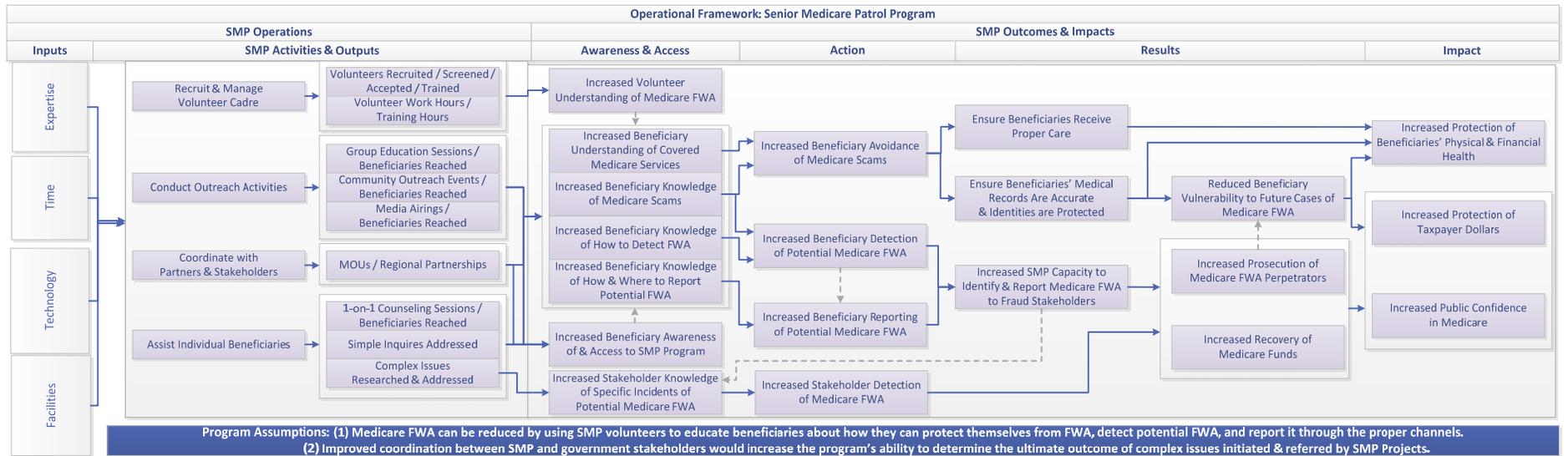


Senior Medicare Patrol Operations Logic Model



Appendix A – SMP Logic Model

The SMP Logic Model is based on two program assumptions:

- 1) Medicare fraud, waste, and abuse can be reduced by using SMP volunteers to educate beneficiaries about how they can protect themselves from fraud, waste, and abuse, detect potential fraud, waste, and abuse, and report it through the proper channels.
- 2) Improved coordination between SMP and government stakeholders would increase the program's ability to determine the ultimate outcome of complex issues initiated and referred by SMP projects.

The Model is broken into multiple parts with each piece being related to the pieces in the portion before.

The SMP Logic Model begins by identifying four Inputs:

1. Expertise
2. Time
3. Technology
4. Facilities

These Inputs feed into four Activities:

1. Recruit and Manage Volunteer Cadre
2. Conduct Outreach Activities
3. Coordinate with Partners and Stakeholders
4. Assist Individual Beneficiaries

The Activities lead into nine Outputs:

1. Volunteers Recruited / Screened / Accepted / Trained
2. Volunteer Work Hours / Training Hours
3. Group Education Sessions / Beneficiaries Reached
4. Community Outreach Events / Beneficiaries Reached
5. Media Airings / Beneficiaries Reached
6. MOUs / Regional Partnerships
7. One-on-One Counseling Sessions / Beneficiaries Reached
8. Simple Inquiries Addressed
9. Complex Issues Research and Addressed.

The Outputs lead into seven Awareness and Access Outcomes:

1. Increased volunteer understanding of Medicare fraud, waste and abuse
2. Increased beneficiary understanding of covered Medicare services
3. Increased beneficiary knowledge of Medicare scams
4. Increased beneficiary knowledge of how to detect fraud, waste and abuse
5. Increased beneficiary knowledge of how and where to report fraud, waste and abuse

Appendix A – SMP Logic Model

6. Increased beneficiary awareness of and access to the SMP program
7. Increased stakeholder knowledge of specific incidents of potential Medicare fraud, waste and abuse

The Awareness and Access Outcomes bring about four Action Outcomes:

1. Increased beneficiary avoidance of Medicare scams
2. Increased beneficiary detection of potential Medicare fraud, waste and abuse
3. Increased beneficiary reporting of potential Medicare fraud, waste and abuse
4. Increased stakeholder detection of Medicare fraud, waste and abuse

The Action Outcomes draw six Results:

1. Ensure beneficiaries receive proper care
2. Ensure beneficiaries' medical records are accurate and identities are protected
3. Increased SMP capacity to identify and report Medicare fraud, waste, and abuse to fraud stakeholders
4. Reduced beneficiary vulnerability to future cases of Medicare fraud, waste, and abuse
5. Increased prosecution of Medicare fraud, waste, and abuse perpetrators
6. Increased recovery of Medicare funds

All of which lead to three Impacts of the SMP program:

1. Increased protection of beneficiaries' physical and financial health
2. Increased protection of taxpayer dollars
3. Increased public confidence in Medicare