

Assessment Questions (25 points)

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

- 1) The SMP _____ is “to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, error, and abuse through outreach, counseling, and education.”
 - a. Mission
 - b. Individual interaction
 - c. Basic interaction
 - d. Complex interaction
 - e. Referral
- 2) When discussing a situation with clients and other SMPs, be confident in your decision regarding whether it is fraud, abuse, or error. Don’t beat around the bush with words like “suspected” or “potential” fraud.
 True
 False
- 3) Which of the following types of questions can be resolved by providing education or information?
 - a. SMP individual interactions
 - b. SMP basic interactions
 - c. SMP complex interactions
 - d. None of the above
- 4) SMP volunteers who also volunteer for other programs should consider which “hat” they are wearing when conducting and reporting activities.
 True
 False

- 5) Which of the following types of questions require additional actions beyond providing education or information?
- SMP individual interactions
 - SMP basic interactions
 - SMP complex interactions
 - None of the above
- 6) Which of the following is **NOT** an example of personal identifying information and/or documentation?
- Medicare card
 - Medicare Summary Notice
 - Explanation of Benefits
 - Information about a medical condition
 - All of these are personal identifying information and/or documentation
- 7) Which of the following is an example of an SMP basic interaction?
- A request for information about an upcoming SMP presentation
 - Basic, individualized education about how to read an MSN
 - Basic, individualized education about how to recognize fraud, errors, and abuse
 - A report of a potential error made by a provider in billing Medicare that the provider is unwilling to acknowledge or resolve
 - All of the above
 - All except D
- 8) A question that is **NOT** related to the SMP mission can be counted as an SMP basic interaction.
- True
- False
- 9) A question that is **NOT** related to the SMP mission can be counted as an SMP complex interaction.
- True
- False

- 10) When the SMP works with outside agencies on behalf of the beneficiary to resolve a complex interaction, this is called:
- a. An SMP individual interaction
 - b. An SMP group education session
 - c. SMP media outreach
 - d. Information and assistance services
 - e. An SMP referral
- 11) It is important to answer every question yourself, even if it's not within the SMP mission or if you're not sure of the answer.
- True
 - False
- 12) Three steps to effective counseling are:
- a. Protect, detect, and report
 - b. Individual interactions, basic interactions, and complex interactions
 - c. Set the stage, listen actively, and respond appropriately
 - d. Outreach, counseling, and education
- 13) When you are actively listening to the beneficiary, it's a good practice to ask clarifying questions to help you focus on the beneficiary's concern.
- True
 - False
- 14) Which of the following is **NOT** a tip for effective counseling?
- a. Interactive communication
 - b. Interrupting brusquely
 - c. Patience and understanding
 - d. Practice makes perfect
 - e. Professionalism and respect
- 15) Which of the following is **NOT** a good way to set the stage when you and the beneficiary first meet?
- a. Make a good first impression.
 - b. Ask the beneficiary to come back later.
 - c. Greet the beneficiary.
 - d. Explain how you can help.

- 16) Which of the following is/are considered appropriate in responding to the beneficiary during a counseling session?
- Decide if you can answer the question yourself or if you need to send the beneficiary to someone else for help.
 - Provide accurate and objective information.
 - Confirm that you have met the beneficiary's needs.
 - All of the above.
- 17) Which of the following is related to the SMP mission?
- A Medicare beneficiary has had her credit card stolen. Thankfully, the thief did not get ahold of her Medicare card or Medicare number.
 - A senior has questions about Medicare benefits counseling. He is not concerned about fraud, errors, or abuse; he just needs help selecting the right plan.
 - A Medicare beneficiary notices what appear to be duplicated charges on his MSN.
 - A senior calls to complain about the service that she is getting from her DME provider. She has to wait on hold forever every time she calls them and is getting tired of it.
 - A caregiver calls to request information about services that are available in your area to help her parents stay in their home longer.
- 18) **Scenario:** You are working as an SMP counselor and you receive a phone call from a beneficiary who would like some information about Medicare fraud. She has a hard time hearing over the phone, so she would prefer to receive some information by mail. You send her the SMP brochure and a fact sheet about Medicare fraud and abuse.

Which type of question is this?

- An SMP basic interaction
 - An SMP complex interaction
 - Not an SMP interaction
- 19) **Scenario:** As an SMP counselor, you meet with the son of a beneficiary face-to-face. He would like help understanding how to read the MSNs that his mother is receiving so that he can help her read them. She is homebound so couldn't come with him to the SMP office.

Which type of question is this?

- An SMP basic interaction
- An SMP complex interaction
- Not an SMP interaction

- 20) In the previous scenario (Number 19), what could you do to help?
- a. Give the son a copy of the MSN fact sheet.
 - b. Read through his mother's MSN with him.
 - c. Point out which questions are important for his mother to consider when she reviews her MSNs.
 - d. All of the above.
 - e. Nothing, because he is not the Medicare beneficiary.
- 21) **Scenario:** As an SMP counselor, you meet with a beneficiary face-to-face to review her MSNs. You show her how to read the Medicare Summary Notice and also how to use the Personal Health Care Journal to track her appointments in the future. Although you aren't trained to handle complex interactions, you see some charges that look suspicious to you.

What should you do to follow up?

- a. Send the beneficiary to someone at your SMP who handles complex interactions to look into the suspicious charges.
 - b. Tell the beneficiary to use the PHCJ for a month and come back later if she notices anything else suspicious.
 - c. Complete the necessary tracking paperwork for your SMP.
 - d. A and C.
 - e. B and C.
 - f. No follow-up is needed.
- 22) **Scenario:** As an SMP counselor, you meet with a woman who was contacted by someone claiming to be her grandson. He asked her to send money to help him get out of a bad situation. After she sent him \$1,000 by wire transfer, she realized that she had been scammed.

What should you do to follow up?

- a. Nothing, since this is not an SMP interaction.
- b. Treat this as an SMP basic interaction.
- c. Treat this as an SMP complex interaction.
- d. This is not an SMP interaction. Direct the woman to follow up with the FTC, her bank, and local law enforcement herself.

- 23) Which of the following resources may be used during an SMP counseling session?
- a. Training manuals
 - b. Fact sheets
 - c. Frequently Asked Questions (FAQ) document
 - d. Personal Health Care Journal (PHCJ)
 - e. All of the above
 - f. None of the above
- 24) **Scenario:** A husband and wife come to the SMP office because they see “suspicious charges” on one of their MSNs. You show them how to understand their MSN, but you cannot tell whether or not the confusing charges are legitimate.
- What should you do?**
- a. Suggest the beneficiaries contact their doctor’s office to have the confusing charges explained to them. Say that they can contact the SMP for more help if the doctor’s office explanation isn’t satisfactory.
 - b. Send the beneficiary to someone who handles complex interactions.
 - c. This scenario is definitely suspected fraud and should be referred to investigators immediately.
 - d. Both B and C.
 - e. Either A or B are appropriate.
- 25) Once you have successfully completed your SMP Counselor Training, you will have the necessary skills and resources to handle:
- a. SMP basic interactions
 - b. SMP complex interactions
 - c. Questions that are not related to the SMP mission
 - d. All of the above
 - e. A and B

SMP COUNSELOR TRAINING ASSESSMENT ANSWER FORM

Name _____

Date _____

Trainer Name _____

Location _____

1 A
 B
 C
 D
 E

2 True
 False

3 A
 B
 C
 D

4 True
 False

5 A
 B
 C
 D

6 A
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 C
 D
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7 A
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 E
 F

8 True
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9 True
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10 A
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11 True
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12 A
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 C
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13 True
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14 A
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15 A
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