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## **Implementation Plans for the Asian American and Pacific Islander Departmental Initiative**

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### **Introduction**

The mission of the OIG is to improve HHS programs and operations by protecting them against fraud, waste, and abuse. By conducting independent and objective audits, evaluations, and investigations, the OIG seeks to provide timely, useful, and reliable information and advice to HHS officials, the Administration, the Congress and the public. To that end, the OIG seeks to empower program beneficiaries and care givers from AAPI communities to identify, report and prevent fraud and abuse.

### **Implementation Infrastructure**

The OIG, in partnership with the Health Care Financing Administration, the Administration on Aging, and the American Association of Retired Persons (AARP), is developing a number of public information materials to educate Medicare beneficiaries on how to recognize and report Medicare fraud and abuse. In order to develop consumer outreach materials that are sensitive to the linguistic, educational and cultural needs of AAPI communities, the OIG will consult with HHS Regional Offices and the Office of Minority Health to adapt these materials for AAPI communities and identify the significant AAPI communities in each Region. The OIG will also seek input from and the participation of community groups and organizations, including, but not limited to, the Association of Asian/Pacific Community Health Organizations (AAPCHO) (a national network of community health centers that serve AAPI populations) and the Asian Pacific Islander American Health Forum (another NGO that focuses on health issues of AAPI communities).

## **Key Agency Activity:**

A. Sample activities proposed by the Office of Inspector General include:

A.1 Take an active role in working with community-based groups and organizations to provide for consumer outreach materials that are tailored to the linguistic, educational and cultural needs of relevant AAPI communities, *i.e.*, those that contain significant numbers of AAPI program beneficiaries and care givers. (OIG, HCFA)

A.1.a Preliminary activities: i) In consultation with the Office of Minority Health (that may facilitate OIG's dialogue with AAPCHO and the Asian Pacific Islander American Health Forum and the Asian & Pacific Islander Center for Census Information and Services), determine which AAPI languages are spoken by significant numbers of Medicare beneficiaries and in which geographic locations; ii) Identify and provide assistance to an appropriate group or organization for translation and printing, for example, the Pacific Asian Language Services Project, a project of Special Service for Groups, an NGO that is a recipient of HHS funding.

A.1.b. In dialogue with AAPI groups or organizations, propose and support the translation of a new fraud and abuse fact sheet entitled, "Who Pays? You Pay. Report Medicare Fraud." This item was developed jointly by HCFA, OIG and AARP. It provides beneficiaries with tips on how they can recognize, prevent and report fraud, including access to the OIG hotline.

A.1.c. In dialogue with AAPI groups or organizations, propose and support the translation of the OIG's Medicare pamphlet entitled, "What You Can Do to Stop Medicare Fraud." It provides examples of Medicare fraud, and instruction on how to protect oneself from fraud, including use of the OIG hotline.

A.1.d. In dialogue with AAPI groups or organizations, propose and support the translation of an upcoming OIG educational brochure that is in development and is targeted toward Medicare beneficiaries and care givers.

A.1.e. Explore an agreement with AARP to translate a newly developed AARP brochure entitled, "Your Three-Step Plan to Fight Medicare Fraud."

A.1.f. Continue to develop consumer outreach materials as fraud and abuse concerns evolve and as relevant AAPI populations continue to be identified.

## **Lead Entity**

Office of Evaluation and Inspections.

## **Time Frame**

The OIG has already begun the preliminary activities described above in A.1.a., and aims to support the development of at least one of the public information products described in A.1.b., A.1.c, and A.1.d., in at least one AAPI language, by the end of Fiscal Year 1998. At this time, it is not feasible to set a time frame for the development and distribution of the product discussed in A.1.e., as that time frame is contingent upon the response and willingness of an outside entity, AARP. The activity described in A.1.f. is intended to be a long term goal with a time frame that is contingent, in part, upon the OIG's success with items A.1.a. through A.1.e.

## **Measurable Outcomes**

The OIG has identified three relevant measures, as follows:

- (1) the number of languages into which public information materials are translated;
- (2) the number of copies produced;
- (3) the number of people reached, approximately, by these public information materials.

If you have any questions, please do not hesitate to call either Raja Sekaran or Peter Chun at (202) 619-1306.