

## Memorandum of Understanding

Between the \_\_\_\_\_ and the Medicare Information Office (SMP/SHIP)

*Goal of Alaska's Senior Information is to educate, counsel and empower Alaskans to make informed Medicare-related decisions and is funded through two projects:*

***State Health Insurance Assistance Program (SHIP) project*** recruits and trains volunteers to educate and counsel Medicare beneficiaries to be sure they receive all possible benefits and don't pay more out of pocket than necessary.

***Senior Medicare Patrol (SMP) project:*** implements a statewide plan in Alaska that recruits and trains volunteer Alaskans to assist people to become educated about expenditures under Medicare in order to prevent error, fraud, abuse and waste.

The Medicare Information Office will:

- provide program management and leadership in reaching Alaska's SHIP and SMP goals
- recruit and train counselors in all major population centers and hub communities
- provide in-person training and update training via teleconference or webinar on Medicare and healthcare fraud prevention
- disseminate information and effective practices through e-mail, e-newsletters and website
- provide the \_\_\_\_\_ with pamphlets and other materials about Medicare
- enter client contact data on group educational events on SHIPTalk
- enter data on AoA's SMARTFACTS management tracking and reporting system
- refer people to the \_\_\_\_\_ as appropriate

The \_\_\_\_\_ will:

- provide one-on-one counseling on Medicare enrollment OR refer individuals, families, caregivers and others with questions to the Medicare Information Office
- inform the Medicare Information Office about suspected cases of error, fraud, abuse and waste
- enable the Medicare Information Office to share information through \_\_\_\_\_ publications or emails
- share mailing lists when possible
- send staff to the annual Medicare training, when possible
- contribute ideas on trends and ways to educate Alaskans about Medicare and prevent Medicare/Medicaid fraud

\_\_\_\_\_  
Executive Director \_\_\_\_\_ Date

Senior Information Office  
SMP/SHIP Director \_\_\_\_\_ Date

*Medicare Information Office Helpline: 800-478-6065 in Anchorage 269-3680*