

George F. Grob /s/
Deputy Inspector General
for Evaluation and Inspections

Performance Data for the Senior Medicare Patrol Projects: August 2001 Performance Report
(OEI-02-01-00301)

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

At the request of the Administration on Aging (AoA), we have continued to collect performance data for the Senior Medicare Patrol Projects. The attachments present cumulative performance data from the beginning of each project. Attachment A contains 48 months of data for the 12 original projects. Attachment B reflects the status after the first 24 months for 29 of the projects. Attachment C presents performance data for the first 12 months of 7 new projects. Please note that the project data are self-reported and that we have not independently verified their accuracy.

In summary, the 48 Senior Medicare Patrol Projects have trained 22,188 volunteers. The volunteers in-turn have conducted 74,802 training sessions reaching 484,071 beneficiaries. The beneficiaries have reported 13,388 complaints, of which 3,142 have been referred for follow-up. To date, closed complaints have resulted in the recoupment of \$2,896,679 in Medicare funds and \$61,631,137 to other payors.

The Centers for Medicare & Medicaid Services plans to begin implementation of a complaint tracking system for the Senior Medicare Patrol Projects in September 2001. This is a significant event which should greatly enhance the projects' abilities to report savings. As stated in past reports, we expect a significant number of the beneficiaries, who have learned to detect fraud, waste, and abuse from the Senior Medicare Patrol Projects, are calling the OIG fraud hotline or other contacts, thereby, not giving the projects their full credit. Also, substantial savings, which cannot be tracked, may be derived from a sentinel effect whereby fraud and errors are reduced in light of Medicare beneficiaries' scrutiny of their bills.

We will continue to monitor the projects and provide you with summary reports of performance data. If you have any questions, please call me at 202-619-0480 or have your staff call Jack Molnar at 212-264-1998.

Attachments

48-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	CA	HI	IA	IL	MD	MN	MO	NH	NY	PA	RI	WI
OUTPUTS													
# training sessions	1,076	75	28	127	21	139	72	27	11	459	50	10	57
# trainers trained	15,913	1,385	165	1,321	243	957	482	104	484	9,757	119	245	651
# media events	12,741	162	812	501	79	186	387	57	986	286	48	6,154	3,083
# community education events	3,295	18	50	451	192	591	473	128	152	774	276	48	142
OUTCOMES													
total # trainers who have ever conducted activities	4,360	317	82	DK	239	27	161	104	358	2,855	64	23	130
# group sessions	6,110	1,039	206	808	1,185	286	490	113	357	673	466	211	276
# beneficiaries at group sessions	243,023	50,605	7,480	25,770	43,614	14,148	10,324	6,286	7,951	25,355	38,184	4,676	8,630
# one-on-one sessions	23,702	624	0	157	444	6,612	530	2,761	9,502	2,583	375	DK	114
total # beneficiaries educated	266,725	51,229	7,480	25,927	44,058	20,760	10,854	9,047	17,453	27,938	38,559	4,676	8,744
estimated # people reached by media events	71,580,199	6,949,132	1,521,183	5,692,220	10,673,350	764,969	493,088	221,000	1,190,000	700,222	10,569,000	12,753,800	20,052,235
estimated # people reached by community education events	8,695,769	20,259	10,978	39,652	10,001	46,421	18,976	238,785	16,277	251,668	8,009,200	16,673	16,879
# complaints received	9,310	661	63	851	301	996	289	23	4,741	356	868	40	121
# complaints referred for follow-up	1,479	199	16	362	84	192	139	21	83	193	96	35	59
# complaints resulting in some action	490	42	0	29	1	103	55	DK	32	163	39	5	21
Medicare \$ recouped	2,730,422	1,316,832	0	1,145,819	0	DK	109,997	0	0	6,533	144,339	DK	6,922
Other \$ recouped	61,501,396	73,214	0	59,592	146,485	DK	15,805	359,637	29,345	60,801,200	1,935	DK	14,184
Total \$ recouped	64,231,839	1,390,046	0	1,205,410	146,485	0	1,258,020	359,637	29,345	60,807,733	146,274	0	21,106

*Pending documentation of actual recoupments

24-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	AK	AL	AR	AZ	CO	CT	DC ¹	DC ²	DE	FL	GA ³	GA ⁴	ID	IN
OUTPUTS															
# training sessions	1,000	43	22	10	22	18	7	10	1	20	15	15	25	69	2
# trainers trained	5,177	75	206	124	45	152	119	47	17	166	104	640	284	95	32
# media events	8,242	40	79	23	441	35	731	26	3	1,702	930	1	9	143	9
# community education events	2,895	45	132	55	229	63	199	27	20	58	81	2	142	85	12
OUTCOMES															
total # trainers who have ever conducted activities	2,099	65	281	26	45	25	13	41	14	39	58	108	103	34	1
# group sessions	4,421	25	212	67	202	271	92	90	26	170	92	182	364	322	2
# beneficiaries at group sessions	173,426	706	4,204	6,256	14,537	9,622	2,974	3,107	506	4,350	2,245	5,553	12,750	10,851	88
# one-on-one sessions	39,376	1,817	169	35	45	94	133	10	114	41	14	114	41	97	0
total # beneficiaries educated	212802	2,523	4,373	6,291	14,582	9,716	3,107	3,117	620	4,391	2,259	5,667	12,791	10,948	88
estimated # people reached by media events	149,788,856	94,570	1,486,525	420,300	1,052,680	838,532	352,355	920,000	250,000	615,000	1,739,027	1,000	308,401	800,450	70,000
estimated # people reached by community education events	777,885	24,700	10,822	5,821	24,869	6,782	9,738	178,000	4,912	123,357	127,790	530	10,262	1,722	90
# complaints received	4,009	331	35	18	669	68	28	181	0	66	95	0	22	360	2
# complaints referred for follow-up	1,648	8	23	8	120	14	21	36	0	5	4	0	13	267	2
# complaints resulting in some action	788	3	2	DK	16	DK	0	4	0	0	0	0	1	130	0
Medicare \$ recouped	156,017	0	0	DK	0	153	162	252	0	0	0	0	0	10,970	0
Other \$ recouped	129,633	13,194	0	DK	618	3,450	0	0	0	0	0	0	0	45,864	0
Total \$ recouped	285,651	13,194	0	0	618	3,603	162	252	0	0	0	0	0	56,834	0

Please note these distinctions:

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

24-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	MA	ME	MI	MT	NM	NV	OH	OK	OR	PR	TX ⁵	TX ⁶	UT	VA	WA
OUTPUTS															
# training sessions	43	27	30	8	6	43	6	4	55	17	14	31	7	20	411
# trainers trained	171	138	466	42	163	68	113	37	356	264	214	109	50	410	487
# media events	178	82	3	2,537	192	42	68	27	252	52	14	65	3	133	425
# community education events	127	211	23	77	138	53	86	97	32	428	49	127	24	161	132
OUTCOMES															
total # trainers who have ever conducted activities	57	70	66	61	39	37	43	11	63	8	100	48	16	154	487
# group sessions	199	61	134	48	40	40	160	10	72	31	60	162	26	495	792
# beneficiaries at group sessions	5,169	1,972	8,326	861	698	1,764	6,364	2,416	2,066	688	1,150	6,242	710	17,482	40,275
# one-on-one sessions	1,700	179	0	59	1,311	24	677	6	23	5	150	567	71	0	31,994
total # beneficiaries educated	6,869	2,151	8,326	920	2,009	1,788	7,041	2,422	2,089	693	1,300	6,809	781	17,482	72,269
estimated # people reached by media events	179,360	2,463,932	1,100	919,510	752,500	4,200,936	1,915,775	83,992	118,000,000	1,850,000	787,000	2,738,400	1,700	2,973,253	4,222,558
estimated # people reached by community education events	9,366	9,498	2,493	1,644	16,916	7,570	16,158	10,174	12,328	13,914	5,032	8,825	3,000	68,220	68,264
# complaints received	130	41	148	59	88	154	33	24	54	1,072	37	65	16	166	47
# complaints referred for follow-up	38	26	50	1	46	16	20	18	18	700	2	25	11	132	24
# complaints resulting in some action	DK	8	DK	0	53	2	0	0	5	528	0	13	2	DK	21
Medicare \$ recouped	DK	DK	17,320	0	5,102	787	0	0	DK	DK	0	0	0	DK	121,272
Other \$ recouped	34,762	DK	7,026	0	11,932	3,723	0	0	DK	DK	0	86	4,485	DK	4,493
Total \$ recouped	34,762	DK	24,346	0	17,034	4,510	0	0	0	0	0	86	4,485	0	125765

Please note these distinctions:

5. Baylor University, TX

6. The National Hispanic Council on Aging, TX

12-Month Outcomes Reported by the Senior Medicare Patrol Projects

Activity	TOTAL	LA	MS	NC	NE	SC	SD	WY
OUTPUTS								
# training sessions	134	5	10	99	12	5	1	2
# trainers trained	1,081	45	51	602	231	79	19	54
# media events	49	21	4	4	11	0	0	9
# community education events	128	20	52	34	21	1	0	0
OUTCOMES								
total # trainers who have ever conducted activities	169	18	6	9	114	10	2	10
# group sessions	128	39	52	5	27	0	2	3
# beneficiaries at group sessions	2,999	546	1,484	67	692	0	125	85
# one-on-one sessions	925	33	820	4	59	1	0	8
total # beneficiaries educated	3,924	579	2,304	71	751	1	125	93
estimated # people reached by media events	880,409	250,300	113,109	90,000	327,000	0	0	100,000
estimated # people reached by community education events	8,605	1,026	2,818	1,100	3,061	600	0	0
# complaints received	69	22	22	11	5	3	0	6
# complaints referred for follow-up	15	1	0	2	5	2	0	5
# complaints resulting in some action	4	0	0	1	0	0	0	3
Medicare \$ recouped	10,240	0	0	140	0	0	0	10,100
Other \$ recouped	108	0	0	108	0	0	0	0
Total \$ recouped	10,348	0	0	248	0	0	0	10,100