**Name of Organization**

**Sample Scope of Services**

**March 1, 2025, through May 31, 2025**

XYZ organization is the lead organization for the community-based provider partnership (list all entities/organizations) entering into a contract with AgeSpan, Inc., to implement SMP Program related functions as outlined in the submitted proposal and this Scope of Service.

The XYZ community-based provider partnership will conduct outreach and education to Medicare and Medicaid beneficiaries, family members, and caregivers from target populations, as stated in the proposal, about the importance of being engaged healthcare consumers to better protect, detect, and report health care errors, fraud, and abuse.

Each of the XYZ community-based provider partnership organizations will aim to reach X individuals from target populations (elaborate which populations) with the MA SMP Program Message.

Each of the XYZ community-based provider partnership organizations will integrate/ incorporate and disseminate the SMP Program message and SMP materials through its existing and ongoing outreach, education, and counseling efforts. Please list already existing scheduled events you might have coming up in March, April and May 2025.

Each of the XYZ community-based provider partnership organizations will coordinate and schedule X SMP Educational Sessions/Presentations in collaboration with the MA SMP Program’s Outreach and Education Coordinator. These sessions will be conducted by trained seasoned MA SMP Program Presenters.

Each of the XYZ community-based provider partnership organization will refer all beneficiaries with questionable charges on their Medicare Summary Notices (MSN), Explanation of Benefits (EOB), Medical bills and statements, and any other questionable practices to the MA SMP Program as follows:

The MA SMP Program will require submission of an Interagency Referral Form and an SMP Release of Information Form (signed by the beneficiary), along with supporting documentation to substantiate the complaint, whenever possible. Please fax to

978-687-1067.

**SMP Trainings:**

The XYZ community-based provide partnership staff designated to work on the SMP Program will attend the following trainings:

* **SMP Foundations Training**—SMP Foundation Trainings are held virtually every third Friday of the month from 1 to 5 p.m. **Grantees will be expected to attend the March 21, 2025 training.**
* **Health Benefits University (HBU) Training—**Offered by the SHINE Program— Training Date TBD.
* **MA SMP Program’s Monthly Statewide Team Member Meeting—**These meetings are held on the 22nd of each month from 11 a.m. to 12 p.m. If the 22nd falls on the weekend, as in February and March, the meeting will take place on the day closest to the 22nd., either the preceding Friday or proceeding Monday. For example,
  + Friday, March 21, 2025
  + Tuesday, April 22, 2025
  + ***Thursday, May 22, 2025, instead of a meeting we will have the MA SMP Program’s Spring Team Member Retreat--Virtual***
* **MA SMP Program’s Spring Team Member Retreat—**May 22, 2025—10 a.m. to 12 p.m. and 1 to 3 p.m.

**Reporting**

* **Senior Medicare Patrol (SMP) Program Information and Reporting System:** There will be an overview on the importance of submitting all details and hours spent working on SMP related functions.
* Each XYZ community-based provider partnership organization will be asked to submit a four-question survey/report to the MA SMP Program.
* **Evaluation: Above and beyond e**ach of the XYZ community-based provider partnership organizations’ internal evaluation process, the MA SMP Program Director will conduct one site visit either in person or virtually.