a Medicare Beneficiary

	Total for 2020		Total for 2020
Alabama	7,969	Montana	2,619
Alaska	711	Nebraska	6,834
Arizona	5,154	Nevada	4,916
Arkansas	199	New Hampshire	4,449
California	25,535	New Jersey	167
Colorado	8,562	New Mexico	1,067
Connecticut	131	New York	2,581
Delaware	21	North Carolina	7,223
District of Columbia	123	North Dakota	107
Florida	29,850	Ohio	263
Georgia	152	Oklahoma	569
Guam	254	Oregon	4,528
Hawaii	322	Pennsylvania	229
Idaho	4,998	Puerto Rico	5
Illinois	3,623	Rhode Island	4,028
Indiana	2,412	South Carolina	7,179
Iowa	10,997	South Dakota	2,342
Kansas	5,646	Tennessee	46,866
Kentucky	844	Texas	2,103
Louisiana	370	U.S. Virgin Islands	5
Maine	4,021	Utah	10,894
Maryland	7,875	Vermont	13
Massachusetts	120	Virginia	4,625
Michigan	3,203	Washington	4,131
Minnesota	583	West Virginia	2,912
Mississippi	99	Wisconsin	150
Missouri	288	Wyoming	4,267

## Cost Avoidance on Behalf of Medicare, Medicaid, Beneficiaries, or Others

Total for 2020		Total for 2020	
Alabama	\$0	Montana	\$385
Alaska	\$6,244	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$620	New Hampshire	\$0
California	\$1,243	New Jersey	\$845
Colorado	\$0	New Mexico	\$505
Connecticut	\$72	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$547
Florida	\$0	Ohio	\$6,707
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$1,100	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	U.S. Virgin Islands	\$0
Maine	\$0	Utah	\$1,456
Maryland	\$0	Vermont	\$0
Massachusetts	\$5,196	Virginia	\$0
Michigan	\$0	Washington	\$0
Minnesota	\$0	West Virginia	\$0
Mississippi	\$0	Wisconsin	\$0
Missouri	\$0	Wyoming	\$28,849

## Expected Medicare Recoveries Attributable to the Projects

Total for 2020		Total for 2020	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$919
Arkansas	\$0	New Hampshire	\$0
California	\$6,909,480	New Jersey	\$357,584
Colorado	\$0	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$2,145
Florida	\$0	Ohio	\$806
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$5,372	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$2,275	Texas	\$9,500,000
Louisiana	\$0	U.S. Virgin Islands	\$0
Maine	\$0	Utah	\$0
Maryland	\$0	Vermont	\$0
Massachusetts	\$10,418	Virginia	\$0
Michigan	\$0	Washington	\$0
Minnesota	\$0	West Virginia	\$0
Mississippi	\$0	Wisconsin	\$0
Missouri	\$0	Wyoming	\$16,051

## Additional Expected Medicare Recoveries Attributable to the Projects\*

Total for 2020		Total for 2020	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$0	New Jersey	\$0
Colorado	\$0	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$0
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$0	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	U.S. Virgin Islands	\$0
Maine	\$0	Utah	\$0
Maryland	\$0	Vermont	\$0
Massachusetts	\$0	Virginia	\$0
Michigan	\$0	Washington	\$0
Minnesota	\$0	West Virginia	\$0
Mississippi	\$0	Wisconsin	\$0
Missouri	\$0	Wyoming	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

## Expected Medicaid Recoveries Attributable to the Projects

Total for 2020		Total for 2020	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$0	New Jersey	\$0
Colorado	\$0	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$0
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$0	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	U.S. Virgin Islands	\$0
Maine	\$0	Utah	\$0
Maryland	\$0	Vermont	\$0
Massachusetts	\$0	Virginia	\$0
Michigan	\$0	Washington	\$0
Minnesota	\$0	West Virginia	\$0
Mississippi	\$0	Wisconsin	\$0
Missouri	\$0	Wyoming	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

## Additional Expected Medicaid Recoveries Attributable to the Projects\*

Total for 2020		Total for 2020	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$0	New Jersey	\$0
Colorado	\$0	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$0
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$0	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	U.S. Virgin Islands	\$0
Maine	\$0	Utah	\$0
Maryland	\$0	Vermont	\$0
Massachusetts	\$0	Virginia	\$0
Michigan	\$0	Washington	\$0
Minnesota	\$0	West Virginia	\$0
Mississippi	\$0	Wisconsin	\$0
Missouri	\$0	Wyoming	\$0

## Savings to Beneficiaries Attributable to the Projects

Total for 2020		Total for 2020	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$3,364	New Jersey	\$14,050
Colorado	\$0	New Mexico	\$227
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$3,200
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$294	Pennsylvania	\$2,550
Idaho	\$350	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$974	Texas	\$0
Louisiana	\$0	U.S. Virgin Islands	\$0
Maine	\$0	Utah	\$0
Maryland	\$0	Vermont	\$0
Massachusetts	\$600	Virginia	\$0
Michigan	\$0	Washington	\$5,558
Minnesota	\$0	West Virginia	\$0
Mississippi	\$0	Wisconsin	\$0
Missouri	\$0	Wyoming	\$1,105

## Other Savings Attributable to the Projects (E.g., Savings to Supplemental Insurance)

Total for 2020		Total for 2020	
Alabama	\$0	Montana	\$0
Alaska	\$0	Nebraska	\$0
Arizona	\$0	Nevada	\$0
Arkansas	\$0	New Hampshire	\$0
California	\$789	New Jersey	\$0
Colorado	\$0	New Mexico	\$0
Connecticut	\$0	New York	\$0
Delaware	\$0	North Carolina	\$0
District of Columbia	\$0	North Dakota	\$0
Florida	\$0	Ohio	\$0
Georgia	\$0	Oklahoma	\$0
Guam	\$0	Oregon	\$0
Hawaii	\$0	Pennsylvania	\$0
Idaho	\$493	Puerto Rico	\$0
Illinois	\$0	Rhode Island	\$0
Indiana	\$0	South Carolina	\$0
Iowa	\$0	South Dakota	\$0
Kansas	\$0	Tennessee	\$0
Kentucky	\$0	Texas	\$0
Louisiana	\$0	U.S. Virgin Islands	\$0
Maine	\$0	Utah	\$0
Maryland	\$0	Vermont	\$0
Massachusetts	\$0	Virginia	\$0
Michigan	\$0	Washington	\$0
Minnesota	\$0	West Virginia	\$0
Mississippi	\$0	Wisconsin	\$0
Missouri	\$0	Wyoming	\$0

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## APPENDIX E

### Results for 2020, by Project

The following tables provide the results for each performance measure for each of the 54 SMP projects in 2020. The tables also include the grant total for 2020 for each project. In addition, the measure for total savings includes expected Medicare recoveries, expected Medicaid recoveries, and savings to the beneficiaries and others.

Note: Because of rounding, the totals listed in Appendix A may not match the sums of the corresponding individual figures listed in Appendix E.

## Alabama – State of Alabama Department of Senior Services

Performance measures	Total for 2020
Total number of active SMP team members	119
Total number of SMP team member hours	7,250
Number of group outreach and education events	373
Estimated number of people reached through group outreach and education events	19,531
Number of individual interactions with, or on behalf of, a Medicare beneficiary	7,969
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$292,181

## Alaska – Alaska Department of Health & Social Services

Performance measures	Total for 2020
Total number of active SMP team members	36
Total number of SMP team member hours	5,690
Number of group outreach and education events	50
Estimated number of people reached through group outreach and education events	7,028
Number of individual interactions with, or on behalf of, a Medicare beneficiary	711
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$6,244
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$235,844

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## Arizona – Arizona Department of Economic Security

Performance measures	Total for 2020
Total number of active SMP team members	80
Total number of SMP team member hours	18,549
Number of group outreach and education events	124
Estimated number of people reached through group outreach and education events	6,355
Number of individual interactions with, or on behalf of, a Medicare beneficiary	5,154
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$301,198

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## Arkansas – Arkansas Department of Human Services

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	102
Total number of SMP team member hours	4,795
Number of group outreach and education events	211
Estimated number of people reached through group outreach and education events	5,299
Number of individual interactions with, or on behalf of, a Medicare beneficiary	199
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$620
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$269,890

## California – California Health Advocates

Performance measures	Total for 2020
Total number of active SMP team members	505
Total number of SMP team member hours	28,358
Number of group outreach and education events	559
Estimated number of people reached through group outreach and education events	23,152
Number of individual interactions with, or on behalf of, a Medicare beneficiary	25,535
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,243
Expected Medicare recoveries attributable to the project	\$6,909,480
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$3,364
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$789
<b>Total savings attributable to the project</b>	<b>\$6,913,634</b>

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$544,504

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## Colorado – State of Colorado Division of Insurance – DORA

Performance measures	Total for 2020
Total number of active SMP team members	74
Total number of SMP team member hours	9,509
Number of group outreach and education events	157
Estimated number of people reached through group outreach and education events	4,047
Number of individual interactions with, or on behalf of, a Medicare beneficiary	8,562
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$279,641

## Connecticut – State of Connecticut Department of Rehabilitation

Performance measures	Total for 2020
Total number of active SMP team members	63
Total number of SMP team member hours	5,805
Number of group outreach and education events	97
Estimated number of people reached through group outreach and education events	2,444
Number of individual interactions with, or on behalf of, a Medicare beneficiary	131
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$72
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$268,211

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## Delaware – Delaware DHSS – Division of Social Services

Performance measures	Total for 2020
Total number of active SMP team members	18
Total number of SMP team member hours	7,165
Number of group outreach and education events	58
Estimated number of people reached through group outreach and education events	1,594
Number of individual interactions with, or on behalf of, a Medicare beneficiary	21
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$241,734

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## District of Columbia – AARP Legal Counsel for the Elderly

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	51
Total number of SMP team member hours	5,834
Number of group outreach and education events	81
Estimated number of people reached through group outreach and education events	1,668
Number of individual interactions with, or on behalf of, a Medicare beneficiary	123
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$235,290

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## Florida – Florida Department of Elder Affairs

Performance measures	Total for 2020
Total number of active SMP team members	367
Total number of SMP team member hours	44,698
Number of group outreach and education events	1,238
Estimated number of people reached through group outreach and education events	37,614
Number of individual interactions with, or on behalf of, a Medicare beneficiary	29,850
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$460,557

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## Georgia – eQHealth Solutions, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	18
Total number of SMP team member hours	6,456
Number of group outreach and education events	33
Estimated number of people reached through group outreach and education events	1,184
Number of individual interactions with, or on behalf of, a Medicare beneficiary	152
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$329,326

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## Guam – Guam Department of Public Health and Social Services

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### Performance measures

### Total for 2020

Total number of active SMP team members	3
Total number of SMP team member hours	180
Number of group outreach and education events	17
Estimated number of people reached through group outreach and education events	367
Number of individual interactions with, or on behalf of, a Medicare beneficiary	254
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$95,000

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## Hawaii – State of Hawaii Department of Health

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	51
Total number of SMP team member hours	6,726
Number of group outreach and education events	45
Estimated number of people reached through group outreach and education events	3,536
Number of individual interactions with, or on behalf of, a Medicare beneficiary	322
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$294
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$294

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$245,764

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## Idaho – Idaho Commission on Aging

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	77
Total number of SMP team member hours	9,966
Number of group outreach and education events	138
Estimated number of people reached through group outreach and education events	4,259
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,998
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,100
Expected Medicare recoveries attributable to the project	\$5,372
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$350
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$493
Total savings attributable to the project	\$6,215

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$249,508

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## Illinois – AgeOptions

Performance measures	Total for 2020
Total number of active SMP team members	68
Total number of SMP team member hours	7,505
Number of group outreach and education events	230
Estimated number of people reached through group outreach and education events	4,905
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,623
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$358,863

## Indiana – Indiana Association of Area Agencies on Aging Education Institute

Performance measures	Total for 2020
Total number of active SMP team members	76
Total number of SMP team member hours	6,828
Number of group outreach and education events	157
Estimated number of people reached through group outreach and education events	14,939
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,412
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$303,697

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## Iowa – Iowa Insurance Division - SHIP

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	254
Total number of SMP team member hours	13,509
Number of group outreach and education events	69
Estimated number of people reached through group outreach and education events	2,964
Number of individual interactions with, or on behalf of, a Medicare beneficiary	10,997
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$268,734

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## Kansas – Kansas Department on Aging and Disability Services

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### Performance measures

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### Total for 2020

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Total number of active SMP team members	81
Total number of SMP team member hours	3,866
Number of group outreach and education events	190
Estimated number of people reached through group outreach and education events	8,351
Number of individual interactions with, or on behalf of, a Medicare beneficiary	5,646
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

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\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$262,153

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## Kentucky – Louisville-Jefferson County Metro Government

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	92
Total number of SMP team member hours	10,162
Number of group outreach and education events	156
Estimated number of people reached through group outreach and education events	5,461
Number of individual interactions with, or on behalf of, a Medicare beneficiary	844
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$2,275
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$974
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$3,249

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$288,445

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## Louisiana – eQHealth Solutions, Inc.

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	59
Total number of SMP team member hours	5,381
Number of group outreach and education events	74
Estimated number of people reached through group outreach and education events	8,434
Number of individual interactions with, or on behalf of, a Medicare beneficiary	370
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$280,508

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## Maine – Maine Department of Health and Human Services

Performance measures	Total for 2020
Total number of active SMP team members	97
Total number of SMP team member hours	8,405
Number of group outreach and education events	253
Estimated number of people reached through group outreach and education events	2,954
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,021
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$251,160

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## Maryland – Maryland Department of Aging

Performance measures	Total for 2020
Total number of active SMP team members	87
Total number of SMP team member hours	5,687
Number of group outreach and education events	150
Estimated number of people reached through group outreach and education events	6,811
Number of individual interactions with, or on behalf of, a Medicare beneficiary	7,875
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$287,337

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## Massachusetts – Elder Services of the Merrimack Valley, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	80
Total number of SMP team member hours	6,401
Number of group outreach and education events	167
Estimated number of people reached through group outreach and education events	8,596
Number of individual interactions with, or on behalf of, a Medicare beneficiary	120
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$5,196
Expected Medicare recoveries attributable to the project	\$10,418
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$600
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$11,018

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$304,115

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## Michigan – MMAP, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	751
Total number of SMP team member hours	16,511
Number of group outreach and education events	188
Estimated number of people reached through group outreach and education events	7,536
Number of individual interactions with, or on behalf of, a Medicare beneficiary	3,203
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$349,226

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## Minnesota – Minnesota Board on Aging

Performance measures	Total for 2020
Total number of active SMP team members	132
Total number of SMP team member hours	1,666
Number of group outreach and education events	259
Estimated number of people reached through group outreach and education events	4,588
Number of individual interactions with, or on behalf of, a Medicare beneficiary	583
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$289,395

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## Mississippi – eQHealth Solutions, Inc.

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	10
Total number of SMP team member hours	5,029
Number of group outreach and education events	49
Estimated number of people reached through group outreach and education events	3,392
Number of individual interactions with, or on behalf of, a Medicare beneficiary	99
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$268,447

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## Missouri – District III Area Agency on Aging

Performance measures	Total for 2020
Total number of active SMP team members	143
Total number of SMP team member hours	4,372
Number of group outreach and education events	361
Estimated number of people reached through group outreach and education events	14,493
Number of individual interactions with, or on behalf of, a Medicare beneficiary	288
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$303,543

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## Montana – Missoula Aging Services

Performance measures	Total for 2020
Total number of active SMP team members	56
Total number of SMP team member hours	4,813
Number of group outreach and education events	195
Estimated number of people reached through group outreach and education events	6,621
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,619
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$385
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$244,059

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## Nebraska – Nebraska Department of Insurance

Performance measures	Total for 2020
Total number of active SMP team members	140
Total number of SMP team member hours	4,224
Number of group outreach and education events	101
Estimated number of people reached through group outreach and education events	6,153
Number of individual interactions with, or on behalf of, a Medicare beneficiary	6,834
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$251,030

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## Nevada – Nevada Department of Health and Human Services

Performance measures	Total for 2020
Total number of active SMP team members	99
Total number of SMP team member hours	20,743
Number of group outreach and education events	347
Estimated number of people reached through group outreach and education events	7,614
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,916
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$919
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$919

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$258,416

## New Hampshire – Department of Health and Human Services

Performance measures	Total for 2020
Total number of active SMP team members	42
Total number of SMP team member hours	2,471
Number of group outreach and education events	63
Estimated number of people reached through group outreach and education events	1,469
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,449
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$247,504

## New Jersey – Jewish Family & Vocational Service of Middlesex County

Performance measures	Total for 2020
Total number of active SMP team members	24
Total number of SMP team member hours	5,017
Number of group outreach and education events	62
Estimated number of people reached through group outreach and education events	2,648
Number of individual interactions with, or on behalf of, a Medicare beneficiary	167
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$845
Expected Medicare recoveries attributable to the project	\$357,584
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$14,050
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
<b>Total savings attributable to the project</b>	<b>\$371,634</b>

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$319,231

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## New Mexico – New Mexico Aging and Long-Term Services Department

Performance measures	Total for 2020
Total number of active SMP team members	30
Total number of SMP team member hours	3,638
Number of group outreach and education events	120
Estimated number of people reached through group outreach and education events	3,385
Number of individual interactions with, or on behalf of, a Medicare beneficiary	1,067
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$505
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$227
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
<b>Total savings attributable to the project</b>	<b>\$227</b>

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$254,579

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## New York – New York Statewide Senior Action Council, Inc.

### Performance measures

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### Total for 2020

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Total number of active SMP team members	51
Total number of SMP team member hours	11,633
Number of group outreach and education events	272
Estimated number of people reached through group outreach and education events	17,260
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,581
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$429,943

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## North Carolina – North Carolina Department of Insurance

Performance measures	Total for 2020
Total number of active SMP team members	208
Total number of SMP team member hours	9,643
Number of group outreach and education events	236
Estimated number of people reached through group outreach and education events	36,255
Number of individual interactions with, or on behalf of, a Medicare beneficiary	7,223
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$345,437

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## North Dakota – Minot State University

Performance measures	Total for 2020
Total number of active SMP team members	124
Total number of SMP team member hours	4,162
Number of group outreach and education events	182
Estimated number of people reached through group outreach and education events	4,280
Number of individual interactions with, or on behalf of, a Medicare beneficiary	107
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$547
Expected Medicare recoveries attributable to the project	\$2,145
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$2,145

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$238,000

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## Ohio – Pro Seniors, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	62
Total number of SMP team member hours	6,248
Number of group outreach and education events	216
Estimated number of people reached through group outreach and education events	9,192
Number of individual interactions with, or on behalf of, a Medicare beneficiary	263
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$6,707
Expected Medicare recoveries attributable to the project	\$806
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$3,200
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$4,006

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$364,851

## Oklahoma – Oklahoma Insurance Department

Performance measures	Total for 2020
Total number of active SMP team members	27
Total number of SMP team member hours	4,267
Number of group outreach and education events	130
Estimated number of people reached through group outreach and education events	3,672
Number of individual interactions with, or on behalf of, a Medicare beneficiary	569
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$274,467

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## Oregon – DHS, Office of Financial Services, Director's Office

Performance measures	Total for 2020
Total number of active SMP team members	152
Total number of SMP team member hours	5,941
Number of group outreach and education events	192
Estimated number of people reached through group outreach and education events	3,244
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,528
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$279,193

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## Pennsylvania – Center for Advocacy for the Rights and Interests of Elders

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### Performance measures

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### Total for 2020

Total number of active SMP team members	30
Total number of SMP team member hours	6,445
Number of group outreach and education events	57
Estimated number of people reached through group outreach and education events	996
Number of individual interactions with, or on behalf of, a Medicare beneficiary	229
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$2,550
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$2,550

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$387,150

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## Puerto Rico – Hispanic-American Institute, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	6
Total number of SMP team member hours	4,143
Number of group outreach and education events	28
Estimated number of people reached through group outreach and education events	1,790
Number of individual interactions with, or on behalf of, a Medicare beneficiary	5
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$276,320

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## Rhode Island – RI Department of Elderly Affairs

### Performance measures

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### Total for 2020

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Total number of active SMP team members	73
Total number of SMP team member hours	8,279
Number of group outreach and education events	74
Estimated number of people reached through group outreach and education events	2,073
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,028
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$242,145

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## South Carolina – South Carolina Office of Lieutenant Governor

Performance measures	Total for 2020
Total number of active SMP team members	25
Total number of SMP team member hours	13,497
Number of group outreach and education events	142
Estimated number of people reached through group outreach and education events	14,327
Number of individual interactions with, or on behalf of, a Medicare beneficiary	7,179
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$290,985

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## South Dakota – South Dakota Department of Human Services

Performance measures	Total for 2020
Total number of active SMP team members	27
Total number of SMP team member hours	1,752
Number of group outreach and education events	8
Estimated number of people reached through group outreach and education events	136
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,342
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$240,734

## Tennessee – Upper Cumberland Development District

Performance measures	Total for 2020
Total number of active SMP team members	390
Total number of SMP team member hours	22,206
Number of group outreach and education events	285
Estimated number of people reached through group outreach and education events	20,875
Number of individual interactions with, or on behalf of, a Medicare beneficiary	46,866
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$310,478

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## Texas – Better Business Bureau Educational Foundation

Performance measures	Total for 2020
Total number of active SMP team members	170
Total number of SMP team member hours	9,048
Number of group outreach and education events	394
Estimated number of people reached through group outreach and education events	13,808
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,103
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$9,500,000
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
<b>Total savings attributable to the project</b>	<b>\$9,500,000</b>

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$446,096

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## U.S. Virgin Islands – Legal Services of the Virgin Islands, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	6
Total number of SMP team member hours	2,137
Number of group outreach and education events	23
Estimated number of people reached through group outreach and education events	1,077
Number of individual interactions with, or on behalf of, a Medicare beneficiary	5
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$95,000

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## Utah – Utah Department of Human Services

Performance measures	Total for 2020
Total number of active SMP team members	116
Total number of SMP team member hours	13,116
Number of group outreach and education events	565
Estimated number of people reached through group outreach and education events	32,918
Number of individual interactions with, or on behalf of, a Medicare beneficiary	10,894
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,456
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$252,386

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## Vermont – Community of Vermont Elders

Performance measures	Total for 2020
Total number of active SMP team members	23
Total number of SMP team member hours	3,551
Number of group outreach and education events	51
Estimated number of people reached through group outreach and education events	723
Number of individual interactions with, or on behalf of, a Medicare beneficiary	13
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$239,232

## Virginia – Virginia Association of Area Agencies on Aging, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	95
Total number of SMP team member hours	8,146
Number of group outreach and education events	181
Estimated number of people reached through group outreach and education events	8,280
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,625
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$316,512

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## Washington – Washington State Office of the Insurance Commissioner

<b>Performance measures</b>	<b>Total for 2020</b>
Total number of active SMP team members	97
Total number of SMP team member hours	3,458
Number of group outreach and education events	220
Estimated number of people reached through group outreach and education events	6,195
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,131
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$5,558
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
<b>Total savings attributable to the project</b>	<b>\$5,558</b>

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$305,750

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## West Virginia – West Virginia Bureau of Senior Services

Performance measures	Total for 2020
Total number of active SMP team members	72
Total number of SMP team member hours	4,036
Number of group outreach and education events	202
Estimated number of people reached through group outreach and education events	6,642
Number of individual interactions with, or on behalf of, a Medicare beneficiary	2,912
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$258,072

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## Wisconsin – Greater Wisconsin Agency on Aging Resources, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	15
Total number of SMP team member hours	4,265
Number of group outreach and education events	19
Estimated number of people reached through group outreach and education events	1,346
Number of individual interactions with, or on behalf of, a Medicare beneficiary	150
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$298,546

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## Wyoming – Wyoming Senior Citizens, Inc.

Performance measures	Total for 2020
Total number of active SMP team members	66
Total number of SMP team member hours	6,863
Number of group outreach and education events	21
Estimated number of people reached through group outreach and education events	622
Number of individual interactions with, or on behalf of, a Medicare beneficiary	4,267
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$28,849
Expected Medicare recoveries attributable to the project	\$16,051
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$1,105
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$17,156

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

Grant Total: \$236,651

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# APPENDIX F

## Definitions of Performance Measures

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<b>Total number of active SMP team members</b>	Individuals who spent any time on the SMP program, including those paid by the SMP program, those paid in kind, and volunteer team members.
<b>Total number of SMP team member hours</b>	Hours contributed by team members while performing SMP work and receiving training to perform SMP work, including time spent by team members paid by the SMP program, team members paid in kind, and volunteer team members.
<b>Number of group outreach and education events</b>	Community outreach events, education activities, and presentations to educate beneficiaries, family members, caregivers, and others about SMP services and the detection of health care fraud, errors, and abuse.
<b>Estimated number of people reached through group outreach and education events</b>	Total estimated number of people reached as a result of SMP group outreach and education activities.
<b>Number of individual interactions with, or on behalf of, a Medicare beneficiary</b>	Individual interactions between SMP team members and beneficiaries, family members, caregivers, or others for the purpose of discussing or gathering information about potential health care fraud, errors, or abuse.
<b>Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others</b>	Health care expenditures for which the government, a beneficiary, or other entity (e.g., secondary health insurer or a pharmacy) was relieved of responsibility for payment as a result of the SMP project.
<b>Expected Medicare recoveries attributable to the projects</b>	This amount represents actual and expected Medicare recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This measure applies to the amount of money that was ordered or agreed upon to be returned to Medicare and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicare contractor or a law enforcement agency. This measure includes recoveries from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.
<b>Additional expected Medicare recoveries attributable to the projects</b>	This amount represents actual and expected Medicare recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This measure applies to the amount of money that was ordered or agreed upon to be returned to Medicare and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicare contractor or a law enforcement agency. This measure includes recoveries from referrals that validated information in an existing investigation. This measure aims to capture additional recoveries in which the SMP project was minimally involved.

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## Definitions of Performance Measures (continued)

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**Expected Medicaid recoveries attributable to the projects**

This amount represents actual and expected Medicaid recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This measure applies to the amount of money that was ordered or agreed upon to be returned to Medicaid and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicaid Fraud Control Unit or a law enforcement agency. This measure includes recoveries from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

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**Additional expected Medicaid recoveries attributable to the projects**

This amount represents actual and expected Medicaid recoveries from criminal actions, settlements, civil judgments, or overpayments that resulted from the referral. This applies to the amount of money that was ordered or agreed upon to be returned to Medicaid and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicaid contractor or a law enforcement agency. This measure includes recoveries from referrals that validated information in an existing investigation. This measure aims to capture additional recoveries in which the SMP project was minimally involved.

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**Savings to beneficiaries attributable to the projects**

Money recouped to an individual as a result of the SMP project (e.g., copayments, deductibles, or any other out-of-pocket expenses).

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**Other savings attributable to the projects (e.g., savings to supplemental insurance)**

Money recouped to an entity other than Medicare, Medicaid, or a beneficiary (e.g., a secondary health insurer) as a result of the SMP project.

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