

# Tools and Templates

## Risk Assessment Tool

Fill out the fields below to document the results of the risk assessment activities described in **Step 1**.

Potential hazard	Likelihood of occurring	Communities most vulnerable	Potential gaps in services	Resources available

## Partner Contact List

Fill out this contact list with partner organizations that you can coordinate with to provide services to beneficiaries and families during emergencies.

Organization	Brief description of emergency role/service	Key contact(s)	Key contact(s) email and phone number	Address and website

## Sample Agenda/Questions to Ask Potential Partners

Use the sample agenda below to guide your meetings with potential partner organizations.

### Target audiences served

- What specific populations or regions does your organization provide services to?

### Programs, area of expertise

- What programs does your organization offer?
- What knowledge, skills, and expertise do you have?

### Existing emergency preparedness plans

- Does your organization have existing roles and responsibilities outlined during emergencies?
- How do you get information out to the public during emergencies?
- Does your organization support disaster recovery efforts over the long term?

### Beneficiary needs they may help address during an emergency

- What services or resources does your organization offer?
- Does your organization collaborate with other local nonprofit or government agencies that provide similar services?

### Key contact people, including alternate means of contact in case of emergency

- Where can we refer beneficiaries to (website, phone, email)?
- Are there any backup methods of communication you use during emergencies?

## Mental Health Resource Matrix

Use this matrix to develop a list of mental health and emotional support resources.

Organization	Resource	Useful for...	Formats supported	Languages supported	Easily accessible?

## Communication Protocol

Fill in the table below to plan for how your SMP will communicate to key audiences during emergency situations.

Audience	Accessibility considerations	Communication methods	Important contacts


# Outreach Material Templates

Use and adapt these templates to create materials your SMP can use to communicate with the public during emergencies.

To download these materials, visit the **SMP Resource Center**.

## Press release/news alert

**Press Release/News Alert**



**Fraud Alert:**  
Protect Your Medicare Benefits During [Emergency]

[City, State] - [Date] - As [emergency] continues to impact our community, [Local SMP Name] is urging Medicare beneficiaries, their families, and caregivers to stay vigilant against fraud and scams targeting disaster victims. Crisis situations can create opportunities for fraud at a time when people may be especially vulnerable. Fraudsters sometimes pose as official aid workers and try to contact residents in affected areas by phone, text, email, or door to door. [Insert additional local context as needed]

During [emergency], [Local SMP Name] shares four essential tips to help Medicare beneficiaries and caregivers protect their personal information and healthcare benefits.

- 1. Safeguard Your Medicare Information:** Never share your Medicare card or number with strangers. If your Medicare card has been lost or damaged during an emergency, contact 1-800-MEDICARE immediately to prevent misuse and ask for a replacement card to be mailed to you.
- 2. Beware of Unsolicited Contact:** Be cautious of anyone who poses as a Medicare representative offering services. Medicare will never contact you uninvited to ask for personal information like your Medicare number.
- 3. Verify Healthcare Providers:** You may get contacted by individuals offering to provide medical services or replace damaged medical equipment after an emergency. Always verify that health care providers are legitimate and enrolled in Medicare before filling out forms or accepting services.
- 4. Review your Medicare Statements:** Regularly check your Medicare Summary Notice for unfamiliar charges, especially after a disaster when fraud is more common.

[Local SMP] is dedicated to providing education and support to help Medicare beneficiaries, families, and caregivers protect themselves against fraud. "We want to make sure [community name] stays safe - not just from [emergency], but also from scammers who try to take advantage of the situation. We're here to help," added [SMP representative name].

If you or someone you know suspects Medicare fraud, call [Local SMP Name] at [Local SMP Number] or visit [SMP website] to report it or verify any claims.

About [Local SMP]

[Local SMP] is part of a nationwide network of Senior Medicare Patrol programs working to empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors and abuse. We provide free outreach, counseling, and education services in [community name].

## Sample social media and email language



**Medicare Beneficiaries and Families:**


Follow **four essential tips** to safeguard your Medicare information and benefits during an emergency.



 SMPRESOURCE.ORG  877.808.2468

## Print materials

**Protect Your Medicare Benefits During [Emergency]**



**Stay Safe from Fraud & Scams**

As [emergency] affects our community, scammers may try to take advantage of Medicare beneficiaries like you. Stay informed and protect yourself with these important tips.

**4 Ways to Protect Yourself Against Medicare Fraud**

**Protect Your Medicare Information**

Never share your Medicare number or card with strangers under any circumstances. If your card is lost or damaged in an emergency, call 1-800-MEDICARE for a replacement.

**Beware of Unsolicited Contact**

Medicare will never call, text, or email you to request personal information or offer free services. Be cautious of these contact methods.

**Verify Health Care Providers**

Before accepting medical services or replacing medical equipment, confirm that the provider you are working with is credible and enrolled in Medicare.

**Review Your Medicare Statements**


Check your Medicare Summary Notice for unexpected charges. Fraud tends to be more common after an emergency.

**Report Medicare Fraud**

If you suspect fraud or have concerns over your personal information, contact [Local SMP name] at [Local SMP email/number] or visit [Local SMP Website].

## Referral list

**[Local SMP Name] Partner Referral List**



*Last updated: [insert date]*

[Local SMP Name] has compiled a list of partner organizations that can provide services to older adults, people with disabilities, and their families during emergencies. This list was last updated on [date last updated].

<b>Emergency Management</b> [Organization Name] [Description of Organization] [Organization's Address] [POC at Organization] [POC's email phone number] [Organization's Website] [Services organization can provide to beneficiaries during an emergency event]	<b>Transportation</b> [Organization Name] [Description of Organization] [Organization's Address] [POC at Organization] [POC's email phone number] [Organization's Website] [Services organization can provide to beneficiaries during an emergency event]
<b>Health Care</b> [Organization Name] [Description of Organization] [Organization's Address] [POC at Organization] [POC's email phone number] [Organization's Website] [Services organization can provide to beneficiaries during an emergency event]	<b>Fraud</b> [Organization Name] [Description of Organization] [Organization's Address] [POC at Organization] [POC's email phone number] [Organization's Website] [Services organization can provide to beneficiaries during an emergency event]
<b>Health Care</b> [Organization Name] [Description of Organization] [Organization's Address] [POC at Organization] [POC's email phone number] [Organization's Website] [Services organization can provide to beneficiaries during an emergency event]	<b>Fraud</b> [Organization Name] [Description of Organization] [Organization's Address] [POC at Organization] [POC's email phone number] [Organization's Website] [Services organization can provide to beneficiaries during an emergency event]

## Delegation of Authority

Determine roles and responsibilities during emergencies for your SMP.

Position	Key contact	First alternate	Second alternate	Third alternate
Incident commander				
IT				
Safety				
Operations				
Finance				
Logistics				

## Emergency Preparedness Plan Template

Fill out the following sections of your SMP's Emergency Preparedness Plan.

<b>Essential functions</b>	
<b>Event-specific procedures</b>	
<b>Records and IT</b>	
<b>Roles and responsibilities</b>	
<b>Delegation of authority</b>	
<b>Personnel</b>	
<b>Support for your SMP team</b>	
<b>Communications plan</b>	
<b>Alternate locations and telework</b>	
<b>Funding</b>	
<b>Training and exercises</b>	
<b>Plan maintenance and review</b>	
<b>Definitions</b>	