

## STARS Beneficiary Contacts SMP instructions

### Send to SMP instructions

Tracking Inbox » New Beneficiary Contact »

MIPPA  Yes  No R

**Send to SMP**  Yes  No

SIRS eFile ID

- Did you discuss one of the **Qualifying SMP Topics Discussed** topics from the table below during your counseling session?
  - If yes, change the **Send to SMP** field to “Yes.” (The selection defaults to “No.”)
- You must check at least one appropriate box from the **Qualifying SMP Topics Discussed** table below.
- **The information will be sent to SMP for data reporting purposes only.** No other action will be taken.
- See page 2 of these instructions for information about **complex cases**.

| Qualifying SMP Topics Discussed |                             |                                   |                            |
|---------------------------------|-----------------------------|-----------------------------------|----------------------------|
| Original Medicare (Parts A & B) | Medigap and Medicare Select | Medicare Advantage (MA and MA-PD) | Medicare Part D            |
| Appeals/Grievances              | Claims/Billing              | Appeals/Grievances                | Appeals/Grievances         |
| Claims/Billing                  | Marketing/Sales Complaints  | Claims/Billing                    | Claims/Billing             |
| Enrollment/Disenrollment        | Fraud and Abuse             | Disenrollment                     | Disenrollment              |
| Fraud and Abuse                 |                             | Enrollment                        | Enrollment                 |
| QIO/Quality of Care             |                             | Fraud and Abuse                   | Fraud and Abuse            |
|                                 |                             | Marketing/Sales Complaints        | Marketing/Sales Complaints |
|                                 |                             |                                   | QIO/Quality of Care        |
| Part D Low Income Subsidy       | Medicaid                    | Additional topic details          | Additional topic details   |
| Appeals/Grievances              | Claims/Billing              | Ambulance                         | Hospital                   |
| Claims/Billing                  | Fraud and Abuse             | Dental/Vision/Hearing             | New Medicare Card          |
|                                 |                             | DMEPOS                            | Preventive Benefits        |
|                                 |                             | Home Health Care                  | Skilled Nursing Facility   |
|                                 |                             | Hospice                           |                            |

## **STARS Beneficiary Contacts SMP instructions**

### **SMP complex cases instructions**

“Complex cases” is a Senior Medicare Patrol (SMP) term for possible fraud or abuse cases that may need further action, documentation or reporting, such as:

- Suspected fraud, errors or abuse that could result in cost-savings or refunds to clients, providers, Medicare or Medicaid
- Suspected fraud by:
  - Health care providers
  - DME providers
  - Pharmacies
  - Agents and brokers
- Suspected Part C or Part D marketing violations
- Possible compromised Medicare number

**Any SHIBA volunteer can help with reporting. Please take the following steps:**

1. Click **Send to SMP** when entering the Beneficiary Contact (BC) into STARS. Be sure to complete as much information as possible, including notes about your interaction with the client.
2. Collect and attach copies (PDF or others) of documents that demonstrate:
  - Cost savings for the client, providers, Medicare or Medicaid
    - Examples: Bills, MSNs, EOBs, copies of checks, letters, etc.

**OR**

  - Suspected fraud, errors or abuse.
    - Examples: Shipping Labels, Bills, MSNs, EOBs, letters, etc.
3. Send an email with the STARS Case Number (Example: WA-21-29000000) to [SHIBA@oic.wa.gov](mailto:SHIBA@oic.wa.gov) stating that this is a possible SMP complex case.
4. SHIBA Complaints staff will then be able to work on the case and complete additional data entry that is required to elevate it to the Senior Medicare Patrol.

Note: If client is not able to get or share any documents, please follow the instructions on page 1.