OFFICE OF HEALTHCARE INFORMATION AND COUNSELING
The SMP mission is to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.
SMP Program Snapshot

• The SMP program:
  – Is an education and prevention program that teaches Medicare beneficiaries how to prevent, detect, and report health care fraud
  – Provides grants to 53 grantees
    • All states, Puerto Rico, Guam, and DC
  – Oversees a volunteer-based network of more than 6,100 team members
  – Provides a direct link from Medicare beneficiaries to fraud investigators
SMP Results

• From 1997 – 2016:
  - **Education:** SMPs educated 36.6 million beneficiaries during 361,000 group education and outreach events.
  - **Counseling:** SMPs counseled more than 1.8 million beneficiaries, family members, and caregivers.
  - **Media Outreach:** SMPs conducted over 2.3 million media airings on Medicare fraud awareness.
  - **Medicare Savings:** Total expected savings to Medicare and Medicaid attributable to the projects were $124.8 million.
State Health Insurance Assistance Program (SHIP)

**Mission**
Our mission is to empower, educate, and assist Medicare-eligible individuals, their families, and caregivers through objective outreach, counseling, and training, to make informed health insurance decisions that optimize access to care and benefits.

**Vision**
We are the known and trusted community resource for Medicare information.
SHIP Program Snapshot

• The SHIP program:
  – Is intended for Medicare beneficiaries who prefer or need information, counseling, and enrollment assistance beyond what they are able to receive on their own
  – Provides grants to 54 grantees (all states, Puerto Rico, Guam, DC, and US Virgin Islands)
  – Oversees a network of more than 3,300 local SHIP program and over 15,000 counselors (57% volunteers)
  – 2/3 are located under State Units on Aging; 1/3 located under the State Department of Insurance.
SHIP Data: Client Contacts

<table>
<thead>
<tr>
<th>Year</th>
<th>Contacts</th>
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<tbody>
<tr>
<td>GY 2012</td>
<td>2,475,434</td>
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<td>GY 2013</td>
<td>2,891,784</td>
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<td>GY 2014</td>
<td>3,413,203</td>
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<td>GY 2015</td>
<td>3,560,088</td>
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<td>GY 2016</td>
<td>3,219,569</td>
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</table>

*GY stands for Fiscal Year (e.g., GY 2012 represents Fiscal Year 2012).*
SHIP Data: Public and Media Events

Year | Event Count
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GY 2012 | 83,160
GY 2013 | 87,262
GY 2014 | 93,768
GY 2015 | 97,818
GY 2016 | 102,972
MIPPA Overview

• MIPPA provides funding to SHIPs, AAAs, and ADRCs to provide additional outreach and enrollment assistance to low-income Medicare beneficiaries.

• The goal is to help beneficiaries access Medicare cost savings programs that they qualify for, but are not yet enrolled in.

• The focus of the MIPPA funding is to help vulnerable seniors and adults with disabilities pay for prescription drugs, medical care, food, or heat for their homes.
MIPPA and SHIP

• MIPPA provides additional funding and resources to SHIPs, AAAs, and ADRCs to focus additional efforts to assist the MIPPA target population: Low-Income Medicare Beneficiaries.
• This funding also helps better reach rural and low-income Medicare beneficiaries who are often difficult to reach.
• MIPPA currently provides funding to 48 states.
NCBOE Overview

• The National Center for Benefits Outreach and Enrollment (NCBOE):
  – Develops and funds a nation-wide network of Benefit Enrollment Centers to help connect low-income populations to benefits for which they are entitled.
  – Operates an on-line enrollment tool to help people enroll in benefit programs
  – Provides Technical Assistance to state grant recipients in reaching beneficiaries
OHIC Reporting

• SMP Information & Referral System (SIRS)
  – SMP data reporting system implemented in 2015
  – Collects program data for both program and case management
  – Facilitates fraud reporting to HHS OIG

• STARS
  – New SHIP and MIPPA reporting system starting May 1, 2018
  – Built on the same platform as SIRS to provide easy data sharing between programs eliminating duplicate reporting
  – All MIPPA State grantees will be using STARS by October 1st
Focused on Seniors

OTHER ACL PROGRAMS
Caregiver and Family Support Services

- Family Caregiver Support Services
- Native American Caregiver Support Services
- Alzheimer’s Disease Programs
- Lifespan Respite Care
Protecting Rights and Preventing Abuse

• Long-Term Care Ombudsman
• Prevention of Elder Abuse and Neglect
• Elder Rights Support Activities (APS data system)
• Legal Services
• Pension Counseling
Consumer Information, Access, and Outreach

- Aging and Disability Resource Centers
- Assistive Technology
Contact Info

Rebecca Kinney
Acting Director, OHIC
Rebecca.Kinney@acl.hhs.gov
202-795-7375