

SMP Certification Process

Welcome to the Oregon SMP Program. SMP works intuitively with SHIBA to help educate Medicare beneficiaries, family members, and caregivers on how to detect, protect, and report Medicare fraud, errors, and abuse. You can become SMP certified at any time during your SHIBA certification or time counseling with SHIBA.

I. The SMP Certification Process

- a. Let your coordinator know that you want to become SMP certified. Your SHIBA coordinator may approach you to become SMP certified as it is our goal to have 100% of counselors certified.
- b. Ask your coordinator for an SMP Foundations Manual. If your coordinator does not have one please contact the state office and we will mail you one.
- c. Select the way to receive your foundations training that make the most sense to you. There are several ways to complete the training. They are as follows.
 - i. Have your coordinator schedule an in-person training with a field officer. This would need to be for multiple counselors to attend. There is a minimum of 5 counselors in attendance to conduct the training. The training is about 3 hours long as it includes the exam process.
 - ii. Watch the 2 hour recorded [webinar](#)
NOTE: You would need to complete the exam to become certified.
 - iii. Self Study – Read the SMP Foundation Manual.
NOTE: You would need to complete the exam to become certified.
 - iv. Go through the entertaining [self-guided training online](#) – It does go over the basics of Medicare again. This would be good for new counselors.
NOTE: You would need to complete the exam to become certified.
- d. Once you have completed the SMP Foundations Training (unless it is a classroom setting with a field officer, option i.) you need to take the SMP exam. You must score 80% or better to pass. It is open book and can be taken multiple times. There are two exam options:
 - i. Request the paper exam from [Miranda Mathae](#)
 - ii. Take the exam [online](#)
- e. Once the training is completed and you received confirmation that you have passed the exam with a 80% or better, you will SMP certified.
- f. If interested, there are additional online SMP trainings. Please request a manual for each from Miranda Mathae. The trainings are:
 - i. [SMP Counselor Trainings](#)
 - ii. [SMP Complex Interaction Training](#)
- g. The Counselor and Complex Interaction trainings both have exams. The exams can be found [online](#). They are open book.

NOTE: All SMP training counts toward your SHIBA recertification credits.