



280 Merrimack St., Ste 400, Lawrence, MA 01843
800-892-0890 • www.masmp.org

*The Massachusetts
Senior Medicare Patrol (SMP) Program*

**ENGAGED CONSUMERS
=
COST CONTAINMENT**

Thursday, September 26, 2019
8:30 am - 4:00 pm
Marriott Peabody
8A Centennial Drive, Peabody, MA 01960



PROGRAM AGENDA

8:00 - 9:00 am

Registration, Continental Breakfast and Networking

9:00 - 9:30 am

Opening Remarks

Lucilia Prates, Director, MA SMP Program
Joan Hatem-Roy, Chief Executive Officer, Elder Services
of the Merrimack Valley and North Shore

9:30 - 10:30 am

Keynote Address

James Roosevelt, Jr., Keynote Speaker

Mary H., Consumer Testimony

Claire O., Consumer Testimony

10:45 - 11:45 am

Session A Workshops

12:00 - 1:00 pm

Session B Workshops

1:00 - 2:30 pm

Lunch and Round Table Discussions

2:45 - 3:45 pm

Session C Workshops

3:45 - 4:00 pm

Closing Remarks and Drawing of Raffle Prizes

4:00 - 8:00 pm

MA SMP 20th Anniversary Celebration

Welcome

Dear Colleagues:

Welcome to the Massachusetts Senior Medicare Patrol (SMP) Program's Eighth Statewide Conference, "Engaged Consumers = Cost Containment." The theme of this year's conference is befitting as the MA SMP Program has been promoting consumer engagement to contain healthcare costs for 20 years.

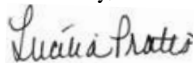
Since 1999 the MA SMP Program, under the leadership of Elder Services of the Merrimack Valley and North Shore, has been reaching and educating Medicare and Medicaid beneficiaries, family members and caregivers across the Commonwealth to prevent healthcare errors, fraud and abuse. This work has ultimately resulted in reducing healthcare spending and improving health outcomes.

This year's conference will offer attendees an array of workshops identified and designed by our Conference Planning Committee. Additionally, there will be an opportunity to participate in round-table discussions and brainstorming to explore and better inform consumer-centric care delivery. Our goal is to broaden the reach of the MA SMP Program and build momentum among conference attendees to encourage healthcare consumers, especially Medicare and Medicaid beneficiaries and caregivers, to become actively engaged in their healthcare and better understand their health benefits eligibility.

You may have constituents call your office looking for help because they have a question about a benefit, a Medicare Summary Notice or a bill they received in error. Perhaps they were shipped body braces or some other form of durable medical equipment their doctor never prescribed, they did not order and do not need; they may feel they have been taken advantage of and don't know where to turn. The MA SMP Program stands at the ready to help such individuals! That's our mission!

We sincerely appreciate your enthusiasm and support. We thank our Keynote Speaker, James Roosevelt, Jr., workshop presenters, facilitators, sponsors and exhibitors, Elder Services of the Merrimack Valley and North Shore staff, SMP team members, the Conference Planning Committee and you, our conference attendees. Without all of you, this day would not be possible.

Sincerely,



Lucilia Prates, *Director*
MA SMP Program



Joan Hatem-Roy, *Chief Executive Officer*
Elder Services of the Merrimack
Valley and North Shore



LUCILIA PRATES

MA SMP Program Statewide Director

Lucilia Prates has been the statewide director for the Massachusetts Senior Medicare Patrol (SMP) Program since 2002. Prates has over 40 years of experience in advocating for immigrants and other vulnerable populations. An immigrant herself, Lucilia has worked with immigrants and refugees from all corners of the world. As the director of the MA SMP Program, she has made consumer engagement the core of the SMP Program message: Engaged healthcare consumers are the first line of defense to protect, detect and report healthcare errors, fraud and abuse, which have financial implications on each one of us and can have devastating health-related outcomes. Prates has served on numerous boards of directors and advisory committees. She currently serves on the board of the Massachusetts Health Quality Partners (MHQP) and is the president of MHQP's Consumer Health Council. She is also a member of the Massachusetts Department of Public Health's Public Health Council. Lucilia holds a bachelor's degree in political science from UMass and has studied in Portugal, Spain and Eastern Europe.



CAROLINE LOUISE COLE

Coordinator of Volunteers and Media Liaison

Caroline Louise Cole has been a member of the Massachusetts Senior Medicare Patrol (SMP) Program staff since 2011 where she serves as the coordinator of volunteers and Media Liaison. Cole came to the MA SMP Program after a 37-year career in journalism and political organizing. She worked as a reporter for *The Boston Globe* for 16

IP Staff

years and prior to that She worked as a reporter for *The Boston Globe* for 16 year and prior to that she was the editor and publisher of *The North Andover Citizen*, the weekly newspaper in her hometown. In addition to her work for Medicare, Caroline is a member of the Family Services of the Merrimack Valley Advisory Board and its Resource Development Committee and is the Fundraising Chair for the North Parish of North Andover. Cole is the graduate of Connecticut College. She is the mother of two grown children, Rosie Villers-LaRocque and Sam Zelitch, and the grandmother of two, Noah and Olivia. She lives in Cambridge.



KRISTEN WESTAWAY

Program Associate

Kristen Westaway is the program associate for the MA SMP Program at Elder Services of the Merrimack Valley and North Shore. Kristen joined the MA SMP Program in January of 2019 with a varied background and is eager to assist people truly in need. She is directly responsible for managing cases and reports of suspected healthcare errors, fraud, and abuse. She is often found at her desk assisting, educating, and empowering beneficiaries to become engaged healthcare consumers. When not at her desk, you can find her either taking her dog for a hike or painting miniature figurines. Kristen holds an master's degree in public health from UMass.



Massachusetts Senior Medicare Patrol Program Statewide Advisory Committee

Dean Bates, Office of the Massachusetts Attorney General

Sylvette Betancourt, MassHousing

Mary Kay Browne, Massachusetts Association of Councils on Aging

Joseph Canavan, Norfolk County Sheriff's Office

Cheryl Cannon, Money Management Program

Kara Cohen, AARP Massachusetts

Caroline Louise Cole, Massachusetts Senior Medicare Patrol Program,
Elder Services of the Merrimack Valley and North Shore

Mary-Jo Elliot, MassHealth Office of Long-Term Services and Supports

James Fuccione, Massachusetts Healthy Aging Collaborative

Bryan Y. Fischer, Livanta, LLC ~ Quality Improvement
Organization (QIO)

Elisabeth Jancaitis, SafeGuard Services, LLC

Maureen Kerrigan, Centers for Medicare and Medicaid Services

Amy Lischko, Tufts School of Medicine

Donna McCormick, Medicare Advocacy Project, Greater Boston Legal
Services, Elder and Disability Unit

Shannon Murphy, Commission on Affairs of the Elderly, City of Boston

Katie Nye, Massachusetts Office for Refugees and Immigrants

Annette Peele, Massachusetts Executive Office of Elder Affairs

Cynthia Phillips, Massachusetts Executive Office of Elder Affairs

Lucilia Prates, Massachusetts Senior Medicare Patrol Program,
Elder Services of the Merrimack Valley and North Shore

Niels Puetthoff, Massachusetts Division of Insurance

Sherry Sore, Massachusetts Executive Office of Elder Affairs

Emmett Schmarow, Massachusetts Executive Office of Elder Affairs

Jackie Titone, Elder Services of the Merrimack Valley and North Shore

Kristen Westaway, Massachusetts Senior Medicare Patrol Program,
Elder Services of the Merrimack Valley and North Shore

volunteers

MA SMP VOLUNTEERS

Marion Aspinall
Brenda Bagnell
Tracey Benson
Fanny Chan
Karen Chandler
Debra Clark
Thomas Clarke
Patricia Cohen
Irene Cramer
Pat Daly
Sherry Daly
Laura Darling
Judy Farah
Patricia Foster
Phil Gallagher
Judy Gertler
Harvey Gilman
Nancy Hammond
Fred Hapgood
Dennis Hohengasser
June Hopkins
Annette Iglarsh
Diana Karcher
Jim Kopf
Chet Kusek
Muoi Lam
Kelley Long
Helen Manning
Pat McMillen
Ann McWalter
Debra Mello

Derek Mendes
Catherine Morazzi
Johanna Motta
Prima-Latise Murry
Dee Dee Obert
Christine O'Neill
Luisana Paez-Espinal
Pat Park
Maria Pimentel
T. Richard Quigley
Darlene Regan
Christien Rexford
Bob Ricles
Patty Sasso
Karen Sheridan
Scott Simundza
Dotty Slack
Beverly Small
Ed Sore
Melissa Taylor-Tucker
Fred Thomas
Ann Tomsho
Ginny Tritschler
Vikram Udeshi
Joan Ury
Elaine Valovic
Daisy Varela
Sheila Vernick
Joe Westberry
Pat Westberry



A sincere
Thank You
**from the program director
to all the
MA SMP Program
volunteers, staff
and partners, past
and present!**
**You have all contributed
to making the
MA SMP Program
the robust and meaningful
program it is today.**

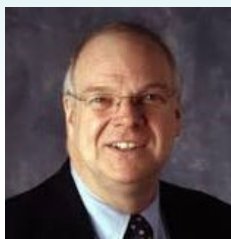
~Lucilia





SPEAKERS

SPEAKER BIOS



JAMES ROOSEVELT - KEYNOTE SPEAKER

Jim advises healthcare payers, providers, trade associations and service providers on business matters, legislative and regulatory issues, governance and personnel matters. An attorney, he is a national speaker and author on the Affordable Care Act, Medicare and Medicaid policy, and Social Security.

For over ten years Jim was CEO of Tufts Health Plan, where he led a turnaround resulting in nearly doubling the membership and achieving consistent profitability while attaining a #1 in the nation ranking from the national accrediting organization. He was previously in-house general counsel and was a former partner in the Health Care Practice Group of Choate, Hall and Stewart in Boston. Before joining Tufts Health Plan, he served as Associate Commissioner of the U.S. Social Security Administration.

In 2016, Jim was a visiting fellow at the Institute of Politics of the Harvard Kennedy School of Government. He continues as a clinical instructor in the Public Health and Community Medicine Department of Tufts University School of Medicine.

Public policy and politics are Jim's personal passions. He co-chairs the Rules and Bylaws Committee of the Democratic National Committee and is volunteer legal counsel for the Massachusetts Democratic Party. He is a trustee of the Cambridge Public Library and the Cambridge Community Foundation. Recently he has co-chaired Rhode Island Governor Gina Raimondo's Healthcare Leaders Task Force on Health Care Cost Growth and co-chairs the Massachusetts Hospital Association's work group on access to behavioral healthcare. He also chairs the board of the Massachusetts Health Quality Partners.

Jim considers himself very fortunate to be married to Ann, who is an environmental and community activist, as well as a real estate broker. They love living in Cambridge near two of their daughters and their husbands and their two wonderful grandsons. They enjoy visiting their youngest daughter and her husband in Los Angeles, where Jim grew up.

speakers

CDR SHERRI BISCI, LICSW, BCD

Sherri Bisci is a licensed independent clinical social worker and has worked for the federal government since 1998. She is a commander in the U.S. Public Health Service and has deployed on multiple occasions to assist with public health emergencies. In 2015, she began working with Accountable Care Organizations at the Center for Medicare and Medicaid Services. Prior to her work at CMS, she was assigned to the Mid-Atlantic Regional Office of the Federal Bureau of Prisons and was responsible for community mental health and substance abuse treatment contracts throughout 10 states.

RON BOURQUE

Ron Bourque has been an LGBT senior advocate for Elder Services of the Merrimack Valley and North Shore for over six years. In 2013, in collaboration with the Merrimack Council on Aging, Ron created the “LGBT Senior Social Connection.” This group, a first of its kind in the area at that time, seeks to support the unique needs and experiences of lesbian, gay, bisexual and transgender seniors as they age. Ron routinely visits agencies throughout Northern Massachusetts and Southern New Hampshire in order to train management along with direct care personnel in becoming more sensitive to the LGBT senior population.

ERIN CONNOLLY

Erin Connolly is a sixth-year student at the University of Rhode Island College of Pharmacy, anticipates graduating with her PharmD (doctorate of pharmacy) in May 2020. She is currently working at the CMS Boston Regional office as part of her experiential education. During school, she held several leadership positions within the URI student chapter of the American Pharmacists Association, led an interdisciplinary medical service trip to Kingston, Jamaica, and served as student representative on the board of the Rhode Island Pharmacists Association. She spends her free time with family and friends and loves to serve others in her community.

IRENE E. CRAMER, PHD, MSSA

Irene E. Cramer, PhD, MSSA worked for over 30 years as a social work clinician, administrator, evaluator and planner in the public and private sectors in behavioral health and health arenas. After completing a late-career PhD, she became a researcher at the Veterans Administration's

speakers

Boston Healthcare System and Boston University School of Public Health focusing on developing organizational capacity so as to improve medical and behavioral healthcare. After retirement, she began to center on the needs of people eligible for Medicare and became a SHINE counselor and more recently a MA SMP volunteer.

MOHAMMAD DAR, MD

Mohammad Dar, MD serves as medical director at MassHealth, the combined program for Medicaid and CHIP in Massachusetts. In this role, he concentrates on delivery system reforms bringing MassHealth into a value-based framework. He focuses on ACO performance and supports, population health, and the design of data systems around clinical care.

Previous, Mohammad has worked on implementation of the Affordable Care Act at the White House Office of Health Reform, and volunteered with public health initiatives in rural Uganda. He was the founder and first president of the student association at the University of Michigan. He has been the recipient of multiple teaching and mentoring awards from Harvard Medical School, including the Golden Stethoscope Award.

JUDITH FARAH

A retired dental hygienist, Judith Farah has volunteered with the MA SMP Program as a case manager since 2016. Judy helps Medicare and Medicaid beneficiaries understand their doctor bills and their Medicare Summary Notices. Judy is dogged in resolving their issues insuring that the beneficiary, the provider, and Medicare have paid only the appropriate amounts. Judy has personally helped recover thousands of dollars erroneously billed to Medicare and to beneficiaries.

Prior to becoming an SMP Team Member, Judy was the primary caregiver for her father and she learned first-hand how to navigate an ever more complicated healthcare system to make sure her father received proper care. While serving as caregiver for her father, she saw that many elders were left to fend for themselves even though they were too frail to manage their healthcare. This experience has motivated her to volunteer where she can make a difference. Judy lives in Methuen, MA.

DENNIS HEAPHY

Dennis Heaphy is a health justice advocate at the Disability Policy Consortium in Massachusetts. Dennis is active in policy development,

speakers

research and grassroots organizing. He is committed to the operationalization of health equity and wellness in managed care systems and the policies that shape those systems. Promoting cultural competency in disability and the cross-sectional impactors that lead to inequities are central to his work. Dennis currently serves as chair of the One Care Implementation Council and vice-chair of Delivery System Reform Initiative Committee (DSRIC) in addition to other activities.

DENNIS HOHENGASSER

Dennis Hohengasser has volunteered with MA SMP for over three years conducting sessions on preventing Medicare fraud, waste and abuse. Now retired, he worked for 33 years in training and staff development for the Commonwealth of Massachusetts.

MAUREEN KERRIGAN

Maureen Kerrigan, JD is liaison for the SMPs in Region I and National Liaison for the Consortium for Medicare Health Plans. She has more than 30 years of experience in health policy, including with the health staff on the U.S. Senate Committee on Labor and Human Resources, as an attorney in the Office of General Counsel for the U.S. Department of Health and Human Services and as consultant to the Center for Substance Abuse Treatment Director at the Substance Abuse and Mental Health Services Administration. While in Washington, DC, she represented several national health care associations before Congress and federal agencies.

ROSEANN MARTOCCIA, MPA

Roseann Martoccia, MPA, is the executive director of WestMass ElderCare (WMEC) in Holyoke, MA. WMEC is an Area Agency on Aging /Aging Services Access Point serving elders, and the disabled and their caregivers and is a partner of the Care Alliance of Western, MA. Roseann has worked in Connecticut and Massachusetts in different organizations providing interdisciplinary care to individuals across the lifespan. She holds her BA in urban studies and Master's in public administration from the University of Connecticut.

PAT MCMILLEN

Pat has volunteered with the MA SMP Program for seven years making presentations at senior centers, retirement homes, and social service groups. Pat is also a volunteer long-term care ombudsman and meets

speakers

regularly with residents of two Metro West nursing homes to help improve residential life. She enjoys helping the elderly navigate our complex healthcare system which can leave even the best of us stymied. She finds this work meaningful and rewarding.

Pat was a caregiver for her parents and has served as healthcare proxy for other family members. Her experience in helping others with their medical care has paved the way for her to build a position of supportive and compassionate advocacy for others.

SASSY OUTWATER

Sassy Outwater is the executive director of the Massachusetts Association for the Blind and Visually Impaired (MABVI). She has spent 19 years working in disability rights and healthcare advocacy. She has a background in user experience, digital accessibility and healthcare technology access for persons with disabilities. Sassy studied acoustic sciences and voice at Arizona State University and resides in Salem, MA. She is a four-time cancer survivor and is totally blind. Sassy strives to bring lived experience to her leadership and advocacy work.

BURT PUSCH, PHD

Burt directs the Member Voices program at Commonwealth Care Alliance, a wide array of enrollee research activities which ensure members' perspectives are authentically represented throughout CCA's services and operations. Prior to joining CCA, Burt designed and served as director of the One Care Ombudsman Office, the nation's first ombudsman program addressing consumer concerns for MassHealth's One Care program.

As an educator, Burt has taught graduate and undergraduate courses and conducted educational programming for the Centers for Disease Control and Prevention, the Rehabilitation Services Administration, Purdy Prison Pet Partnership, and Blue Cross/Blue Shield.

CINDY PHILLIPS

Cindy received her MSW at the University of North Carolina at Chapel Hill and has worked for the SHINE (Serving the Health Insurance Needs of Everyone Program), a SHIP (State Health Insurance Counseling Program), for over 20 years in various capacities. She has

speakers

been the state director for the last eight years. She serves on the National SHIP Steering Committee, MA SMP Statewide Advisory Committee and Senior Care Options Advisory Boards in Massachusetts.

BARBRA RABSON

Barbra Rabson is the president and CEO of the Massachusetts Health Quality Partners (MHQP). Under Barbra's leadership since 1998, MHQP has become one of the most trusted names in performance measurement and public reporting of healthcare information in Massachusetts and in the nation. She has led MHQP to conduct three first in the nation statewide hospital and physician performance measurement initiatives.

Barbra is a member of the MA Executive Office of Health and Human Services Quality Measure Alignment Task Force and Quality Subcommittee and a member of the Massachusetts Employer Health Coalition Steering Committee.

Barbra received her Masters in Public Health from Yale University and her undergraduate degree from Brandeis University.

EDLIRA ROSHI

Edlira is the Healthy Living Program coordinator at Elder Services of the Merrimack Valley, with over 20 years of experience in the field of human services, focusing on caregiver direct service and support. Edlira is a master trainer in the Savvy Caregiver Program and Chronic Disease Self-Management Program and a class leader in Diabetes Self-Management Program and other evidence-based courses offered at the Healthy Living Center of Excellence. Her previous experience as the operations manager in professional development at Lawrence General Hospital offered her extensive experience in working with Limited English Proficient (LEP) and other vulnerable populations and inspired a passion for working towards a better understanding of cultural differences in the healthcare field.

ERICA SCHLAIN

Erica Schlain is a senior healthcare fraud investigator in the Medicaid Fraud Division (MFD) of the Attorney General's Office, where she focuses on investigating allegations of provider fraud and nursing home abuse and neglect throughout the state. Erica has been an investigator

speakers

since March 2011, and has conducted multiple investigations into home health providers, clinical laboratories, and nursing homes. Erica is the lead investigator on MFD's Nursing Home Strike Force, whereby she reviews and tracks incoming referrals for trends of abuse and neglect within skilled nursing facilities. Erica is a graduate of Northeastern University.

SCOTT SIMUNDZA

Scott Simundza is a MA SMP volunteer and Medicare beneficiary. Scott retired from a 40-year career in the healthcare business, in Hospital Information Systems as well as Supply Chain Management. He is a graduate of Williams College. With SMP, Scott does presentations to groups of seniors and participates in case management reviews and research.

CHRISTINE TARDIFF, MSN, RN

Christine Tardiff is the chief operating officer/VP of clinical services at Elder Services of the Merrimack Valley and North Shore. Previously, she served on the leadership team at Lawrence General Hospital in Lawrence, MA, as the director of nursing systems and practice. Christine's leadership portfolio includes hospital administration, quality, and patient safety, including Joint Commission and National Quality Assurance Committee surveys and interprofessional clinical leadership. Christine has experience in integrating the work of community-based organizations with that of complex health systems, leading initiatives such as the Community Hospital Acceleration, Revitalization, and Transformation (CHART) grant programs with two community hospitals and managing contracts with five senior care organizations (SCOs) and other managed care entities. She is also leading the Long Term Services and Support Community Partner (LTSS CP) initiative, which includes managing contracts with 11 ACO/MCO organizations involved in the MassHealth restructuring initiative.

CDR KELLY VALENTE

Kelly is the regional pharmacist and the account manager for Dual Eligible Special Needs Plans at the Centers for Medicare and Medicaid Services. Kelly is a subject matter expert for coverage determination, appeals and grievances for Medicare program audits, she conducts outreach and is a member of the Regional Opioid Policy Advisor team. Originally from Newton, MA, Kelly graduated from the University of Rhode Island College of Pharmacy with a doctorate in pharmacy and

speakers

is a recent graduate of the University of Florida College of Pharmacy with a Master's in pharmacy outcomes and policy. Prior to working at CMS, she spent six years with Federal Bureau of Prisons as a clinical pharmacist in mental health, nephrology, and women's health. She has been a commissioned officer of the U.S. Public Health Service for 20 years.

KRISTEN WESTAWAY

Kristen Westaway is the program associate for the MA SMP Program at Elder Services of the Merrimack Valley and North Shore. Kristen joined the MA SMP Program in January of 2019 with a varied background and is eager to assist people truly in need. She is directly responsible for managing cases and reports of suspected healthcare errors, fraud, and abuse. She is often found at her desk assisting, educating, and empowering beneficiaries to become engaged healthcare consumers. When not at her desk, you can find her either taking her dog for a hike or painting miniature figurines. Kristen holds an Master's in public health from UMass.



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endorsements

Dear Ginny,
Thank you for talking
with us about Medicare
issues – definitely a
sensitive topic for a
system whose goal is
our good health.

Bonnie Gulick &
Topsfield Council on Aging

Dear Scott,
Thank you again for
making the long trip
out to Lenox to speak to
our small group... we
appreciate your time!

Sue Holmes &
the Lenox Council
on Aging

Hello Thomas,
I can't thank you enough
for your wonderful
kindness, great hand-outs,
and being an excellent
speaker. Everyone enjoyed
all the information given
to us.

Lee Marie from Northampton
Council on Aging

Dear Lucilia & Kristen,
There isn't a note card
big enough to write my
gratitude to both of
you...I couldn't have
done this without you.
Thank you both so very
much. ~Ms. G

Dear Pat,
Many thanks for a
great presentation
on Medicare fraud. It
was informative and
the feedback from the
seniors was very positive.

Alice Mercer & the Staff at the
Milton Council on Aging

Dear SMP,
The SMP Program is very
valuable to our seniors
and family members
in managing their
healthcare expenses.

~ Pat Patisce, Marlborough
Low Vision Support Group

program

MASSACHUSETTS SENIOR MEDICA

1995 - 1999

The seeds of the Senior Medicare Patrol Program date to 1995 when the U.S. Administration on Aging funded five small initiatives across the country to address the growing problem of Medicare fraud. Since its inception in 1997, the SMP Program has evolved from 12 regional demonstration projects into a nationwide program. There are currently 54 SMP Programs, one in each state and one in Guam, Puerto Rico, U.S. Virgin Islands and Washington DC.

1999 - 2002

Elder Services of the Merrimack Valley (ESMV) wins one of the first Operation Restore Trust grants, the only one awarded in Massachusetts. ESMV partnered with the SHINE (Serving the Health Insurance Needs of Elders) programs at Mystic Valley Elder Services, Minuteman Elder Services, and the Danvers Council on Aging to disseminate the fraud prevention message through the SHINE program. They collaboratively design a personal healthcare journal. The Massachusetts Program adopted the name "Massachusetts Medicare Outreach and Education" (MORE) Program.

2002 - 2005

Elder Services hires its first full-time director for the MORE program to advance its program mission and expand its reach and visibility. MORE goes statewide and begins focusing on reaching and educating limited English proficient populations across the state. This is accomplished through partnerships between regional SHINE programs and grassroots, community-based organizations (CBOs) that served immigrant populations. Through this model MORE helped advance consumer engagement by increasing the linguistic reach and capacity of SHINE statewide.

timeline

SENIOR MEDICARE PATROL PROGRAM TIME LINE

2005 - 2007

The MORE program continues to advance its program mission and expand its reach and visibility through CBO/SHINE partnerships and expands its linguistic capacity.

2008 - 2011

The Executive Office of Elder Affairs and MORE collaborate on applying for a grant to reach and educate Native American and rural elders across the state to protect, detect and report healthcare errors, fraud and abuse. MORE continued to advance its program mission and continually expanded its reach and visibility throughout the state. This was accomplished through the CBO/SHINE partnerships, its Statewide Advisory Committee, and the Program's continual efforts. The Administration on Aging introduced the branding concept of "Senior Medicare Patrol (SMP)." Thus MORE became known as the Massachusetts Senior Medicare Patrol (SMP) Program. Under President Barack Obama Administration there was much focus on preventing, detecting and reporting healthcare errors, fraud and abuse, which led to multiple Health Care Fraud Prevention Summits taking place. The MA SMP Program was instrumental in the planning of the Massachusetts Summit and the SMP Program director and grantees were front and center. In 2010 the MA SMP program held its first Statewide Conference in Taunton, MA, and in 2011 in Springfield, MA.

timeline

2011 - 2014

During this period, the MA SMP Program is awarded its Base Grant and a Capacity Building Grant to continue its efforts to advance and enhance the reach and education of the MA SMP Program. This grant allows for the hiring of an outreach coordinator and volunteer coordinator and the centralization of the MA SMP Program efforts. During this grant period, MA SMP held the following Statewide Conferences: In 2012, Marlborough, MA; 2013 in Lowell, MA.

2015 - 2018

The MA SMP Program continued to advance its mission throughout the state with the help of 121 engaged and dedicated volunteer team members. In 2015, the MA SMP Program held two statewide conferences, one in Hancock, MA, and a second in Hyannis, MA. In 2017 the conference was in Boston, MA.

2018 - present

SMP continues to advance its mission by delivering presentations, attending and presenting at conferences, recruiting volunteers, and expanding its Statewide Advisory Committee. The 2019 MA SMP Statewide Conference is being held in Peabody, MA.

This conference is supported, in part, by a grant (No. 90-MPPG0051-01-00), from the Department of Health and Human Services, Administration for Community Living, CIP-Senior Medicare Patrol Project, Washington, D.C. 20201.





Congratulations

to the MA SMP Program on 20 years of helping consumers navigate the complexities of the healthcare system and supporting healthier communities!



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MA SMP Program

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