



**DELAWARE HEALTH AND
SOCIAL SERVICES**

Division of Services for Aging and
Adults with Physical Disabilities

**Delaware Senior Medicare
Patrol Program Support**

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1.0 SERVICE DEFINITION

1.1 Delaware Senior Medicare Patrol (DSMP) is a community education program that provides information about how to detect and report Medicare fraud waste and abuse of Medicare dollars. Services provided include: one-to-one counseling, group education and outreach events reaching Medicare beneficiaries and their caregivers. (<http://www.dhss.delaware.gov/dhss/dsaapd/fraudpatrol.html>)

2.0 SERVICE GOAL

2.1 To empower and assist Medicare beneficiaries, their families, and caregivers in Delaware to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling and education.

3.0 SERVICE AREA

3.1 Providers/contractors are to provide services within their recognized caregiver resource center.

4.0 ELIGIBILITY

4.1 DSMP serves Medicare beneficiaries, their families, and caregivers in local Delaware communities.

4.2 DSMP is supported by both state and federal funds as per the Administration for Community Living. As required by these funding sources, services will be directed to Medicare beneficiaries, caregivers and their families and targeted populations as follows:

- 4.2.1 Family members, friends, or others who help take care of older adults or persons with disabilities. Caregivers are also older relatives such as grandparents who care for children.
- 4.2.2 Targeted caregiver populations include those in the community with the family member on Medicare or they themselves are a Medicare beneficiary. Priority will be given to the following: older adults, persons with disabilities, minorities and those with limited English proficiency, and older individuals residing in rural areas.
- 4.2.3 Underserved persons on Medicare including caregivers in the LGBT (Lesbian, Gay, Bisexual, Transgender) community, caregivers for persons with Medicare, caregivers in the Hispanic/Latino communities.

5.0 SERVICE STANDARDS

5.1 Caregiver Resource Centers and the contractors/providers that operate these sites must provide services and adhere to service standards as described herein. Caregiver Resource Centers will:

- 5.1.1 Serve as visible and trusted community focal points for persons on Medicare and caregivers seeking information about how to read and organize their Medicare statements, and access to education about how to detect and report Medicare fraud, waste and abuse.
- 5.1.2 Be open and easily accessible to all persons on Medicare and caregivers in the community.



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- 5.1.3 Provide assistance and access to education for all caregivers, regardless of membership or affiliation with the host location. For example, if a center is co-located in a senior center, caregivers seeking assistance are not required to be a member of the senior center.
- 5.1.4 Have flexible hours of operation (minimum of 8 hours per week). Schedule must be posted and include sufficient evening &/or weekend hours for additional convenience to caregivers.
- 5.1.5 Hire (or assign) a part-time staff member to serve for a minimum of 8 hours per week to serve the targeted service population.

5.2 Caregiver Resource Centers must have the following service area and equipment (at a minimum) to operate:

- 5.2.1 Dedicated area that serves as a comprehensive resource directory and caregiver consultation site
- 5.2.2 Accessible computer(s) with Internet access for caregivers.
- 5.2.3 Telephone(s)
- 5.2.4 Educational materials and resources on Medicare Services and Medicare fraud, waste and abuse, including booklets, manuals, pamphlets, brochures, DSMP contact sheet, etc.

5.3 Caregiver Resource Centers will provide caregivers with direct access to the following core services and resources:

- 5.3.1 DSMP core services including: Education about Medicare fraud and how to read their Medicare statements, Medicare & You 2015 - 2016, specially designed materials for DSMP promotion, DSMP posters and other promotional materials.
- 5.3.2 Delaware's Aging and Disability Resource Center (ADRC) one stop access point for the DSMP inquiries and complex fraud cases: 800-223-9074

5.4 Caregiver Resource Centers will provide outreach/marketing services targeting caregivers as follows:

- 5.4.1 Facilitate and participate in outreach activities that promote the DSMP program, support services and related resources to local public and private community organizations and stakeholders (e.g., senior centers, civic groups, and community organizations)
- 5.4.2 Promote available services, resources and programs related to caregiving, with a focus on targeted caregiver populations (as identified in 4.2).
- 5.4.3 Facilitate engagement in support and educational activities (e.g., support groups, DSMP education activities).

6.0 JOB DUTIES

Caregiver Resource Center staff must perform the following duties and functions as per the contract standards and reporting requirements. Staff will be responsible for maintaining center resources, providing services and reporting as follows:

6.1 Resource/Center Maintenance:

- 6.1.1 Maintain, disseminate and track the distribution of resource materials pertaining to caregiver Medicare issues, and support services available for caregivers to report Medicare Fraud or Medicare Issues.



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- 6.1.2 Research, relevant topics/concerns facing caregivers regarding Medicare. Remain informed and provide resources on current Medicare Fraud issues.
- 6.1.3 Be available at the Caregiver Resource Center during designated staffing hours.

6.2 Caregiver Services:

- 6.2.1 Conduct initial counseling sessions/interviews and complete intake form on individual caregivers. Submit the intake forms to DSMP within 24 hours of the inquiry and track statistics on caregiver contact regarding DSMP services on a monthly basis. (Forms will be provided electronically to vendor by DSAAPD prior to contract start date)
- 6.2.2 Provide caregivers with information, assistance and direct access to DSMP and resources as needed.
- 6.2.3 Respond promptly to all contacts via phone or email. Answer/return phone calls, make follow-up calls; research and respond to specific caregiver issues and concerns regarding Medicare statements and/or potential fraud, waste and abuse

6.3 Community Outreach/Training

- 6.3.1 Promote DSMP and available services for caregivers.
- 6.3.2 Serve as a liaison for DSMP, Delaware Aging and Disability Resource Center (ADRC) and DSAAPD services.
- 6.3.3 Conduct public outreach to target populations (as identified in 4.2) and the broader community about the services provided through the Caregiver Resource Centers. Public outreach and circulation will be done via online and print media including newspapers, newsletters, program notices, flyers, etc.
- 6.3.4 Education and training will be provided to the vendor by DSMP staff prior to contract start date)
- 6.3.5 Periodically host a calendar of workshops and/or seminars including guest speakers at the Caregiver Resource Center site location on relevant topics for caregivers in the community (minimum twice per year).
- 6.3.6 When the Caregiver Resource Center or services are publicized through the news media or other sources, contractor will identify the Division of Services for Aging and Adults with Physical Disabilities as the support agency, with primary funding provided by the Administration for Community Living.

6.4 Administrative Requirements

- 6.4.1 Attend mandatory bi-annual meetings scheduled by DSMP Administrator.
- 6.4.2 Participate in formal training activities that will facilitate ongoing professional development and understanding of Medicare Fraud, waste and abuse (minimum twice per year).
- 6.4.3 Record, track and submit all data/reports as required by DSMP (forms will be provided to the vendor by DSMP prior to contract start date)
- 6.4.4 Prepare and submit required Monthly Invoicing reports in DSAAPD Invoicing Workbook (IW-024).



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7.0 PROGRAM STAFFING - Knowledge, Skills, and Abilities

7.1 The Caregiver Resource Center staff must have sufficient knowledge, skills and abilities in the following areas:

- 7.1.1 Knowledge of resources/services that support diverse caregivers (as identified in 4.2)
 - 7.1.1.1 Older caregivers and/or grandparents raising relatives' children
 - 7.1.1.2 Underserved caregiver populations (e.g., non-English speaking, males, LGBT)
 - 7.1.1.3 Caregivers with &/or caring for adults with special needs
- 7.1.2 Research skills
 - 7.1.2.1 Ability to use computer/selected programs
 - 7.1.2.2 Skill in navigating internet and conducting online searches
 - 7.1.2.3 Ability to locate relevant resources for caregivers regarding Medicare fraud, waste and abuse
- 7.1.3 Counseling
 - 7.1.3.1 Ability to assess and connect caregivers to the services they want or need regarding Medicare
 - 7.1.3.2 Ability to explore options and possible solutions to caregiver problems
 - 7.1.3.3 Skilled in active listening and ability to empathize with caregivers
- 7.1.4 Administrative skills
 - 7.1.4.1 Excellent written and oral communication skills
 - 7.1.4.2 Knowledge of basic record keeping practices and standard operating procedures

8.0 EVALUATION AND MONITORING

8.1 Caregiver Resource Centers will be monitored and evaluated by DSMP to ensure fiscal and program integrity and overall quality assurance.

9.0 INVOICING REQUIREMENTS

- 9.1 The provider will invoice DSAAPD pursuant to the DSAAPD Policy Manual for Contracts, Policy Number X-Q Invoicing.