



SMP Group Education Training

Assessment

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Assessment Questions (25 points)

Please do not write in this booklet. Mark your answers on the answer sheet provided.

- 1) Which of the following is true of SMP group education sessions?
 - a. They are presentations led by SMP team members (staff, volunteers, or partners) to educate recipients, family members, caregivers, and others on detecting fraud, error, and abuse in the health care system and services offered by the SMP program.
 - b. They are a meeting between the SMP and an individual beneficiary or caregiver to educate or provide information related to the SMP program and/or potential health care fraud, error, or abuse.
 - c. They vary in length from one hour to one day.
 - d. They always provide participants with information about identity theft.

- 2) If you have time, get the audience's attention at the beginning of your presentation by sharing a startling fact, shocking statistic, joke, story, or quotation. Get the audience thinking, "Wow, I've got to hear the rest of this talk!"
 - True
 - False

- 3) The notes in the SMP Group Education PowerPoint presentation templates (Appendix C of the *SMP Group Education Training Manual*) are available to use as a suggested script even if you do not use the PowerPoint itself.
 - True
 - False

- 4) Which of the following would be good information to share in an SMP group education presentation?
 - a. Medicare abuse involves intentionally billing Medicare for services that were not received or billing for a service at a higher rate than is actually justified.
 - b. Medicare fraud occurs when providers supply services or products that are not medically necessary or that do not meet professional standards.
 - c. Examples of fraud and abuse include billing for services that were not provided and obtaining or giving a Medicare number for "free" services.
 - d. Each year, Medicare loses hundreds of taxpayer dollars to improper claims. This puts the Medicare trust fund at risk for everyone and affects the future of the Medicare program.

- 5) Which of the following should you NOT do during a presentation?
- Speak positively of Medicare and Medicaid.
 - Provide medical information and advice.
 - Identify a provider as fraudulent when it's a matter of public record.
 - Discuss information you have been trained to present.
- 6) Which of the following is NOT an SMP video public service announcement (PSA) available for you to play during a presentation?
- Stop Health Care Fraud
 - Superheroes
 - Joining the Bad Guys
 - Recognizing the Bad Guys
- 7) Which of these would be good to say during an SMP presentation?
- If it sounds too good to be true, it probably is.
 - Participating in schemes to defraud Medicare is illegal.
 - I wouldn't recommend going to Dr. Smith. We've received several complaints about him at the SMP.
 - A and B
 - A and C
- 8) Which of the following would be the most important to include in an SMP presentation if you only have a brief amount of time (10 minutes or less)?
- Medicare overview
 - How to prevent fraud, errors, and abuse
 - Stories about fraud, errors, and abuse
 - Volunteering with the SMP
 - Q&A session
- 9) Which of the following might you include in your SMP presentation if you have plenty of time (over 30 minutes)?
- How to read a Medicare Summary Notice
 - Categories of health care fraud and abuse and what to look for in those areas
 - Fraud stories from the audience
 - Fraud prevention game
 - Any of the above

- 10) Which of the following can be used to end your presentation with a “call to action”?
- a. Focus on practical fraud prevention tips that participants can start doing right away.
 - b. Encourage participants to take what they know and “pass it on” to friends and loved ones who might not be as familiar with this information.
 - c. A and B
 - d. None of the above
- 11) Resources such as SMP brochures, Personal Health Care Journals, and SMP fact sheets are intended for internal SMP use only and should not be handed out at presentations.
- True
 - False
- 12) What is the best format for SMP presentations?
- a. PowerPoint
 - b. Flip charts
 - c. A script and handouts
 - d. It depends on audience, location, and personal preference.
- 13) Presenters of SMP group education are encouraged to copy tips and techniques from other SMPs.
- True
 - False
- 14) If you make changes to your SMP presentation, you do not need to have them verified by your SMP director, coordinator of volunteers, or anyone else at your SMP.
- True
 - False
- 15) Every SMP presentation must fulfill the SMP mission: to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.
- True
 - False

- 16) Which of the following is NOT a good way to prepare for an SMP presentation?
- a. Know how to use your technology.
 - b. Be prepared to handle the unexpected.
 - c. Arrive a few minutes late in order to make a grand entrance.
 - d. Know the content.
 - e. Practice presenting until you don't need to read directly from your notes.
- 17) **Scenario:** It's your first SMP presentation, and you are feeling nervous.
- What do you do?**
- a. Don't make eye contact. Instead, look at your notes and read directly from them for the entire presentation.
 - b. Take a few deep breaths and remember that you are an expert on the SMP mission.
 - c. Concentrate on the audience. Remember that you are there to help them learn how to prevent becoming victims of Medicare fraud, errors, and abuse.
 - d. A and C
 - e. B and C
- 18) Which of the following is a good technique for verbal delivery of your presentation?
- a. Speak loudly enough that everyone can hear you.
 - b. Use filler words like "um," "er," "like," and "y'know."
 - c. Speak as fast as you can so you have time for questions.
 - d. Speak in a monotone in order to avoid distracting the audience.
- 19) Regarding nonverbal delivery of a presentation, what does "SOFTEN" stand for?
- a. Stand, Open heart, Features, Talent, Exceptional, and Necessary
 - b. Smile, Open posture, Forward lean, Territory, Eye contact, and Nod head
 - c. Satisfied, Open mind, Flattery, Teach, Excellence, and Nice
 - d. Stunning, Open hands, Fast, Technology, Entertaining, and Niche

20) An audience is more likely to remember information if they are engaged in the presentation.

- True
- False

21) **Scenario:** You are preparing for a presentation for an audience of about 50 people. You have several different handouts to provide to participants, and you are the only one there from the SMP.

What should you do?

- a. Place handouts on a table so that participants can pick them up as they enter or leave.
- b. Ask someone in the audience to help hand things out.
- c. Throughout your presentation, walk around the room handing things out to each participant.
- d. Forget the handouts for this presentation; they will be too distracting.
- e. Any of the above
- f. A or B

22) **Scenario:** You are giving one of your first SMP presentations, and while you feel fairly confident about the content, you still don't feel completely comfortable answering questions.

What should you tell participants?

- a. Let participants know that you will not answer any questions. If they think of something they want to ask, they will have to wait until the next time the SMP does a presentation in that location.
- b. Ask participants to save all questions for the end of the presentation, when they can talk with you one-on-one. Then, make note of any questions and the person's name and contact information so that someone from the SMP can follow up.
- c. Encourage participants to ask their questions at any time during the presentation and make your best guess as to the correct answer. After all, any answer is better than no answer!
- d. Any of the above

- 23) Which of the following could help you further develop or improve your public speaking skills?
- a. Shadow an experienced public speaker at the SMP (staff or another volunteer); partner with them to see what you can learn.
 - b. Look for books, magazines, audio materials, or video materials at your local library.
 - c. Join a local Toastmasters group or other group that helps individuals develop and improve their public speaking skills.
 - d. Talk with your SMP director and/or coordinator of volunteers for additional suggestions.
 - e. Any of the above
- 24) What type of follow-up may be needed after each SMP group education presentation?
- a. Submit a list of participant names and Medicare numbers to the Office of Inspector General for the OIG Report.
 - b. Get answers to any remaining questions and complete the necessary paperwork for your SMP.
 - c. If you have done a good job with your presentation, no follow-up is required.
 - d. All of the above
- 25) Once you have successfully completed your SMP Group Education Training, you will have the necessary skills and resources to:
- a. Present SMP group education sessions consistently to Medicare beneficiaries, caregivers, and other applicable groups.
 - b. Handle detailed SMP questions that are not directly related to your presentation.
 - c. Prepare SMP press releases and other media activities.
 - d. All of the above

Bonus Activity: SMP Group Education Session Demonstration

Instructions: This section should be completed by the training participant and the trainer or coordinator of volunteers based on an SMP group education presentation given by the training participant.

Tip: Use the Presentation Checklist provided in Appendix B of the *SMP Group Education Training Manual* as a guide.

Assessment Question: Was the training participant able to successfully present an SMP group education session?

- Yes
- No

Trainer Comments: _____

Participant Comments: _____

