



DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF INSPECTOR GENERAL

WASHINGTON, DC 20201



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TO: Edwin L. Walker
Deputy Assistant Secretary for the Administration on Aging
Administration for Community Living

/s/

FROM: Brian P. Ritchie
Acting Deputy Inspector General
for Evaluation and Inspections

SUBJECT: Memorandum Report: *Performance Data for the Senior Medicare Patrol Projects: June 2014 Performance Report, OEI-02-14-00140*

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

SUMMARY

The SMP projects receive grants from ACL to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. In 2013, the 54 projects had 5,406 active volunteers, a 5-percent increase from 2012. These volunteers conducted 148,235 one-on-one counseling sessions, a 31-percent increase from 2012. They also conducted 14,924 group education sessions in 2013, compared to 14,748 in 2012.

In 2013, expected Medicare and Medicaid recoveries that were attributable to the projects were \$9.1 million, a 50-percent increase from 2012. However, total savings to beneficiaries and others decreased from \$133,971 in 2012 to \$41,718 in 2013. Finally, cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others increased by 26 percent, from \$113,692 in 2012 to \$143,282 in 2013.

We continue to emphasize that 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. Therefore, the projects may not be receiving full credit for savings attributable to their work. In addition, the projects are unable to track the substantial savings derived from a sentinel effect whereby fraud and errors are reduced by Medicare beneficiaries' scrutiny of their bills.

BACKGROUND

There is one SMP project in each of the 50 States and in the District of Columbia, Puerto Rico, Guam, and the Virgin Islands. In 2013, funding for the projects totaled \$19.6 million—\$8.9 million from ACL, and \$10.7 million in Health Care Fraud and Abuse Control Program (HCFAC) funding. Of the \$10.7 million in HCFAC funding, \$3.4 million was provided to support infrastructure, technical assistance, and other SMP project activities, and \$7.3 million was designated for expanding the projects' capacity to detect and prevent fraud.

Performance Measures

In 2007, AoA revised some of the performance measures to more accurately reflect the work of the SMP projects. AoA developed the following performance measures, among others: number of active volunteers, number of simple inquiries, and number of complex issues. Active volunteers are individuals who are trained to assist with teaching beneficiaries how to detect fraud, waste, and abuse in Medicare and other health care programs. Simple inquiries are beneficiary inquiries that are quickly resolved with very little research or review. Complex issues involve collecting more detailed information related to an issue or a complaint that may warrant further action by an investigative agency, such as the reporting of potential fraud or abuse by a provider.

Also in 2007, the projects were required to begin measuring “cost avoidance”—in this case, 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. For example, if a beneficiary discovers charges for services that he or she did not receive and a project, on behalf of the beneficiary, contacts the provider and receives a corrected billing statement, the project may report this as cost avoidance.

In 2012, the performance measures for both Medicare and Medicaid recoveries attributable to the projects were expanded to account for expected recoveries in addition to actual recoveries. This is consistent with how OIG reports its recoveries.¹

Tracking Systems

ACL uses a Web-based system named the Seniors Medicare Assistance and Reporting Tool for Fraud and Complaint Tracking System (SMART FACTS). The SMP projects are required to use SMART FACTS to track and report activities and complaints and to refer cases directly to an investigative agency.

¹ As required by the Inspector General Act of 1978 (P.L. No. 95-452), 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>.

METHODOLOGY

We based this review on data reported by the SMP projects. In addition, we requested and reviewed documentation from the projects for expected recoveries of funds for the Medicare and Medicaid programs. We also requested and reviewed documentation for actual savings to beneficiaries and others that were attributable to the projects, as well as for cost avoidance. We did not review documentation for the other performance measures. The results for all of the performance measures are presented in detail in the appendixes.

Standards

This study was conducted 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 2013

In 2013, the 54 SMP projects had a total of 5,406 active volunteers. These volunteers conducted 148,235 one-on-one counseling sessions and 14,924 group education sessions. In total, 501,405 beneficiaries attended these group education sessions. The projects also reported conducting 181,143 media airings, which could be any distribution of media (e.g., print, radio, television, or electronic), to educate about fraud and the services of the project. Additionally, the projects reported conducting 10,545 community outreach education events. As a result of these training sessions and events, the projects received 114,625 simple inquiries. They also received 1,674 inquiries involving complex issues; 698 inquiries were referred for further action.

Expected Medicare and Medicaid recoveries that were attributable to the projects were \$9.1 million. Savings to beneficiaries and others totaled \$41,718, and cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$143,282.

Results Since 1997

Since the program's inception 17 years ago, 72 SMP projects have reported performance data.² In total, these projects reported conducting 1.4 million one-on-one counseling sessions and 123,749 group education sessions. A total of 4.5 million beneficiaries attended these group education sessions. The projects also reported conducting 2.3 million media airings and 183,808 community outreach education events. Total expected savings to Medicare and Medicaid attributable to the projects were \$114.5 million. Most of the savings resulted from one project's involvement in adjustments to Medicaid claims for individuals entitled to both Medicaid and Medicare.³ Total savings to beneficiaries and other payers were approximately

² Seventeen of these projects had closed as of December 2008, and one project is now focused solely on providing support to the other projects.

³ The project reported these savings between 2001 and 2003. Prior to 2007, OIG reviewed documentation on savings to Medicare only and included self-reported data on savings to Medicaid, beneficiaries, and other entities.

\$6.9 million. Finally, total cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others was \$8.8 million.

Comparison With Results for 2012

The projects experienced a 5-percent increase in active volunteers from 2012 to 2013. As a result, they were able to conduct more one-on-one counseling and group education sessions. Specifically, the projects conducted 148,235 one-on-one counseling sessions in 2013, compared to 113,457 in 2012. They also conducted 14,924 group education sessions in 2013, compared to 14,748 in 2012. The number of beneficiaries who attended group education sessions increased from 449,509 in 2012 to 501,405 in 2013. At the same time, the projects reported conducting somewhat fewer media airings in 2013—a total of 181,143, compared to 188,199 in 2012.

In 2013, the projects reported \$9.1 million in expected Medicare and Medicaid recoveries, a 50-percent increase from 2012. However, total savings to beneficiaries and others decreased from \$133,971 in 2012 to \$41,718 in 2013.⁴ Finally, cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others increased by 26 percent, from \$113,692 in 2012 to \$143,282 in 2013.

CONCLUSION

The SMP projects receive grants from ACL to recruit and train retired professionals and other senior citizens to recognize and report instances or patterns of health care fraud. In 2013, the 54 projects had 5,406 active volunteers, a 5-percent increase from 2012. These volunteers conducted 148,235 one-on-one counseling sessions, a 31-percent increase from 2012. They also conducted 14,924 group education sessions in 2013, compared to 14,748 in 2012.

In 2013, expected Medicare and Medicaid recoveries that were attributable to the projects were \$9.1 million, a 50-percent increase from 2012. However, total savings to beneficiaries and others decreased from \$133,971 in 2012 to \$41,718 in 2013. Finally, cost avoidance on behalf of Medicare, Medicaid, beneficiaries, and others increased by 26 percent, from \$113,692 in 2012 to \$143,282 in 2013.

We continue to emphasize that 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. Therefore, the projects may not be receiving full credit for savings attributable to their work. In addition, the projects are unable to track the substantial savings derived from a sentinel effect whereby fraud and errors are reduced by Medicare beneficiaries' scrutiny of their bills.

⁴ Most of the 2012 savings to beneficiaries and others resulted from one project that identified \$91,250 in savings to one beneficiary.

Page 5 – Edwin L. Walker

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. Please refer to report number OEI-02-14-00140 in all correspondence.

cc:

Kathleen Cantwell

Director of the Office of Strategic Operations and Regulatory Affairs

Centers for Medicare & Medicaid Services

Results for Performance Measures for the Senior Medicare Patrol Projects

List of Appendixes

Appendix A: Summary of Overall Performance of Projects Since 1997.....	7
Appendix B: Summary of Overall Performance of Projects in 2013.....	9
Appendix C: Results for 2013, by Performance Measure.....	11
Appendix D: Results for 2013, by Project.....	33
Appendix E: Definitions of Performance Measures.....	88

APPENDIX A

Summary of Overall Performance of Projects Since 1997

The following table provides a summary of the overall performance of all 72 Senior Medicare Patrol projects that have operated since 1997.

Performance measures labeled with an asterisk (*) are reported as of 2007.

For performance measure #15—“Number of complex issues pending further action”—the same issue can continue through numerous reporting periods for a project. Therefore, the data cannot be added to the number from prior years.

Performance measures #17A and #17B, labeled with two asterisks (**), were changed to include *actual and expected* recoveries as of 2012. Prior to 2012, the measures only included actual recoveries.

Summary of Overall Performance of Projects Since 1997		
		Total Since 1997
PERFORMANCE MEASURES		
1	Total number of active volunteers*	41,179
2	Total number of volunteer training hours*	466,203
3	Total number of volunteer work hours*	987,824
4	Number of media airings	2,283,251
5	Number of community outreach education events conducted	183,808
6	Estimated number of people reached by community outreach education events	29,031,244
7	Number of group education sessions for beneficiaries	123,749
8	Number of beneficiaries who attended group education sessions	4,480,351
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,440,882
10	Total number of simple inquiries received*	535,854
11	Total number of simple inquiries resolved*	522,059
12	Number of inquiries involving complex issues received*	33,029
13A	Number of inquiries involving complex issues referred for further action*	8,758
13B	Total dollar amount referred for further action*	\$42,981,376
14	Number of complex issues resolved*	16,870
15	Number of complex issues pending further action*	NA
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others*	\$8,839,188
17A	Expected Medicare recoveries attributable to the projects **	\$19,644,423
17B	Expected Medicaid recoveries attributable to the projects **	\$94,811,793
17C	Actual savings to beneficiaries attributable to the projects	\$3,417,367
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$3,471,201
17A –17D	Total savings attributable to the projects	\$121,344,784

APPENDIX B

Summary of Overall Performance of Projects in 2013

The following table provides data for the 54 Senior Medicare Patrol projects that operated in 2013.

Summary of Overall Performance of Projects in 2013

		Total for 2013
PERFORMANCE MEASURES		
1	Total number of active volunteers	5,406
2	Total number of volunteer training hours	43,303
3	Total number of volunteer work hours	105,235
4	Number of media airings	181,143
5	Number of community outreach education events conducted	10,545
6	Estimated number of people reached by community outreach education events	1,048,039
7	Number of group education sessions for beneficiaries	14,924
8	Number of beneficiaries who attended group education sessions	501,405
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	148,235
10	Total number of simple inquiries received	114,625
11	Total number of simple inquiries resolved	114,387
12	Number of inquiries involving complex issues received	1,674
13A	Number of inquiries involving complex issues referred for further action	698
13B	Total dollar amount referred for further action	\$976,409
14	Number of complex issues resolved	1,526
15	Number of complex issues pending further action	2,606
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$143,282
17A	Expected Medicare recoveries attributable to the projects	\$9,047,393
17B	Expected Medicaid recoveries attributable to the Projects	\$52,873
17C	Actual savings to beneficiaries attributable to the projects	\$41,150
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$568
17A –17D	Total savings attributable to the projects	\$9,141,984

APPENDIX C

Results for 2013, by Performance Measure

The following tables provide the results by performance measure for each of the 54 Senior Medicare Patrol projects operating in 2013.

The total amounts for Performance Measures 2, 3, 16, and 17C, labeled with an asterisk (*), do not match the sum of each of these performance measures in Appendix B because of rounding.

PERFORMANCE MEASURE 1: Total Number of Active Volunteers

	Total for 2013			Total for 2013
Alabama	70		Montana	43
Alaska	13		Nebraska	79
Arizona	188		Nevada	86
Arkansas	70		New Hampshire	9
California	694		New Jersey	43
Colorado	24		New Mexico	75
Connecticut	120		New York	410
Delaware	29		North Carolina	515
District of Columbia	57		North Dakota	34
Florida	122		Ohio	58
Georgia	310		Oklahoma	3
Guam	10		Oregon	217
Hawaii	78		Pennsylvania	56
Idaho	96		Puerto Rico	23
Illinois	51		Rhode Island	47
Indiana	86		South Carolina	13
Iowa	45		South Dakota	27
Kansas	42		Tennessee	107
Kentucky	160		Texas	76
Louisiana	40		Utah	149
Maine	85		Vermont	49
Maryland	124		Virginia	35
Massachusetts	75		Virgin Islands	27
Michigan	313		Washington	16
Minnesota	108		West Virginia	58
Mississippi	14		Wisconsin	89
Missouri	28		Wyoming	10

PERFORMANCE MEASURE 2: Total Number of Volunteer Training Hours*

	Total for 2013			Total for 2013
Alabama	295		Montana	141
Alaska	207		Nebraska	339
Arizona	2,222		Nevada	1,641
Arkansas	223		New Hampshire	48
California	2,985		New Jersey	702
Colorado	0		New Mexico	716
Connecticut	706		New York	1,896
Delaware	257		North Carolina	6,874
District of Columbia	473		North Dakota	67
Florida	777		Ohio	262
Georgia	776		Oklahoma	50
Guam	40		Oregon	656
Hawaii	2,039		Pennsylvania	146
Idaho	979		Puerto Rico	1,328
Illinois	219		Rhode Island	269
Indiana	99		South Carolina	19
Iowa	525		South Dakota	52
Kansas	152		Tennessee	1,299
Kentucky	558		Texas	307
Louisiana	262		Utah	952
Maine	665		Vermont	536
Maryland	1,472		Virginia	187
Massachusetts	661		Virgin Islands	230
Michigan	5,877		Washington	118
Minnesota	1,350		West Virginia	9
Mississippi	70		Wisconsin	315
Missouri	242		Wyoming	19

PERFORMANCE MEASURE 3: Total Number of Volunteer Work Hours*				
	Total for 2013			Total for 2013
Alabama	239		Montana	631
Alaska	439		Nebraska	1,307
Arizona	3,993		Nevada	1,527
Arkansas	949		New Hampshire	189
California	21,287		New Jersey	773
Colorado	262		New Mexico	3,660
Connecticut	434		New York	2,222
Delaware	719		North Carolina	2,557
District of Columbia	1,439		North Dakota	365
Florida	2,154		Ohio	851
Georgia	6,453		Oklahoma	141
Guam	879		Oregon	3,043
Hawaii	1,070		Pennsylvania	1,241
Idaho	1,874		Puerto Rico	5,639
Illinois	773		Rhode Island	1,127
Indiana	980		South Carolina	354
Iowa	818		South Dakota	282
Kansas	47		Tennessee	3,170
Kentucky	2,342		Texas	518
Louisiana	1,139		Utah	4,569
Maine	5,604		Vermont	1,577
Maryland	5,806		Virginia	295
Massachusetts	2,531		Virgin Islands	251
Michigan	3,535		Washington	946
Minnesota	555		West Virginia	671
Mississippi	103		Wisconsin	565
Missouri	97		Wyoming	248

PERFORMANCE MEASURE 4: Number of Media Airings

	Total for 2013			Total for 2013
Alabama	127		Montana	4,723
Alaska	15		Nebraska	10,358
Arizona	636		Nevada	1,776
Arkansas	2,182		New Hampshire	13
California	538		New Jersey	84
Colorado	78		New Mexico	19,335
Connecticut	188		New York	1,998
Delaware	29		North Carolina	28,433
District of Columbia	2,613		North Dakota	130
Florida	463		Ohio	84
Georgia	2,201		Oklahoma	2,509
Guam	592		Oregon	5,666
Hawaii	4,219		Pennsylvania	22
Idaho	638		Puerto Rico	0
Illinois	179		Rhode Island	196
Indiana	3,494		South Carolina	36,207
Iowa	408		South Dakota	4
Kansas	1,067		Tennessee	5,238
Kentucky	2,004		Texas	1,230
Louisiana	4,383		Utah	139
Maine	489		Vermont	110
Maryland	2,049		Virginia	19,979
Massachusetts	637		Virgin Islands	75
Michigan	281		Washington	665
Minnesota	151		West Virginia	360
Mississippi	7		Wisconsin	547
Missouri	58		Wyoming	11,536

PERFORMANCE MEASURE 5: Number of Community Outreach Education Events Conducted

	Total for 2013			Total for 2013
Alabama	201		Montana	14
Alaska	16		Nebraska	92
Arizona	100		Nevada	131
Arkansas	41		New Hampshire	87
California	465		New Jersey	55
Colorado	121		New Mexico	505
Connecticut	75		New York	49
Delaware	129		North Carolina	442
District of Columbia	69		North Dakota	84
Florida	338		Ohio	153
Georgia	1,085		Oklahoma	144
Guam	19		Oregon	90
Hawaii	79		Pennsylvania	78
Idaho	70		Puerto Rico	1,392
Illinois	176		Rhode Island	203
Indiana	236		South Carolina	209
Iowa	45		South Dakota	2
Kansas	138		Tennessee	278
Kentucky	154		Texas	161
Louisiana	133		Utah	242
Maine	136		Vermont	57
Maryland	459		Virginia	207
Massachusetts	102		Virgin Islands	23
Michigan	221		Washington	711
Minnesota	75		West Virginia	31
Mississippi	193		Wisconsin	61
Missouri	144		Wyoming	24

PERFORMANCE MEASURE 6: Estimated Number of People Reached by Community Outreach Education Events

	Total for 2013			Total for 2013
Alabama	26,514		Montana	1,217
Alaska	461		Nebraska	7,871
Arizona	21,284		Nevada	10,668
Arkansas	3,057		New Hampshire	5,912
California	74,982		New Jersey	5,698
Colorado	11,006		New Mexico	25,335
Connecticut	5,602		New York	3,342
Delaware	16,597		North Carolina	142,925
District of Columbia	6,361		North Dakota	5,364
Florida	43,880		Ohio	16,108
Georgia	56,308		Oklahoma	11,110
Guam	1,669		Oregon	6,724
Hawaii	8,635		Pennsylvania	8,512
Idaho	5,976		Puerto Rico	42,884
Illinois	16,127		Rhode Island	6,061
Indiana	49,304		South Carolina	19,925
Iowa	6,945		South Dakota	125
Kansas	12,810		Tennessee	52,558
Kentucky	12,210		Texas	36,694
Louisiana	16,464		Utah	18,802
Maine	4,246		Vermont	1,113
Maryland	24,682		Virginia	16,057
Massachusetts	11,125		Virgin Islands	1,803
Michigan	42,244		Washington	45,059
Minnesota	44,067		West Virginia	7,520
Mississippi	9,709		Wisconsin	4,541
Missouri	10,594		Wyoming	1,252

PERFORMANCE MEASURE 7: Number of Group Education Sessions for Beneficiaries

	Total for 2013			Total for 2013
Alabama	465		Montana	474
Alaska	24		Nebraska	234
Arizona	465		Nevada	171
Arkansas	86		New Hampshire	100
California	1,737		New Jersey	271
Colorado	318		New Mexico	115
Connecticut	110		New York	98
Delaware	65		North Carolina	752
District of Columbia	145		North Dakota	124
Florida	315		Ohio	145
Georgia	1,434		Oklahoma	184
Guam	158		Oregon	176
Hawaii	51		Pennsylvania	282
Idaho	224		Puerto Rico	0
Illinois	354		Rhode Island	154
Indiana	311		South Carolina	178
Iowa	761		South Dakota	18
Kansas	116		Tennessee	347
Kentucky	264		Texas	284
Louisiana	130		Utah	342
Maine	108		Vermont	129
Maryland	384		Virginia	238
Massachusetts	106		Virgin Islands	22
Michigan	698		Washington	430
Minnesota	430		West Virginia	30
Mississippi	43		Wisconsin	148
Missouri	153		Wyoming	23

PERFORMANCE MEASURE 8: Number of Beneficiaries Who Attended Group Education Sessions

	Total for 2013			Total for 2013
Alabama	20,109		Montana	13,707
Alaska	942		Nebraska	5,996
Arizona	13,922		Nevada	3,740
Arkansas	2,267		New Hampshire	1,905
California	63,289		New Jersey	9,212
Colorado	11,047		New Mexico	3,325
Connecticut	2,581		New York	12,100
Delaware	2,119		North Carolina	25,962
District of Columbia	2,710		North Dakota	1,944
Florida	14,494		Ohio	2,570
Georgia	47,981		Oklahoma	5,995
Guam	3,211		Oregon	3,993
Hawaii	1,582		Pennsylvania	5,890
Idaho	6,130		Puerto Rico	0
Illinois	9,568		Rhode Island	4,868
Indiana	9,030		South Carolina	5,313
Iowa	19,337		South Dakota	560
Kansas	4,743		Tennessee	8,119
Kentucky	7,387		Texas	9,056
Louisiana	3,813		Utah	10,585
Maine	1,835		Vermont	2,533
Maryland	9,602		Virginia	6,084
Massachusetts	3,039		Virgin Islands	334
Michigan	36,090		Washington	22,242
Minnesota	9,395		West Virginia	20,815
Mississippi	1,283		Wisconsin	2,825
Missouri	3,490		Wyoming	736

**PERFORMANCE MEASURE 9: Number of One-on-One Counseling Sessions Held
With or on Behalf of a Beneficiary**

	Total for 2013			Total for 2013
Alabama	2,902		Montana	687
Alaska	6		Nebraska	3,881
Arizona	886		Nevada	853
Arkansas	227		New Hampshire	2,165
California	19,391		New Jersey	179
Colorado	50		New Mexico	6,055
Connecticut	10		New York	2,200
Delaware	142		North Carolina	10,893
District of Columbia	53		North Dakota	143
Florida	39		Ohio	9
Georgia	5,859		Oklahoma	348
Guam	1,500		Oregon	2,780
Hawaii	99		Pennsylvania	287
Idaho	2,293		Puerto Rico	800
Illinois	7,923		Rhode Island	3,572
Indiana	881		South Carolina	7,682
Iowa	393		South Dakota	354
Kansas	12		Tennessee	4,067
Kentucky	1,622		Texas	501
Louisiana	282		Utah	8,984
Maine	11,099		Vermont	0
Maryland	17,536		Virginia	422
Massachusetts	3,336		Virgin Islands	68
Michigan	2,318		Washington	4,453
Minnesota	64		West Virginia	1,370
Mississippi	4,074		Wisconsin	146
Missouri	0		Wyoming	2,339

PERFORMANCE MEASURE 10: Total Number of Simple Inquiries Received

	Total for 2013			Total for 2013
Alabama	424		Montana	339
Alaska	20		Nebraska	457
Arizona	505		Nevada	720
Arkansas	386		New Hampshire	435
California	498		New Jersey	1,529
Colorado	197		New Mexico	2
Connecticut	360		New York	2,698
Delaware	704		North Carolina	6,344
District of Columbia	229		North Dakota	95
Florida	264		Ohio	112
Georgia	3,612		Oklahoma	0
Guam	708		Oregon	2,317
Hawaii	431		Pennsylvania	1,072
Idaho	226		Puerto Rico	0
Illinois	9,382		Rhode Island	10,850
Indiana	162		South Carolina	8,057
Iowa	390		South Dakota	34
Kansas	22		Tennessee	67
Kentucky	1,456		Texas	350
Louisiana	159		Utah	3,564
Maine	822		Vermont	31
Maryland	8,483		Virginia	746
Massachusetts	1,420		Virgin Islands	14
Michigan	189		Washington	8,247
Minnesota	2,931		West Virginia	20,225
Mississippi	2,094		Wisconsin	1,202
Missouri	8,545		Wyoming	499

PERFORMANCE MEASURE 11: Total Number of Simple Inquiries Resolved

	Total for 2013			Total for 2013
Alabama	424		Montana	313
Alaska	20		Nebraska	457
Arizona	505		Nevada	720
Arkansas	386		New Hampshire	435
California	498		New Jersey	1,527
Colorado	197		New Mexico	2
Connecticut	359		New York	2,664
Delaware	703		North Carolina	6,344
District of Columbia	229		North Dakota	95
Florida	264		Ohio	112
Georgia	3,491		Oklahoma	0
Guam	708		Oregon	2,317
Hawaii	431		Pennsylvania	1,071
Idaho	226		Puerto Rico	0
Illinois	9,382		Rhode Island	10,850
Indiana	162		South Carolina	8,045
Iowa	390		South Dakota	34
Kansas	22		Tennessee	67
Kentucky	1,456		Texas	345
Louisiana	159		Utah	3,564
Maine	822		Vermont	31
Maryland	8,453		Virginia	746
Massachusetts	1,420		Virgin Islands	14
Michigan	189		Washington	8,245
Minnesota	2,931		West Virginia	20,225
Mississippi	2,094		Wisconsin	1,200
Missouri	8,544		Wyoming	499

PERFORMANCE MEASURE 12: Number of Inquiries Involving Complex Issues Received

	Total for 2013			Total for 2013
Alabama	16		Montana	32
Alaska	11		Nebraska	20
Arizona	5		Nevada	13
Arkansas	33		New Hampshire	10
California	301		New Jersey	71
Colorado	49		New Mexico	42
Connecticut	30		New York	0
Delaware	35		North Carolina	11
District of Columbia	10		North Dakota	1
Florida	28		Ohio	22
Georgia	25		Oklahoma	4
Guam	1		Oregon	32
Hawaii	19		Pennsylvania	34
Idaho	8		Puerto Rico	0
Illinois	43		Rhode Island	19
Indiana	33		South Carolina	10
Iowa	12		South Dakota	6
Kansas	1		Tennessee	58
Kentucky	13		Texas	51
Louisiana	89		Utah	44
Maine	33		Vermont	7
Maryland	24		Virginia	39
Massachusetts	12		Virgin Islands	0
Michigan	42		Washington	209
Minnesota	17		West Virginia	18
Mississippi	6		Wisconsin	11
Missouri	0		Wyoming	14

PERFORMANCE MEASURE 13A: Number of Inquiries Involving Complex Issues Referred for Further Action

	Total for 2013			Total for 2013
Alabama	3		Montana	5
Alaska	6		Nebraska	7
Arizona	2		Nevada	13
Arkansas	19		New Hampshire	7
California	173		New Jersey	11
Colorado	20		New Mexico	2
Connecticut	9		New York	0
Delaware	14		North Carolina	2
District of Columbia	4		North Dakota	1
Florida	28		Ohio	8
Georgia	24		Oklahoma	0
Guam	0		Oregon	12
Hawaii	7		Pennsylvania	9
Idaho	7		Puerto Rico	0
Illinois	27		Rhode Island	11
Indiana	10		South Carolina	5
Iowa	16		South Dakota	0
Kansas	0		Tennessee	27
Kentucky	5		Texas	39
Louisiana	22		Utah	42
Maine	4		Vermont	5
Maryland	2		Virginia	47
Massachusetts	4		Virgin Islands	0
Michigan	15		Washington	2
Minnesota	10		West Virginia	0
Mississippi	3		Wisconsin	6
Missouri	0		Wyoming	3

PERFORMANCE MEASURE 13B: Total Dollar Amount Referred for Further Action

	Total for 2013			Total for 2013
Alabama	\$0		Montana	\$24,076
Alaska	\$0		Nebraska	\$34,636
Arizona	\$0		Nevada	\$221
Arkansas	\$52,537		New Hampshire	\$2,419
California	\$55,432		New Jersey	\$153,931
Colorado	\$182,222		New Mexico	\$24,277
Connecticut	\$1,405		New York	\$0
Delaware	\$21,410		North Carolina	\$4,447
District of Columbia	\$4,197		North Dakota	\$230
Florida	\$26,964		Ohio	\$6,033
Georgia	\$1,388		Oklahoma	\$96
Guam	\$2,796		Oregon	\$31,497
Hawaii	\$7,214		Pennsylvania	\$461
Idaho	\$9,471		Puerto Rico	\$0
Illinois	\$10,010		Rhode Island	\$6,840
Indiana	\$3,267		South Carolina	\$2,060
Iowa	\$2,143		South Dakota	\$768
Kansas	\$0		Tennessee	\$17,869
Kentucky	\$13,532		Texas	\$30,836
Louisiana	\$35,306		Utah	\$112,217
Maine	\$1,610		Vermont	\$1,429
Maryland	\$765		Virginia	\$801
Massachusetts	\$19,124		Virgin Islands	\$0
Michigan	\$12,603		Washington	\$8,000
Minnesota	\$4,691		West Virginia	\$967
Mississippi	\$14		Wisconsin	\$4,650
Missouri	\$0		Wyoming	\$39,547

PERFORMANCE MEASURE 14: Number of Complex Issues Resolved

	Total for 2013			Total for 2013
Alabama	13		Montana	32
Alaska	10		Nebraska	26
Arizona	2		Nevada	6
Arkansas	28		New Hampshire	9
California	432		New Jersey	59
Colorado	63		New Mexico	20
Connecticut	23		New York	0
Delaware	30		North Carolina	38
District of Columbia	4		North Dakota	0
Florida	4		Ohio	23
Georgia	8		Oklahoma	6
Guam	1		Oregon	25
Hawaii	9		Pennsylvania	36
Idaho	9		Puerto Rico	0
Illinois	36		Rhode Island	14
Indiana	19		South Carolina	0
Iowa	23		South Dakota	7
Kansas	1		Tennessee	28
Kentucky	16		Texas	26
Louisiana	102		Utah	44
Maine	38		Vermont	4
Maryland	19		Virginia	30
Massachusetts	4		Virgin Islands	0
Michigan	46		Washington	117
Minnesota	7		West Virginia	0
Mississippi	5		Wisconsin	12
Missouri	0		Wyoming	12

PERFORMANCE MEASURE 15: Number of Complex Issues Pending Further Action

	Total for 2013			Total for 2013
Alabama	22		Montana	13
Alaska	2		Nebraska	8
Arizona	28		Nevada	24
Arkansas	35		New Hampshire	10
California	220		New Jersey	12
Colorado	13		New Mexico	18
Connecticut	27		New York	120
Delaware	59		North Carolina	21
District of Columbia	15		North Dakota	1
Florida	254		Ohio	15
Georgia	47		Oklahoma	7
Guam	3		Oregon	14
Hawaii	14		Pennsylvania	37
Idaho	4		Puerto Rico	2
Illinois	110		Rhode Island	15
Indiana	87		South Carolina	80
Iowa	32		South Dakota	0
Kansas	66		Tennessee	85
Kentucky	4		Texas	149
Louisiana	23		Utah	5
Maine	14		Vermont	5
Maryland	28		Virginia	57
Massachusetts	39		Virgin Islands	3
Michigan	13		Washington	415
Minnesota	56		West Virginia	159
Mississippi	33		Wisconsin	15
Missouri	66		Wyoming	2

PERFORMANCE MEASURE 16: Cost Avoidance on Behalf of Medicare, Medicaid, Beneficiaries, or Others*

	Total for 2013			Total for 2013
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$54		New Hampshire	\$0
California	\$49,903		New Jersey	\$867
Colorado	\$26,831		New Mexico	\$19,012
Connecticut	\$0		New York	\$0
Delaware	\$298		North Carolina	\$0
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$230		Pennsylvania	\$0
Idaho	\$0		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$2,491
Indiana	\$0		South Carolina	\$0
Iowa	\$339		South Dakota	\$0
Kansas	\$0		Tennessee	\$2,112
Kentucky	\$1,947		Texas	\$0
Louisiana	\$731		Utah	\$2,867
Maine	\$29,165		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$6,268		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$168

PERFORMANCE MEASURE 17A: Expected Medicare Recoveries Attributable to the Projects

	Total for 2013			Total for 2013
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$77
Arizona	\$0		Nevada	\$0
Arkansas	\$3,180		New Hampshire	\$0
California	\$8,992,214		New Jersey	\$17,612
Colorado	\$284		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	\$633		Oklahoma	\$0
Guam	\$0		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$141
Idaho	\$3,202		Puerto Rico	\$0
Illinois	\$2,315		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$768		South Dakota	\$768
Kansas	\$0		Tennessee	\$8,448
Kentucky	\$1,643		Texas	\$261
Louisiana	\$440		Utah	\$15,075
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$332		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

PERFORMANCE MEASURE 17B: Expected Medicaid Recoveries Attributable to the Projects

	Total for 2013			Total for 2013
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	\$52,873
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		Utah	\$0
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

PERFORMANCE MEASURE 17C: Actual Savings To Beneficiaries Attributable to the Projects*

	Total for 2013			Total for 2013
Alabama	\$0		Montana	\$468
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$60		New Hampshire	\$0
California	\$6,784		New Jersey	\$0
Colorado	\$1,188		New Mexico	\$0
Connecticut	\$0		New York	\$0
Delaware	\$2,899		North Carolina	\$61
District of Columbia	\$0		North Dakota	\$0
Florida	\$0		Ohio	\$0
Georgia	\$0		Oklahoma	\$0
Guam	\$18,748		Oregon	\$0
Hawaii	\$0		Pennsylvania	\$0
Idaho	\$230		Puerto Rico	\$0
Illinois	\$0		Rhode Island	\$400
Indiana	\$0		South Carolina	\$0
Iowa	\$40		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$0		Texas	\$0
Louisiana	\$0		Utah	\$1,557
Maine	\$0		Vermont	\$0
Maryland	\$314		Virginia	\$0
Massachusetts	\$208		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$8,192
Missouri	\$0		Wyoming	\$0

PERFORMANCE MEASURE 17D: Other Savings Attributable to the Projects

	Total for 2013			Total for 2013
Alabama	\$0		Montana	\$0
Alaska	\$0		Nebraska	\$0
Arizona	\$0		Nevada	\$0
Arkansas	\$304		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	\$264		Rhode Island	\$0
Indiana	\$0		South Carolina	\$0
Iowa	\$0		South Dakota	\$0
Kansas	\$0		Tennessee	\$0
Kentucky	\$0		Texas	\$0
Louisiana	\$0		Utah	\$0
Maine	\$0		Vermont	\$0
Maryland	\$0		Virginia	\$0
Massachusetts	\$0		Virgin Islands	\$0
Michigan	\$0		Washington	\$0
Minnesota	\$0		West Virginia	\$0
Mississippi	\$0		Wisconsin	\$0
Missouri	\$0		Wyoming	\$0

APPENDIX D

Results for 2013, by Project

The following tables provide a project-by-project listing of the results for each performance measure for each of the 54 Senior Medicare Patrol projects operating in 2013.

Alabama – Department of Senior Services, Montgomery		
In operation since: July 2006		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	70
2	Total number of volunteer training hours	295
3	Total number of volunteer work hours	239
4	Number of media airings	127
5	Number of community outreach education events conducted	201
6	Estimated number of people reached by community outreach education events	26,514
7	Number of group education sessions for beneficiaries	465
8	Number of beneficiaries who attended group education sessions	20,109
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,902
10	Total number of simple inquiries received	424
11	Total number of simple inquiries resolved	424
12	Number of inquiries involving complex issues received	16
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	13
15	Number of complex issues pending further action	22
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Alaska – Health and Social Services, Medicare Information Office, Anchorage		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	13
2	Total number of volunteer training hours	207
3	Total number of volunteer work hours	439
4	Number of media airings	15
5	Number of community outreach education events conducted	16
6	Estimated number of people reached by community outreach education events	461
7	Number of group education sessions for beneficiaries	24
8	Number of beneficiaries who attended group education sessions	942
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	6
10	Total number of simple inquiries received	20
11	Total number of simple inquiries resolved	20
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	6
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	10
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Arizona – Arizona Division of Aging and Adult Services, Phoenix		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	188
2	Total number of volunteer training hours	2,222
3	Total number of volunteer work hours	3,993
4	Number of media airings	636
5	Number of community outreach education events conducted	100
6	Estimated number of people reached by community outreach education events	21,284
7	Number of group education sessions for beneficiaries	465
8	Number of beneficiaries who attended group education sessions	13,922
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	886
10	Total number of simple inquiries received	505
11	Total number of simple inquiries resolved	505
12	Number of inquiries involving complex issues received	5
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	2
15	Number of complex issues pending further action	28
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Arkansas – Arkansas Department of Human Services, Division of Aging and Adult Services, Little Rock		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	70
2	Total number of volunteer training hours	223
3	Total number of volunteer work hours	949
4	Number of media airings	2,182
5	Number of community outreach education events conducted	41
6	Estimated number of people reached by community outreach education events	3,057
7	Number of group education sessions for beneficiaries	86
8	Number of beneficiaries who attended group education sessions	2,267
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	227
10	Total number of simple inquiries received	386
11	Total number of simple inquiries resolved	386
12	Number of inquiries involving complex issues received	33
13A	Number of inquiries involving complex issues referred for further action	19
13B	Total dollar amount referred for further action	\$52,537
14	Number of complex issues resolved	28
15	Number of complex issues pending further action	35
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$54
17A	Expected Medicare recoveries attributable to the projects	\$3,180
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$60
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$304
17A –17D	Total savings attributable to the projects	\$3,544

California – California Health Advocates, Santa Ana		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	694
2	Total number of volunteer training hours	2,985
3	Total number of volunteer work hours	21,287
4	Number of media airings	538
5	Number of community outreach education events conducted	465
6	Estimated number of people reached by community outreach education events	74,982
7	Number of group education sessions for beneficiaries	1,737
8	Number of beneficiaries who attended group education sessions	63,289
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	19,391
10	Total number of simple inquiries received	498
11	Total number of simple inquiries resolved	498
12	Number of inquiries involving complex issues received	301
13A	Number of inquiries involving complex issues referred for further action	173
13B	Total dollar amount referred for further action	\$55,432
14	Number of complex issues resolved	432
15	Number of complex issues pending further action	220
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$49,903
17A	Expected Medicare recoveries attributable to the projects	\$8,992,214
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$6,784
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$8,998,998

Colorado – Colorado Department of Regulatory Agencies, Division of Insurance, Denver		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	24
2	Total number of volunteer training hours	0
3	Total number of volunteer work hours	262
4	Number of media airings	78
5	Number of community outreach education events conducted	121
6	Estimated number of people reached by community outreach education events	11,006
7	Number of group education sessions for beneficiaries	318
8	Number of beneficiaries who attended group education sessions	11,047
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	50
10	Total number of simple inquiries received	197
11	Total number of simple inquiries resolved	197
12	Number of inquiries involving complex issues received	49
13A	Number of inquiries involving complex issues referred for further action	20
13B	Total dollar amount referred for further action	\$182,222
14	Number of complex issues resolved	63
15	Number of complex issues pending further action	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$26,831
17A	Expected Medicare recoveries attributable to the projects	\$284
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,188
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$1,472

Connecticut – Connecticut Department of Social Services, Aging Services Division, Hartford		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	120
2	Total number of volunteer training hours	706
3	Total number of volunteer work hours	434
4	Number of media airings	188
5	Number of community outreach education events conducted	75
6	Estimated number of people reached by community outreach education events	5,602
7	Number of group education sessions for beneficiaries	110
8	Number of beneficiaries who attended group education sessions	2,581
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	10
10	Total number of simple inquiries received	360
11	Total number of simple inquiries resolved	359
12	Number of inquiries involving complex issues received	30
13A	Number of inquiries involving complex issues referred for further action	9
13B	Total dollar amount referred for further action	\$1,405
14	Number of complex issues resolved	23
15	Number of complex issues pending further action	27
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Delaware – Delaware Partners of Senior Medicare Patrol, New Castle		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	29
2	Total number of volunteer training hours	257
3	Total number of volunteer work hours	719
4	Number of media airings	29
5	Number of community outreach education events conducted	129
6	Estimated number of people reached by community outreach education events	16,597
7	Number of group education sessions for beneficiaries	65
8	Number of beneficiaries who attended group education sessions	2,119
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	142
10	Total number of simple inquiries received	704
11	Total number of simple inquiries resolved	703
12	Number of inquiries involving complex issues received	35
13A	Number of inquiries involving complex issues referred for further action	14
13B	Total dollar amount referred for further action	\$21,410
14	Number of complex issues resolved	30
15	Number of complex issues pending further action	59
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$298
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$2,899
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$2,899

District of Columbia – AARP Legal Counsel for the Elderly, Washington, DC		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	57
2	Total number of volunteer training hours	473
3	Total number of volunteer work hours	1,439
4	Number of media airings	2,613
5	Number of community outreach education events conducted	69
6	Estimated number of people reached by community outreach education events	6,361
7	Number of group education sessions for beneficiaries	145
8	Number of beneficiaries who attended group education sessions	2,710
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	53
10	Total number of simple inquiries received	229
11	Total number of simple inquiries resolved	229
12	Number of inquiries involving complex issues received	10
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$4,197
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Florida – Area Agency on Aging of Pasco-Pinellas, Inc., St. Petersburg		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	122
2	Total number of volunteer training hours	777
3	Total number of volunteer work hours	2,154
4	Number of media airings	463
5	Number of community outreach education events conducted	338
6	Estimated number of people reached by community outreach education events	43,880
7	Number of group education sessions for beneficiaries	315
8	Number of beneficiaries who attended group education sessions	14,494
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	39
10	Total number of simple inquiries received	264
11	Total number of simple inquiries resolved	264
12	Number of inquiries involving complex issues received	28
13A	Number of inquiries involving complex issues referred for further action	28
13B	Total dollar amount referred for further action	\$26,964
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	254
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Georgia – GeorgiaCares Senior Medicare Patrol, Atlanta		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	310
2	Total number of volunteer training hours	776
3	Total number of volunteer work hours	6,453
4	Number of media airings	2,201
5	Number of community outreach education events conducted	1,085
6	Estimated number of people reached by community outreach education events	56,308
7	Number of group education sessions for beneficiaries	1,434
8	Number of beneficiaries who attended group education sessions	47,981
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	5,859
10	Total number of simple inquiries received	3,612
11	Total number of simple inquiries resolved	3,491
12	Number of inquiries involving complex issues received	25
13A	Number of inquiries involving complex issues referred for further action	24
13B	Total dollar amount referred for further action	\$1,388
14	Number of complex issues resolved	8
15	Number of complex issues pending further action	47
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$633
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$633

Guam – Division of Senior Citizens, Department of Public Health & Social Services, Mangilao		
In operation since: July 2005		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	10
2	Total number of volunteer training hours	40
3	Total number of volunteer work hours	879
4	Number of media airings	592
5	Number of community outreach education events conducted	19
6	Estimated number of people reached by community outreach education events	1,669
7	Number of group education sessions for beneficiaries	158
8	Number of beneficiaries who attended group education sessions	3,211
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,500
10	Total number of simple inquiries received	708
11	Total number of simple inquiries resolved	708
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$2,796
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$18,748
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$18,748

Hawaii – State of Hawaii Executive Office on Aging, Honolulu		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	78
2	Total number of volunteer training hours	2,039
3	Total number of volunteer work hours	1,070
4	Number of media airings	4,219
5	Number of community outreach education events conducted	79
6	Estimated number of people reached by community outreach education events	8,635
7	Number of group education sessions for beneficiaries	51
8	Number of beneficiaries who attended group education sessions	1,582
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	99
10	Total number of simple inquiries received	431
11	Total number of simple inquiries resolved	431
12	Number of inquiries involving complex issues received	19
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$7,214
14	Number of complex issues resolved	9
15	Number of complex issues pending further action	14
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$230
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Idaho – Idaho Commission on Aging, Boise		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	96
2	Total number of volunteer training hours	979
3	Total number of volunteer work hours	1,874
4	Number of media airings	638
5	Number of community outreach education events conducted	70
6	Estimated number of people reached by community outreach education events	5,976
7	Number of group education sessions for beneficiaries	224
8	Number of beneficiaries who attended group education sessions	6,130
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,293
10	Total number of simple inquiries received	226
11	Total number of simple inquiries resolved	226
12	Number of inquiries involving complex issues received	8
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$9,471
14	Number of complex issues resolved	9
15	Number of complex issues pending further action	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$3,202
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$230
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$3,432

Illinois – AgeOptions, Oak Park		
In operation since: July 2006		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	51
2	Total number of volunteer training hours	219
3	Total number of volunteer work hours	773
4	Number of media airings	179
5	Number of community outreach education events conducted	176
6	Estimated number of people reached by community outreach education events	16,127
7	Number of group education sessions for beneficiaries	354
8	Number of beneficiaries who attended group education sessions	9,568
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,923
10	Total number of simple inquiries received	9,382
11	Total number of simple inquiries resolved	9,382
12	Number of inquiries involving complex issues received	43
13A	Number of inquiries involving complex issues referred for further action	27
13B	Total dollar amount referred for further action	\$10,010
14	Number of complex issues resolved	36
15	Number of complex issues pending further action	110
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$2,315
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$264
17A –17D	Total savings attributable to the projects	\$2,579

Indiana – Indiana Association of Area Agencies on Aging, Education Institute, Indianapolis		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	86
2	Total number of volunteer training hours	99
3	Total number of volunteer work hours	980
4	Number of media airings	3,494
5	Number of community outreach education events conducted	236
6	Estimated number of people reached by community outreach education events	49,304
7	Number of group education sessions for beneficiaries	311
8	Number of beneficiaries who attended group education sessions	9,030
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	881
10	Total number of simple inquiries received	162
11	Total number of simple inquiries resolved	162
12	Number of inquiries involving complex issues received	33
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$3,267
14	Number of complex issues resolved	19
15	Number of complex issues pending further action	87
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Iowa – Hawkeye Valley Area Agency on Aging, Waterloo		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	45
2	Total number of volunteer training hours	525
3	Total number of volunteer work hours	818
4	Number of media airings	408
5	Number of community outreach education events conducted	45
6	Estimated number of people reached by community outreach education events	6,945
7	Number of group education sessions for beneficiaries	761
8	Number of beneficiaries who attended group education sessions	19,337
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	393
10	Total number of simple inquiries received	390
11	Total number of simple inquiries resolved	390
12	Number of inquiries involving complex issues received	12
13A	Number of inquiries involving complex issues referred for further action	16
13B	Total dollar amount referred for further action	\$2,143
14	Number of complex issues resolved	23
15	Number of complex issues pending further action	32
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$339
17A	Expected Medicare recoveries attributable to the projects	\$768
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$40
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$808

Kansas – Department on Aging, Topeka		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	42
2	Total number of volunteer training hours	152
3	Total number of volunteer work hours	47
4	Number of media airings	1,067
5	Number of community outreach education events conducted	138
6	Estimated number of people reached by community outreach education events	12,810
7	Number of group education sessions for beneficiaries	116
8	Number of beneficiaries who attended group education sessions	4,743
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	12
10	Total number of simple inquiries received	22
11	Total number of simple inquiries resolved	22
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	1
15	Number of complex issues pending further action	66
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Kentucky – Louisville Metro Department of Public Health and Wellness, Louisville		
In operation since: July 2001		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	160
2	Total number of volunteer training hours	558
3	Total number of volunteer work hours	2,342
4	Number of media airings	2,004
5	Number of community outreach education events conducted	154
6	Estimated number of people reached by community outreach education events	12,210
7	Number of group education sessions for beneficiaries	264
8	Number of beneficiaries who attended group education sessions	7,387
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,622
10	Total number of simple inquiries received	1,456
11	Total number of simple inquiries resolved	1,456
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$13,532
14	Number of complex issues resolved	16
15	Number of complex issues pending further action	4
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$1,947
17A	Expected Medicare recoveries attributable to the projects	\$1,643
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$1,643

Louisiana – EQ Health Solutions, Baton Rouge		
In operation since: June 2009		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	40
2	Total number of volunteer training hours	262
3	Total number of volunteer work hours	1,139
4	Number of media airings	4,383
5	Number of community outreach education events conducted	133
6	Estimated number of people reached by community outreach education events	16,464
7	Number of group education sessions for beneficiaries	130
8	Number of beneficiaries who attended group education sessions	3,813
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	282
10	Total number of simple inquiries received	159
11	Total number of simple inquiries resolved	159
12	Number of inquiries involving complex issues received	89
13A	Number of inquiries involving complex issues referred for further action	22
13B	Total dollar amount referred for further action	\$35,306
14	Number of complex issues resolved	102
15	Number of complex issues pending further action	23
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$731
17A	Expected Medicare recoveries attributable to the projects	\$440
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$440

Maine – Legal Services for the Elderly, Augusta		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	85
2	Total number of volunteer training hours	665
3	Total number of volunteer work hours	5,604
4	Number of media airings	489
5	Number of community outreach education events conducted	136
6	Estimated number of people reached by community outreach education events	4,246
7	Number of group education sessions for beneficiaries	108
8	Number of beneficiaries who attended group education sessions	1,835
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	11,099
10	Total number of simple inquiries received	822
11	Total number of simple inquiries resolved	822
12	Number of inquiries involving complex issues received	33
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$1,610
14	Number of complex issues resolved	38
15	Number of complex issues pending further action	14
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$29,165
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Maryland – Maryland Department of Aging, Baltimore		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	124
2	Total number of volunteer training hours	1,472
3	Total number of volunteer work hours	5,806
4	Number of media airings	2,049
5	Number of community outreach education events conducted	459
6	Estimated number of people reached by community outreach education events	24,682
7	Number of group education sessions for beneficiaries	384
8	Number of beneficiaries who attended group education sessions	9,602
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	17,536
10	Total number of simple inquiries received	8,483
11	Total number of simple inquiries resolved	8,453
12	Number of inquiries involving complex issues received	24
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$765
14	Number of complex issues resolved	19
15	Number of complex issues pending further action	28
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$314
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$314

Massachusetts – Elder Services of Merrimack Valley, Inc., Lawrence		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	75
2	Total number of volunteer training hours	661
3	Total number of volunteer work hours	2,531
4	Number of media airings	637
5	Number of community outreach education events conducted	102
6	Estimated number of people reached by community outreach education events	11,125
7	Number of group education sessions for beneficiaries	106
8	Number of beneficiaries who attended group education sessions	3,039
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,336
10	Total number of simple inquiries received	1,420
11	Total number of simple inquiries resolved	1,420
12	Number of inquiries involving complex issues received	12
13A	Number of inquiries involving complex issues referred for further action	4
13B	Total dollar amount referred for further action	\$19,124
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	39
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$6,268
17A	Expected Medicare recoveries attributable to the projects	\$332
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$208
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$540

Michigan – Michigan Medicare/Medicaid Assistance Program, Inc., Lansing		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	313
2	Total number of volunteer training hours	5,877
3	Total number of volunteer work hours	3,535
4	Number of media airings	281
5	Number of community outreach education events conducted	221
6	Estimated number of people reached by community outreach education events	42,244
7	Number of group education sessions for beneficiaries	698
8	Number of beneficiaries who attended group education sessions	36,090
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,318
10	Total number of simple inquiries received	189
11	Total number of simple inquiries resolved	189
12	Number of inquiries involving complex issues received	42
13A	Number of inquiries involving complex issues referred for further action	15
13B	Total dollar amount referred for further action	\$12,603
14	Number of complex issues resolved	46
15	Number of complex issues pending further action	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Minnesota – Minnesota Board on Aging, Dept. of Human Services, Aging and Adult Services Div., Saint Paul		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	108
2	Total number of volunteer training hours	1,350
3	Total number of volunteer work hours	555
4	Number of media airings	151
5	Number of community outreach education events conducted	75
6	Estimated number of people reached by community outreach education events	44,067
7	Number of group education sessions for beneficiaries	430
8	Number of beneficiaries who attended group education sessions	9,395
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	64
10	Total number of simple inquiries received	2,931
11	Total number of simple inquiries resolved	2,931
12	Number of inquiries involving complex issues received	17
13A	Number of inquiries involving complex issues referred for further action	10
13B	Total dollar amount referred for further action	\$4,691
14	Number of complex issues resolved	7
15	Number of complex issues pending further action	56
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Mississippi – Mississippi Department of Human Services, Division of Aging and Adult Services, Jackson		
In operation since: July 2000		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	14
2	Total number of volunteer training hours	70
3	Total number of volunteer work hours	103
4	Number of media airings	7
5	Number of community outreach education events conducted	193
6	Estimated number of people reached by community outreach education events	9,709
7	Number of group education sessions for beneficiaries	43
8	Number of beneficiaries who attended group education sessions	1,283
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,074
10	Total number of simple inquiries received	2,094
11	Total number of simple inquiries resolved	2,094
12	Number of inquiries involving complex issues received	6
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$14
14	Number of complex issues resolved	5
15	Number of complex issues pending further action	33
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Missouri – Care Connection for Aging Services, Warrensburg		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	28
2	Total number of volunteer training hours	242
3	Total number of volunteer work hours	97
4	Number of media airings	58
5	Number of community outreach education events conducted	144
6	Estimated number of people reached by community outreach education events	10,594
7	Number of group education sessions for beneficiaries	153
8	Number of beneficiaries who attended group education sessions	3,490
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0
10	Total number of simple inquiries received	8,545
11	Total number of simple inquiries resolved	8,544
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	66
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Montana – Missoula Aging Services, Missoula		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	43
2	Total number of volunteer training hours	141
3	Total number of volunteer work hours	631
4	Number of media airings	4,723
5	Number of community outreach education events conducted	14
6	Estimated number of people reached by community outreach education events	1,217
7	Number of group education sessions for beneficiaries	474
8	Number of beneficiaries who attended group education sessions	13,707
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	687
10	Total number of simple inquiries received	339
11	Total number of simple inquiries resolved	313
12	Number of inquiries involving complex issues received	32
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$24,076
14	Number of complex issues resolved	32
15	Number of complex issues pending further action	13
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$468
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$468

Nebraska – Nebraska Department of Health and Human Services, Lincoln		
In operation since: July 2000		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	79
2	Total number of volunteer training hours	339
3	Total number of volunteer work hours	1,307
4	Number of media airings	10,358
5	Number of community outreach education events conducted	92
6	Estimated number of people reached by community outreach education events	7,871
7	Number of group education sessions for beneficiaries	234
8	Number of beneficiaries who attended group education sessions	5,996
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,881
10	Total number of simple inquiries received	457
11	Total number of simple inquiries resolved	457
12	Number of inquiries involving complex issues received	20
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$34,636
14	Number of complex issues resolved	26
15	Number of complex issues pending further action	8
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$77
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$77

Nevada – Office of the Nevada Attorney General, Las Vegas		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	86
2	Total number of volunteer training hours	1,641
3	Total number of volunteer work hours	1,527
4	Number of media airings	1,776
5	Number of community outreach education events conducted	131
6	Estimated number of people reached by community outreach education events	10,668
7	Number of group education sessions for beneficiaries	171
8	Number of beneficiaries who attended group education sessions	3,740
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	853
10	Total number of simple inquiries received	720
11	Total number of simple inquiries resolved	720
12	Number of inquiries involving complex issues received	13
13A	Number of inquiries involving complex issues referred for further action	13
13B	Total dollar amount referred for further action	\$221
14	Number of complex issues resolved	6
15	Number of complex issues pending further action	24
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

New Hampshire – Health and Human Services – Bureau of Elderly and Adult Services, Concord		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	9
2	Total number of volunteer training hours	48
3	Total number of volunteer work hours	189
4	Number of media airings	13
5	Number of community outreach education events conducted	87
6	Estimated number of people reached by community outreach education events	5,912
7	Number of group education sessions for beneficiaries	100
8	Number of beneficiaries who attended group education sessions	1,905
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,165
10	Total number of simple inquiries received	435
11	Total number of simple inquiries resolved	435
12	Number of inquiries involving complex issues received	10
13A	Number of inquiries involving complex issues referred for further action	7
13B	Total dollar amount referred for further action	\$2,419
14	Number of complex issues resolved	9
15	Number of complex issues pending further action	10
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

New Jersey – Jewish Family & Vocational Services of Middlesex County, Inc., Milltown		
In operation since: July 2001		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	43
2	Total number of volunteer training hours	702
3	Total number of volunteer work hours	773
4	Number of media airings	84
5	Number of community outreach education events conducted	55
6	Estimated number of people reached by community outreach education events	5,698
7	Number of group education sessions for beneficiaries	271
8	Number of beneficiaries who attended group education sessions	9,212
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	179
10	Total number of simple inquiries received	1,529
11	Total number of simple inquiries resolved	1,527
12	Number of inquiries involving complex issues received	71
13A	Number of inquiries involving complex issues referred for further action	11
13B	Total dollar amount referred for further action	\$153,931
14	Number of complex issues resolved	59
15	Number of complex issues pending further action	12
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$867
17A	Expected Medicare recoveries attributable to the projects	\$17,612
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$17,612

New Mexico – New Mexico Aging and Long-Term Services Department, Albuquerque		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	75
2	Total number of volunteer training hours	716
3	Total number of volunteer work hours	3,660
4	Number of media airings	19,335
5	Number of community outreach education events conducted	505
6	Estimated number of people reached by community outreach education events	25,335
7	Number of group education sessions for beneficiaries	115
8	Number of beneficiaries who attended group education sessions	3,325
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	6,055
10	Total number of simple inquiries received	2
11	Total number of simple inquiries resolved	2
12	Number of inquiries involving complex issues received	42
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$24,277
14	Number of complex issues resolved	20
15	Number of complex issues pending further action	18
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$19,012
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

New York – New York State Office of the Aging, Albany		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	410
2	Total number of volunteer training hours	1,896
3	Total number of volunteer work hours	2,222
4	Number of media airings	1,998
5	Number of community outreach education events conducted	49
6	Estimated number of people reached by community outreach education events	3,342
7	Number of group education sessions for beneficiaries	98
8	Number of beneficiaries who attended group education sessions	12,100
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,200
10	Total number of simple inquiries received	2,698
11	Total number of simple inquiries resolved	2,664
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	120
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

North Carolina – Department of Insurance, Raleigh		
In operation since: July 2003		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	515
2	Total number of volunteer training hours	6,874
3	Total number of volunteer work hours	2,557
4	Number of media airings	28,433
5	Number of community outreach education events conducted	442
6	Estimated number of people reached by community outreach education events	142,925
7	Number of group education sessions for beneficiaries	752
8	Number of beneficiaries who attended group education sessions	25,962
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	10,893
10	Total number of simple inquiries received	6,344
11	Total number of simple inquiries resolved	6,344
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$4,447
14	Number of complex issues resolved	38
15	Number of complex issues pending further action	21
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$61
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$61

North Dakota – North Dakota Center for Persons with Disabilities, Minot State University, Minot		
In operation since: July 2003		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	34
2	Total number of volunteer training hours	67
3	Total number of volunteer work hours	365
4	Number of media airings	130
5	Number of community outreach education events conducted	84
6	Estimated number of people reached by community outreach education events	5,364
7	Number of group education sessions for beneficiaries	124
8	Number of beneficiaries who attended group education sessions	1,944
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	143
10	Total number of simple inquiries received	95
11	Total number of simple inquiries resolved	95
12	Number of inquiries involving complex issues received	1
13A	Number of inquiries involving complex issues referred for further action	1
13B	Total dollar amount referred for further action	\$230
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	1
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Ohio – Pro Seniors, Inc., Cincinnati		
In operation since: July 2002		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	58
2	Total number of volunteer training hours	262
3	Total number of volunteer work hours	851
4	Number of media airings	84
5	Number of community outreach education events conducted	153
6	Estimated number of people reached by community outreach education events	16,108
7	Number of group education sessions for beneficiaries	145
8	Number of beneficiaries who attended group education sessions	2,570
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	9
10	Total number of simple inquiries received	112
11	Total number of simple inquiries resolved	112
12	Number of inquiries involving complex issues received	22
13A	Number of inquiries involving complex issues referred for further action	8
13B	Total dollar amount referred for further action	\$6,033
14	Number of complex issues resolved	23
15	Number of complex issues pending further action	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$52,873
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$52,873

Oklahoma – State of Oklahoma Insurance Department, Oklahoma City		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	3
2	Total number of volunteer training hours	50
3	Total number of volunteer work hours	141
4	Number of media airings	2,509
5	Number of community outreach education events conducted	144
6	Estimated number of people reached by community outreach education events	11,110
7	Number of group education sessions for beneficiaries	184
8	Number of beneficiaries who attended group education sessions	5,995
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	348
10	Total number of simple inquiries received	0
11	Total number of simple inquiries resolved	0
12	Number of inquiries involving complex issues received	4
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$96
14	Number of complex issues resolved	6
15	Number of complex issues pending further action	7
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Oregon – Department of Human Services, Seniors and People with Disabilities, Salem		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	217
2	Total number of volunteer training hours	656
3	Total number of volunteer work hours	3,043
4	Number of media airings	5,666
5	Number of community outreach education events conducted	90
6	Estimated number of people reached by community outreach education events	6,724
7	Number of group education sessions for beneficiaries	176
8	Number of beneficiaries who attended group education sessions	3,993
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,780
10	Total number of simple inquiries received	2,317
11	Total number of simple inquiries resolved	2,317
12	Number of inquiries involving complex issues received	32
13A	Number of inquiries involving complex issues referred for further action	12
13B	Total dollar amount referred for further action	\$31,497
14	Number of complex issues resolved	25
15	Number of complex issues pending further action	14
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Pennsylvania – Center for Advocacy for the Rights and Interests of the Elderly, Philadelphia		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	56
2	Total number of volunteer training hours	146
3	Total number of volunteer work hours	1,241
4	Number of media airings	22
5	Number of community outreach education events conducted	78
6	Estimated number of people reached by community outreach education events	8,512
7	Number of group education sessions for beneficiaries	282
8	Number of beneficiaries who attended group education sessions	5,890
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	287
10	Total number of simple inquiries received	1,072
11	Total number of simple inquiries resolved	1,071
12	Number of inquiries involving complex issues received	34
13A	Number of inquiries involving complex issues referred for further action	9
13B	Total dollar amount referred for further action	\$461
14	Number of complex issues resolved	36
15	Number of complex issues pending further action	37
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$141
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$141

Puerto Rico – Office of the Ombudsman for the Elderly, Santurce		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	23
2	Total number of volunteer training hours	1,328
3	Total number of volunteer work hours	5,639
4	Number of media airings	0
5	Number of community outreach education events conducted	1,392
6	Estimated number of people reached by community outreach education events	42,884
7	Number of group education sessions for beneficiaries	0
8	Number of beneficiaries who attended group education sessions	0
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	800
10	Total number of simple inquiries received	0
11	Total number of simple inquiries resolved	0
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Rhode Island – Department of Elderly Affairs, Cranston		
In operation since: July 2006		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	47
2	Total number of volunteer training hours	269
3	Total number of volunteer work hours	1,127
4	Number of media airings	196
5	Number of community outreach education events conducted	203
6	Estimated number of people reached by community outreach education events	6,061
7	Number of group education sessions for beneficiaries	154
8	Number of beneficiaries who attended group education sessions	4,868
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	3,572
10	Total number of simple inquiries received	10,850
11	Total number of simple inquiries resolved	10,850
12	Number of inquiries involving complex issues received	19
13A	Number of inquiries involving complex issues referred for further action	11
13B	Total dollar amount referred for further action	\$6,840
14	Number of complex issues resolved	14
15	Number of complex issues pending further action	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,491
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$400
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$400

South Carolina – Lt. Governor’s Office on Aging, Columbia		
In operation since: July 2000		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	13
2	Total number of volunteer training hours	19
3	Total number of volunteer work hours	354
4	Number of media airings	36,207
5	Number of community outreach education events conducted	209
6	Estimated number of people reached by community outreach education events	19,925
7	Number of group education sessions for beneficiaries	178
8	Number of beneficiaries who attended group education sessions	5,313
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	7,682
10	Total number of simple inquiries received	8,057
11	Total number of simple inquiries resolved	8,045
12	Number of inquiries involving complex issues received	10
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$2,060
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	80
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

South Dakota – East River Legal Services, Sioux Falls		
In operation since: July 2000		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	27
2	Total number of volunteer training hours	52
3	Total number of volunteer work hours	282
4	Number of media airings	4
5	Number of community outreach education events conducted	2
6	Estimated number of people reached by community outreach education events	125
7	Number of group education sessions for beneficiaries	18
8	Number of beneficiaries who attended group education sessions	560
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	354
10	Total number of simple inquiries received	34
11	Total number of simple inquiries resolved	34
12	Number of inquiries involving complex issues received	6
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$768
14	Number of complex issues resolved	7
15	Number of complex issues pending further action	0
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$768
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$768

Tennessee – Upper Cumberland Development District, Cookeville		
In operation since: July 2001		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	107
2	Total number of volunteer training hours	1,299
3	Total number of volunteer work hours	3,170
4	Number of media airings	5,238
5	Number of community outreach education events conducted	278
6	Estimated number of people reached by community outreach education events	52,558
7	Number of group education sessions for beneficiaries	347
8	Number of beneficiaries who attended group education sessions	8,119
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,067
10	Total number of simple inquiries received	67
11	Total number of simple inquiries resolved	67
12	Number of inquiries involving complex issues received	58
13A	Number of inquiries involving complex issues referred for further action	27
13B	Total dollar amount referred for further action	\$17,869
14	Number of complex issues resolved	28
15	Number of complex issues pending further action	85
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,112
17A	Expected Medicare recoveries attributable to the projects	\$8,448
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$8,448

Texas – Better Business Bureau Education, Houston		
In operation since: July 2002		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	76
2	Total number of volunteer training hours	307
3	Total number of volunteer work hours	518
4	Number of media airings	1,230
5	Number of community outreach education events conducted	161
6	Estimated number of people reached by community outreach education events	36,694
7	Number of group education sessions for beneficiaries	284
8	Number of beneficiaries who attended group education sessions	9,056
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	501
10	Total number of simple inquiries received	350
11	Total number of simple inquiries resolved	345
12	Number of inquiries involving complex issues received	51
13A	Number of inquiries involving complex issues referred for further action	39
13B	Total dollar amount referred for further action	\$30,836
14	Number of complex issues resolved	26
15	Number of complex issues pending further action	149
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$261
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$261

Utah – Utah Division of Aging and Adult Services, Salt Lake City		
In operation since: June 2009		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	149
2	Total number of volunteer training hours	952
3	Total number of volunteer work hours	4,569
4	Number of media airings	139
5	Number of community outreach education events conducted	242
6	Estimated number of people reached by community outreach education events	18,802
7	Number of group education sessions for beneficiaries	342
8	Number of beneficiaries who attended group education sessions	10,585
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	8,984
10	Total number of simple inquiries received	3,564
11	Total number of simple inquiries resolved	3,564
12	Number of inquiries involving complex issues received	44
13A	Number of inquiries involving complex issues referred for further action	42
13B	Total dollar amount referred for further action	\$112,217
14	Number of complex issues resolved	44
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$2,867
17A	Expected Medicare recoveries attributable to the projects	\$15,075
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$1,557
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$16,632

Vermont – Community of Vermont Elders, Berlin		
In operation since: July 2003		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	49
2	Total number of volunteer training hours	536
3	Total number of volunteer work hours	1,577
4	Number of media airings	110
5	Number of community outreach education events conducted	57
6	Estimated number of people reached by community outreach education events	1,113
7	Number of group education sessions for beneficiaries	129
8	Number of beneficiaries who attended group education sessions	2,533
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	0
10	Total number of simple inquiries received	31
11	Total number of simple inquiries resolved	31
12	Number of inquiries involving complex issues received	7
13A	Number of inquiries involving complex issues referred for further action	5
13B	Total dollar amount referred for further action	\$1,429
14	Number of complex issues resolved	4
15	Number of complex issues pending further action	5
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Virginia – Virginia Association of Area Agencies on Aging, Richmond		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	35
2	Total number of volunteer training hours	187
3	Total number of volunteer work hours	295
4	Number of media airings	19,979
5	Number of community outreach education events conducted	207
6	Estimated number of people reached by community outreach education events	16,057
7	Number of group education sessions for beneficiaries	238
8	Number of beneficiaries who attended group education sessions	6,084
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	422
10	Total number of simple inquiries received	746
11	Total number of simple inquiries resolved	746
12	Number of inquiries involving complex issues received	39
13A	Number of inquiries involving complex issues referred for further action	47
13B	Total dollar amount referred for further action	\$801
14	Number of complex issues resolved	30
15	Number of complex issues pending further action	57
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Virgin Islands – Department of Human Services, Senior Citizens Affairs, St. Croix		
In operation since: July 2005		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	27
2	Total number of volunteer training hours	230
3	Total number of volunteer work hours	251
4	Number of media airings	75
5	Number of community outreach education events conducted	23
6	Estimated number of people reached by community outreach education events	1,803
7	Number of group education sessions for beneficiaries	22
8	Number of beneficiaries who attended group education sessions	334
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	68
10	Total number of simple inquiries received	14
11	Total number of simple inquiries resolved	14
12	Number of inquiries involving complex issues received	0
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$0
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	3
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Washington – Office of the Insurance Commissioner, Tumwater		
In operation since: July 1999		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	16
2	Total number of volunteer training hours	118
3	Total number of volunteer work hours	946
4	Number of media airings	665
5	Number of community outreach education events conducted	711
6	Estimated number of people reached by community outreach education events	45,059
7	Number of group education sessions for beneficiaries	430
8	Number of beneficiaries who attended group education sessions	22,242
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	4,453
10	Total number of simple inquiries received	8,247
11	Total number of simple inquiries resolved	8,245
12	Number of inquiries involving complex issues received	209
13A	Number of inquiries involving complex issues referred for further action	2
13B	Total dollar amount referred for further action	\$8,000
14	Number of complex issues resolved	117
15	Number of complex issues pending further action	415
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

West Virginia – AARP Foundation, Charleston		
In operation since: July 2003		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	58
2	Total number of volunteer training hours	9
3	Total number of volunteer work hours	671
4	Number of media airings	360
5	Number of community outreach education events conducted	31
6	Estimated number of people reached by community outreach education events	7,520
7	Number of group education sessions for beneficiaries	30
8	Number of beneficiaries who attended group education sessions	20,815
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	1,370
10	Total number of simple inquiries received	20,225
11	Total number of simple inquiries resolved	20,225
12	Number of inquiries involving complex issues received	18
13A	Number of inquiries involving complex issues referred for further action	0
13B	Total dollar amount referred for further action	\$967
14	Number of complex issues resolved	0
15	Number of complex issues pending further action	159
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

Wisconsin – Coalition of Wisconsin Aging Groups, Madison		
In operation since: July 1997		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	89
2	Total number of volunteer training hours	315
3	Total number of volunteer work hours	565
4	Number of media airings	547
5	Number of community outreach education events conducted	61
6	Estimated number of people reached by community outreach education events	4,541
7	Number of group education sessions for beneficiaries	148
8	Number of beneficiaries who attended group education sessions	2,825
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	146
10	Total number of simple inquiries received	1,202
11	Total number of simple inquiries resolved	1,200
12	Number of inquiries involving complex issues received	11
13A	Number of inquiries involving complex issues referred for further action	6
13B	Total dollar amount referred for further action	\$4,650
14	Number of complex issues resolved	12
15	Number of complex issues pending further action	15
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$8,192
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$8,192

Wyoming – Senior Citizens, Inc., Riverton		
In operation since: July 2000		Total for 2013
	PERFORMANCE MEASURES	
1	Total number of active volunteers	10
2	Total number of volunteer training hours	19
3	Total number of volunteer work hours	248
4	Number of media airings	11,536
5	Number of community outreach education events conducted	24
6	Estimated number of people reached by community outreach education events	1,252
7	Number of group education sessions for beneficiaries	23
8	Number of beneficiaries who attended group education sessions	736
9	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	2,339
10	Total number of simple inquiries received	499
11	Total number of simple inquiries resolved	499
12	Number of inquiries involving complex issues received	14
13A	Number of inquiries involving complex issues referred for further action	3
13B	Total dollar amount referred for further action	\$39,547
14	Number of complex issues resolved	12
15	Number of complex issues pending further action	2
16	Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$168
17A	Expected Medicare recoveries attributable to the projects	\$0
17B	Expected Medicaid recoveries attributable to the projects	\$0
17C	Actual savings to beneficiaries attributable to the projects	\$0
17D	Other savings attributable to the projects (e.g., Supplemental Insurance)	\$0
17A –17D	Total savings attributable to the projects	\$0

APPENDIX E

Definitions of Performance Measures

The following list includes the definitions of the performance measures for 2013.

Definitions

ACTIVE VOLUNTEER	An individual who donates his or her time to assist with implementing the Senior Medicare Patrol (SMP) project. Volunteers are trained to perform project work, which is conducted during their personal time. They are not paid by anyone during the time they perform this work.
VOLUNTEER TRAINING	A formal gathering (e.g., in person, by teleconference, or by Web conference) sponsored for the purpose of teaching or retraining SMP project staff and/or volunteers who in turn will educate individuals to identify and report health care fraud, waste, and abuse. Training reportable to the Office of Inspector General does not include informal training mechanisms such as email updates or newsletters.
MEDIA AIRING	Any individual airing or publishing of media (e.g., print, radio, television, or electronic) to educate about Medicare/Medicaid fraud and the services of the SMP project.
COMMUNITY OUTREACH/ EDUCATION EVENT	An outreach and/or education activity conducted by SMP project staff or volunteers that is not a group education session, one-on-one session, or media airing. The purpose of such an event is to educate the public about health care fraud prevention, detection, and reporting, and the availability of project services in their area.
GROUP EDUCATION SESSION	A formal presentation led by SMP project staff or volunteers to educate beneficiaries, family members, caregivers, and others on detecting fraud, waste, and abuse in the health care system and services offered by the project.

ONE-ON-ONE COUNSELING SESSION	A meeting between an SMP project representative and an individual beneficiary and/or his or her family or caregiver for the purpose of discussing or gathering information about potential health care fraud, error, or abuse. One-on-one counseling sessions may include beneficiary counseling, information gathering, or information sharing.
SIMPLE INQUIRY	A brief contact initiated by a consumer and/or beneficiary that is resolved with minimal time and research or review. Simple inquiries typically do not require individual demographic or private personal information, such as a Medicare number or information about a medical condition.
COMPLEX ISSUE	An inquiry that generally requires the SMP project staff or volunteer to obtain beneficiary personal identifying information and detailed information related to the issue, complaint, or allegation in order to conduct further investigation or referral.
COMPLEX ISSUE REFERRED FOR FURTHER ACTION	A complex issue referred to a Medicare contractor, an investigative agency, or other appropriate organization.
COMPLEX ISSUE RESOLVED	A complex issue successfully resolved by an SMP project, a Medicare contractor, an investigative agency, or another appropriate organization.
COMPLEX ISSUE PENDING FURTHER ACTION	A complex issue—irrespective of when it was received—that is still being investigated by either the SMP project or the entity to which the case was referred.
COST AVOIDANCE	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.

EXPECTED MEDICARE RECOVERIES

This amount represents actual and expected 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 Medicare, and may not reflect actual collections. Recoveries may also involve cases that include participation by a Medicare contractor or a law enforcement agency.

EXPECTED MEDICAID RECOVERIES

This amount represents actual and expected 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 Fraud Control Unit or a law enforcement agency.

SAVINGS TO THE BENEFICIARY

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

OTHER SAVINGS

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