



SMP Counselor Training Kit

Answer Keys

Table of Contents

Identifying Types of SMP Questions	Answer Key: Handout 4
Check Your Understanding	Answer Key: Handout 6
Identifying Fraud and Abuse	Answer Key: Handout 8
What Type of Question Is It?	Answer Key: Handout 10

Handout 4 – Answer Key: Identifying Types of SMP Questions

Now that we have learned about the three types of SMP questions, let’s review some of the highlights which will help you determine whether a question is a simple inquiry, a one-on-one counseling session, or a complex issue.

Read each statement. Determine if it is referring to a **Simple Inquiry (SI)**, a **One-on-One Counseling Session (OCS)**, or a **Complex Issue (CI)** and write what you think it is in the right side column. Review the information provided in Chapter 1 as needed. *Some statements may refer to more than one type of question.*

A “Notes” column is included in this Answer Key. Review the notes to clarify questions that come up during the discussion of this activity, and add your own notes as desired.

	Statement	SI, OCS, or CI	Notes
1	A single contact with the beneficiary	SI, OCS	A CI will take a significant amount of time and follow-up with the beneficiary.
2	May or may not be related to the SMP mission	SI	OCS and CI must be related to the SMP mission, while SI may or may not be related.
3	A meeting between the SMP and a beneficiary or caregiver to educate or provide information related to the SMP program and/or potential healthcare fraud, error or abuse	OCS	Key words here are “a meeting” which indicates one-on-one counseling as opposed to simple inquiry. Other key words are: “to educate” and “provide information” which indicate it is less than a complex issue.
4	Must be related to the SMP mission	OCS, CI	SI may or may not be related to the SMP mission. OCS and CI must be related.
5	Cannot be resolved by providing education or information alone; additional actions must be taken by the SMP to resolve a problem	CI	CI because additional action is being taken <u>by</u> the SMP
6	<i>Beyond</i> brief contact, resolved with more time, research and/or review than a simple inquiry, but less time, research and/or review than a complex issue.	OCS	Too long for SI but too brief and not in-depth enough to be CI

Handout 4 – Answer Key: Identifying Types of SMP Questions, continued

7	An issue, complaint, or allegation which requires detailed information in order to conduct further investigation or referral	CI	Any time additional information is needed for an investigation or SMP referral it is a CI
8	Does not require review of personal identifying information and/or documentation	SI	SI is the only one that consistently does not require this type of review. The other two may or may not require this type of review (although commonly do).
9	Multiple contacts with the beneficiary and others are required	CI	If multiple contacts are required to complete the case or to collect necessary information, then it is a CI
10	Can be resolved by providing education or information to answer a question	SI, OCS	CI require attention beyond education and information only, therefore if it can be resolved by providing education and/or information, it must be a SI or OCS.
11	Almost always requires review and collection of personal identifying information and/or documentation	CI	CI are the most likely to require collection of personal info, OCS may or may not, and SI will not.
12	Brief contact, resolved with minimal time, research, or review	SI	If contact is brief it is most likely a SI (unless personal identification must be reviewed, in which case it would be OCS)
13	Well beyond brief contact, resolved with the most amount of time, research and/or review	CI	CI are time consuming and complicated, requiring research and/or review.
14	A question that has a short and simple answer	SI	SI are by definition short and simple contacts.
15	Sometimes requires review of personal identifying information and/or documentation	OCS	A SI will never require a review of personal identifying information and a CI almost always will.

Handout 6 – Answer Key: Check Your Understanding

Each question will be read aloud by the presenter. Raise your hand to answer how the question should be handled. Write the correct answers in the answer box on the right.

Your choices include:

- A. Answer the question yourself, now;
- B. Get an answer and call the person back;
- C. Send the person to someone else **inside** the SMP;
- D. Send the person to someone else **outside** of the SMP.
 - Bonus: If you send the person outside of the SMP, where will you send them?

	Question	Answer
1	Which Medicare plan is best for me?	D Send to your SHIP.
2	I don't understand how to read my MSN. Can you help?	A or B Answered by the SMP counselor.
3	I want to report identity theft.	C or D If it is related to the SMP mission, send to someone at your SMP who handles complex issues. If it is NOT related to the SMP mission, send to an outside organization like FTC, local law enforcement, and credit bureaus.
4	I received a Personal Health Care Journal, but I'm not sure what to do with it. Can you help?	A or B Answered by the SMP counselor.
5	I want to report Medicare fraud or abuse.	C Send inside the SMP as a complex issue.
6	What are the consequences of Medicare fraud?	A or B Answered by the SMP counselor.
7	I want to file a complaint about the quality of medical services received.	C or D If it is related to the SMP mission, send to someone at your SMP who handles complex issues. If it is NOT related to the SMP mission, send to an outside organization like your Quality Improvement Organization (state-specific).
8	A representative from a senior housing complex reports residents are being offered money or gifts as incentives to utilize specific providers or services.	C Send inside the SMP as a complex issue.

Handout 10 – Answer Key: What Type of Question Is It?

Consider the correct type of question for each of the following scenarios. Remember that in some situations, more than one type of question may apply!

A “Notes” column is included in this Answer Key. Review the notes to clarify questions that come up during the discussion of this activity, and add your own notes as desired.

	Scenario	Type of Question	Notes
1	<p>Medical Identity Theft</p> <p>I’m afraid that someone has stolen my Medicare card and is using it to get medications that are not for me.</p>	<p>simple inquiry OR one-on-one counseling</p> <p>AND</p> <p>complex issue</p>	<p>Because this is a medical identity theft concern, it is considered to be an SMP-related complaint.</p>
2	<p>Identity Theft?</p> <p>I have identified charges on my credit card that I don’t recognize. I’m afraid someone is using my credit card to purchase things.</p>	<p>It depends!</p> <p>simple inquiry and complex issue</p> <p>OR</p> <p>simple inquiry</p>	<p>If the consumer has Medicare and their Medicare number may have been compromised, treat this as a complex issue!</p> <p>However, if the identity theft is not related to health care fraud, error, or abuse, it is not the role of the SMP to manage the resolution of identity theft. Send to someone outside your SMP that can help with their concern, i.e. the Federal Trade Commission.</p>
3	<p>Benefits Counseling</p> <p>I need help choosing which Medicare plan is right for me. Right now is the enrollment period. Can you help me?</p>	<p>simple inquiry</p>	<p>Because the counseling request is the only concern, this is not within the SMP mission. Your role as an SMP counselor is to put the beneficiary in touch with your state’s SHIP program</p>
4	<p>Benefits Counseling?</p> <p>I need help choosing which Medicare plan is right for me. Right now is the enrollment period. I feel like under my current plan, I am getting cheated. Can you help me?</p>	<p>simple inquiry OR one-on-one counseling</p> <p>AND</p> <p>complex issue</p>	<p>Because this question includes a complaint about potential fraud, error, or abuse, send them to someone at your SMP who handles complex issues.</p>

Handout 10 – Answer Key: What Type of Question Is It? continued

	Scenario	Type of Question	Notes
5	<p>Medicare Appeals</p> <p>I was denied a Medicare claim and I want to file an appeal.</p>	simple inquiry	<p>Because the appeal is the only concern, this is not within the SMP mission.</p> <p>Your role as an SMP counselor is to put the beneficiary in touch with the appropriate agency outside the SMP that can help with the appeal (i.e. SHIP or State Legal Services Providers)</p>
6	<p>Medicare Appeals?</p> <p>I was denied a Medicare claim and I want to file an appeal. I think this is because of that funny MSN I received a while back that said I had been given a wheelchair, but that was not true.</p>	<p>simple inquiry OR one-on-one counseling</p> <p>AND</p> <p>complex issue</p>	<p>Because the appeal is in addition to a complaint of potential fraud, error, or abuse, send them to someone at your SMP who handles complex issues</p>
7	<p>Quality of Care</p> <p>I have been to see the same doctor three times now. I just don't feel like she is listening to my concerns and is not giving me the best care possible.</p>	simple inquiry	<p>Because the complaint is the only concern, this is not within the SMP mission.</p> <p>Put the beneficiary in touch with your state's Quality Improvement Organization (QIO)</p>
8	<p>Quality of Care?</p> <p>I have been to see the same doctor three times now. I just don't feel like she is listening to my concerns and is not giving me the best care possible. And to make it worse, I think I am being double-charged!</p>	<p>simple inquiry OR one-on-one counseling</p> <p>AND</p> <p>complex issue</p>	<p>Because this concern is in addition to a complaint about potential fraud, error, or abuse, send them to someone at your SMP who handles complex issues.</p>

Handout 10 – Answer Key: What Type of Question Is It? continued

	Scenario	Type of Question	Notes
9	<p>Customer Service Issues</p> <p>I have tried contacting my insurance company to resolve an issue with my Medicare bill, but I can't get anyone to call me back.</p>	simple inquiry	<p>Because the customer service issue is the only concern, this is not within the SMP mission. Instruct the beneficiary to contact the customer service department for that provider.</p> <p>Note: If customer service issues persist and accumulate, they become compliance issues, which are related to the SMP mission (and in this case, complex issues).</p>
10	<p>Customer Service Issues?</p> <p>I have tried contacting my insurance company because I think there are charges going through that don't belong to me. But I can't get anyone to call me back. What should I do?</p>	simple inquiry OR one-on-one counseling AND complex issue	<p>Because this issue is in addition to a complaint of potential fraud, error, or abuse, send them to someone at your SMP who handles complex issues.</p>
11	<p>Suspicious Mailings</p> <p>I received this postcard in the mail asking me to sign up for a new health care program.</p>	simple inquiry OR one-on-one counseling AND complex issue	<p>Because this may be legitimate, but could be fraudulent, additional research will likely be needed. Send this issue to someone at your SMP who handles complex issues so they can investigate.</p>
12	<p>“Other” information and assistance questions (not related to the SMP mission)</p>	simple inquiry	<p>If the “other” question is the only concern, this is not within the SMP mission. Send the beneficiary to an information and assistance provider</p>
13	<p>“Other” information and assistance questions which are related to the SMP mission</p>	simple inquiry OR one-on-one counseling AND complex issue	<p>If “other” questions are in addition to a complaint of potential fraud, error, or abuse, send them to someone at your SMP who handles complex issues.</p>

