

## A Handy Tool

SMP Playing Cards are an easy-to-use tool for engaging people at fairs and other venues where SMP has a booth or display table. It's a clever way to do quick education with individuals.

### How to Use the Cards

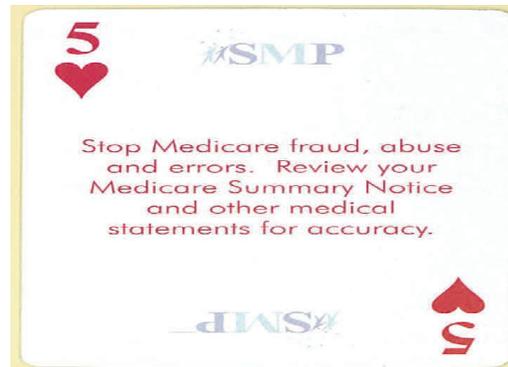
First, go through the deck of cards and familiarize yourself with what is written on each card. Prepare what you will say to the person about any card drawn. Also prepare how you will approach people.

Remove the Jokers and select the cards you want to use. (Or create a special way to use the Joker, and share it with us!) Hold about five to seven cards and fan them out, with the words facing down.

You could approach people and say, "Play Medicare Draw Poker with me! Pick a card, any card!"

Create your own approaches and send them to Adele or Laurie so we may share them with all of our volunteers.

After people draw a card, ask them to read what's on the back, or read it yourself. Elaborate on the topic (e.g., Medicare Identity Theft; How to Read Your MSN; How to Use the Personal Health Care Journal). You could ask if they had a personal experience that relates to what's on the card, such as a billing error.



### Simple Inquiries

If during your conversation about the playing card, a person brings up a simple question and you answer it (or you refer the person to another person or agency), report that encounter as a Simple Inquiry on the "SMP Simple Inquiry/One-on-One Tracking Form."

### One-on-One Counseling

If a person raises a question that requires more time and effort to answer and you provide education or counseling, report that as One-on-One Counseling.

Keep in mind that the other person has to initiate the

question. A Simple Inquiry or One-on-One Counseling occurs when we respond to someone's inquiry and provide assistance.

## Complex Issues

The image shows a form titled "SMP Simple Inquiry / One-on-One Tracking Form". It includes fields for "SMP Case Number", "Date of Call", "Name of Person", "Address", "City", "State", "Zip", "Phone", and "Email". There are also checkboxes for "Simple Inquiry" and "Complex Issue", and a section for "Comments".

A Complex Issue is one that involves a Medicare billing error or potential Medicare fraud or abuse. It requires an SMP Complex Issues Counselor to gather personal information such as Medicare card number, Medicare Summary Notices (MSN) and provider billing statements.

In this situation, take the person's name and phone number and tell them you will refer their question to the SMP Coordinator, Adele Ching; or, you may give Adele's name and phone number (the 1-800-296-9422 toll-free number that's on our pens, brochures, and flyers) if they want to call Adele directly.

Assure them that an SMP Counselor will call them. Do not collect any other personal information or documents at this

time. They need to sign an SMP Release of Information form first. The SMP Complex Issues Counselor will send the form to them.

On the SMP Simple Inquiry/One-on-One Tracking Form, report this as a Simple Inquiry that needs follow-up. Include the person's contact information and a brief explanation of the issue. Please send the Tracking Form to Adele, or call it in, promptly.

You may want to look through your SMP Counselor Training Manual to refresh your understanding of Simple Inquiry, One-on-One Counseling, and Complex Issues before the event.

## Get the Card Back

Have fun with this activity and don't forget to get the card back before the person leaves!

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