

OIG Performance Measures - Site: SMP Working Template

SMP Performance Measures		Reporting Period
OUTCOMES		
1.	Total number of active volunteers	
2.	Total number of volunteer training hours	
3.	Total number of volunteer work hours	
4.	Number of media airings	
5.	Number of community outreach education events conducted	
6.	Estimated number of people reached by community outreach education events	
7.	Number of group education sessions for beneficiaries	
8.	Number of beneficiaries who attended group education sessions	
9.	Number of one-on-one counseling sessions held with or on behalf of a beneficiary	
10.	Total number of simple inquiries received	
11.	Total number of simple inquiries resolved (percentage of total number received)	
12.	Number of complex issues received	
13.	A.) Number of complex issues referred for further action	
	B.) Total dollar amount referred for further action	
14.	Number of complex issues resolved	
15.	Number of complex issues pending further action	
16.	Cost avoidance on behalf of Medicare, Medicaid, Beneficiary, or Other	
17.	A.) Actual Medicare funds recovered attributable to the project	
	B.) Actual Medicaid funds recovered attributable to the project	
	C.) Actual Savings to beneficiaries attributable to the project	
	D.) Other savings attributable to the project (e.g. supplemental insurance)	