



CA SMP and AASC Partner to Combat Hospice Fraud

By Sandy Morales and Micki Nozaki — California SMP

The California Senior Medicare Patrol (SMP) has had a long-standing relationship with the service coordinators who are members of the American Association of Service Coordinators (AASC). And we sure are grateful for their partnership. Service coordinators are resident protectors, the eyes and ears of senior housing facilities, and, as such, are in tune with the daily comings and goings of their resident clients.



So it was no surprise to us when Sandy Morales, fraud case manager, California SMP, heard from Joe, a service coordinator in San Bernardino, California. He told Sandy that a representative from a hospice agency had, on several occasions, entered his facility uninvited and met with residents. Although Joe continually kicked them out of the facility, this hospice agency repeatedly came back. Joe

expressed serious concerns about the residents who were affected by the hospice agency and believed that some residents were given monetary incentives in order to enroll even though they were not eligible for hospice benefits. Soon after, Angelica, a service coordinator in Riverside, contacted SMP when she became alarmed that one of her residents was seen carrying a hospice agency folder. When Angelica questioned the hospice agency as to why her resident was put on hospice, she didn't get a clear answer. Being suspicious, Angelica discovered that a visiting nurse was enrolling residents in hospice when they didn't need it.

Based on these instances, SMP issued a fraud advisory about illegal hospice enrollments and distributed it to the approximately 300 California AASC members. The fraud alert stated, "We're getting reports about hospice companies visiting seniors at their home and enrolling them into hospice even though they do not have a terminal illness. The hospice companies claim they are a different branch of Medicare hospice and mislead people into enrolling in hospice by offering beneficiaries housekeeping, home health, nurse visits, and/or medications for 'free.'"

Our SMP fraud alerts are well received and many AASC members have told us how they are being

used and distributed. Gabe, a service coordinator in Southern California, told SMP, "We have 106 active senior properties that we are distributing your fraud alerts to. That's a lot of residents!"

Since distributing the fraud alert, SMP has received additional calls from service coordinators with similar stories. A service coordinator in Indio reported to SMP about a hospice company that enrolled some of her residents into hospice after explaining that hospice would help with cleaning, checking blood pressure, and ordering any durable medical equipment that they may need.

Criminal fraudsters continue to deceive Medicare beneficiaries to obtain illegal funds from the government, but we will continue to protect seniors and persons with disabilities. Through our ongoing collaboration with the AASC service coordinators, SMP will live to fight Medicare fraud another day!

INSIDE THIS ISSUE:

| | |
|------------------------------|-------|
| New Medicare Cards | Pg 2 |
| INSIDE MEDICARE | Pg 3 |
| TERMINOLOGY | Pg 4 |
| Volunteer Spotlight | Pg 5 |
| Fraud in the News | Pg 7 |
| Scams | Pg 8 |
| New Cards on Way | Pg 9 |
| Upcoming Events | Pg 10 |
| Phone Numbers /Websites..... | Pg 11 |
| SMP Mission/Partners..... | Pg 12 |

INSIDE MEDICARE—

New Medicare card



Be sure to carry your Medicare card with you when you're away from home. Let your doctor, hospital, or other health care provider see your card when you need hospital, medical or other health services.

New Medicare cards are coming

CMS/Medicare will mail new Medicare cards between April 2018 and April 2019. Arkansans will start receiving their new cards after June 2018.

10 things to know about your new Medicare card:

1. Your new card will automatically come to you in the mail. You don't need to do anything as long as your address is up to date. If you need to update your address call Social Security 1-800-772-1213 or sign up for a [my Social Security account](https://www.ssa.gov/myaccount/) (<https://www.ssa.gov/myaccount/>).
2. Your new card will have a new Medicare Number that's unique to you, instead of your Social Security Number. This will help to protect your identity.
3. Your Medicare coverage and benefits will stay the same.
4. Mailing takes time. Your card may arrive at a different time than your friend's or neighbor's.
5. Your new card is paper, which is easier for many providers to use and copy.
6. Once you get your new Medicare card, destroy your old Medicare card and start using your new card right away.
7. If you're in a Medicare Advantage Plan (like an HMO or PPO), your Medicare Advantage Plan ID card is your main card for Medicare—you should still keep and use it whenever you need care. However, you also may be asked to show your new Medicare card, so you should also carry this card to your appointments.
8. Doctors, other health care providers and facilities know it's coming and will ask for your new Medicare card when you need care, so carry it with you to your appointments.
9. Only give your new Medicare Number to doctors, pharmacists, other health care providers, your insurers, or people you trust to work with Medicare on your behalf.
10. If you forget your new card, you, your doctor or other health care provider may be able to look up your Medicare Number online.

A MEDICARE NUGGET
from Stan Cohen
March 2018

contracting with many of its providers, or if you want to enroll in a plan that has a 5-star rating.

The Medicare Advantage Disenrollment Period ended in mid-February. If you missed the deadline, you might be able to change your coverage if you meet the requirements for a Special Enrollment Period (SEP). There are several reasons that you might qualify for a SEP to disenroll from your Medicare Advantage Plan and enroll in different coverage. For example, people who have Medicaid or the Medicare Savings Program have the option to join, disenroll from, or switch Plans (including Part D drug plans) once every month - although I would not encourage doing it that frequently.

Also, if you initially joined your plan because you were misled in some way, you could be entitled to a SEP to change coverage. If you think you experienced misleading marketing, or if you were enrolled in your plan without your consent, you should report this to 1-800-MEDICARE and your AR Senior Medicare Patrol at 1-866-726-2916.

If you do make a change, make sure that with the new coverage you choose you will be able to see your usual doctors and continue to have your medications covered.

Call the Arkansas SHIP for any questions:
800-224-6330.

You may also have an SEP if you move, if your Medicare Advantage Plan stops

ID Theft vs. Medical ID Theft

Identity Theft:

Without your consent, someone using your personal information (Social Security, credit card, or driver's license number) to access your accounts, open up new accounts, or apply for loans or mortgages is a crime.

Medical Identity Theft:

Without your consent, someone using your personal and health insurance information to get medical treatment, prescription drugs, or surgery.

What to do if your identity has been compromised:

- Contact bank(s) and credit card companies **immediately**.
- File a report with the police. The police may not be able to do very much themselves, but you may need a police report in order to clear up the problem.
- File with the Federal Trade Commission by using its online complaint form at www.ftc.gov call the theft hotline at **1-877-ID-Theft**.
- Put out a fraud alert to the credit reporting agencies (Experian, Equifax, and Transunion).
- Call the **AR SMP—866-726-2916**.

How to avoid or mitigate the effects of consumer fraud

Thursday, January 11, 2018

By: Anne C. Fredrickson is Project Manager for Ohio Senior Medicare Patrol (SMP)



March 4-10 was National Consumer Protection Week. Why do we need to spotlight consumer protection? And, why is it so important to seniors?

The Federal Trade Commission's (FTC) online database of consumer complaints has compiled 13 million complaints from 2012 to 2016, with 3 million in 2016 alone. Of those, 42 percent were fraud related (1.3 million), and 13 percent were identity theft complaints. Consumers reported paying over \$744 million in those fraud complaints; the median amount paid was \$450*.

What types of consumer fraud tend to target seniors?

Seniors are particularly vulnerable to consumer fraud. But the best way to identify and avoid it is to know its hallmarks. Can you identify the common types of consumer fraud for seniors? Some consumer fraud can take place with deceptive telemarketing, charity or current event scams, deceptive health product advertising and foreclosure rescue scams.

A few good examples of telemarketing consumer fraud are cold calls in which someone over the phone requests money up-front, or discusses offers that are too good to be true, such as gift offers. Some of these offers come in the form of a

charity or fundraising offer, credit and loan offers, sweepstakes, lotteries or travel scams.

Often times, the pitch can be a phony offer such as a large percentage of savings on prescription drugs through an online pharmacy or a membership necessary to retain Medicare benefits at no cost to consumers.

In these schemes, the caller might ask the senior to wire money to an individual.

What should you do if you fall prey to a fraud?

First, report the telemarketing fraud to the FTC by phone at 1-877-FTC-HELP or through the FTC website at www.ftc.gov.

Also at the FTC website, you can register your phone number on the National Do Not Call Registry. If you do not have access to a computer, or have someone to help you access the FTC website, you can go to any library and the librarian will assist you.

If you provide personal identity information such as your checking account number or your Medicare card number, which has been your social security number, you should contact your bank and close your accounts so no fraud can occur on your accounts.

Be defensive to avoid fraud!

The best way to avoid consumer fraud is to know how to respond to a fraud. Be defensive! You can hang up on the caller. At the Ohio Senior Medicare Patrol Project (SMP) we have a saying that "it's shrewd to be rude!" Hang up the phone if you do not know or do not recognize the caller.

CONTINUED page 6

Call **1-866-726-2916** to receive the quarterly SMP Newsletter. You can read new and archived issues on our website — <http://www.daas.ar.gov/asmpnl.html> —

Medicare Advantage

Private Health Plan

In a Medicare Advantage Plan (private health plan) you generally must pay the Medicare Part B premium. Some Medicare Advantage Plans may also charge you an additional premium. In some cases, the plan may pay part of your Part B premium.

Medicare Advantage Plans may have a deductible for hospital visits, doctor visits, or prescription drugs, but some do not. Plans usually charge you a fixed copayment when you visit a doctor, instead of the 20% coinsurance you pay under Original Medicare.

All plans must include a limit on the amount of money you spend out-of-pocket during the year. **In 2018, the maximum out-of-pocket limit for most plans is \$6,700.** They also cannot charge higher copayments than Original Medicare for certain care. This includes chemotherapy, dialysis, and skilled nursing facility (SNF) care. They can charge you more than Original Medicare for others services, including home health, durable medical equipment, and inpatient hospital services.

Many Medicare Advantage Plans have a network of doctors, hospitals, and pharmacies, and provide services only in a certain part of the country. **Be sure to always review the plan's cost and coverage before enrolling!**



Older people often go to another room to get something and when they get there, they stand there wondering what they went in that room for. This is not a memory problem—it is nature's way of making older people do more exercise!

SCAM PREVENTION TIPS

- **Don't answer the phone** if you don't recognize the number. If it's someone who needs to talk to you for a legitimate reason, they will leave a message.
- **Don't wire money** to cover travel, medical emergencies, hotel bills, hospital bills, visas, losses from a temporary financial setback. In fact, it's a good idea to never wire money period, unless you know for sure that your family or friend is abroad and needs it.
- **Don't send money** to tide someone over after a mugging or robbery, and don't do anyone a favor by making an online purchase or forwarding a package to another country for them.
- **Don't use public Wi-Fi** to check sensitive financial information, or to make purchases using your credit card.
- **Social media:** If you are on sites like Facebook, make sure that your privacy settings don't allow strangers to view your information.
- **Reach out:** Get involved in your community. Call a friend. Talk to your neighbors.
- **Ask someone:** Run offers and deals by people you trust to see if they are legitimate.
- **Check your statements** including credit cards and Medicare statements to ensure that there are no unauthorized charges or service not provided.

TERMINOLOGY:

Medicare OR Medicaid?

Medicare and Medicaid are two of the major insurance programs that provide healthcare to the American public. Understanding the differences between the two programs can help you.

MEDICARE is the earned-benefit program for Americans aged 65 or older, or disabled. Workers pay into Medicare throughout their working years.

To contact Medicare call 800-633-4227 or log on to <https://www.medicare.gov/>.

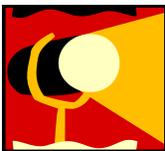
The Centers for Medicare & Medicaid Services (CMS) is the agency in charge of both Medicare and Medicaid, but you sign up for Medicare A (Hospital) and Medicare B (Medical) through Social Security.

You can apply for Medicare online from the convenience of your home at the following link: www.socialsecurity.gov/benefits/medicare/.

MEDICAID is state run under guidance from CMS. Medicaid offers care for the most vulnerable among us. While it does not require paying taxes while working, it does have guidelines about how much income and resources you can have to qualify. Medicaid provides coverage for older people, people with disabilities, and some families with children. Each state has its own eligibility rules and decides which services to cover.

To contact the Arkansas Medicaid office log on to:

<https://www.medicaid.state.ar.us/General/dmscon.aspx>



SMP VOLUNTEERS IN THE SPOTLIGHT!

Really Special and Valuable People!



JoAnne Krisko—SMP Volunteer with Central AR RSVP, always ready to work!



SMP volunteers at Audubon Pointe in Maumelle are training to learn how to present the SMP Fraud Bingo game. Great job ladies!



Margie Jones SMP volunteer with Central AR RSVP assisting at the SMP office with packing for a presentation.

Join the Senior Medicare Patrol

Join our efforts by becoming a volunteer with the SMP program!

As a volunteer you can be a vital part of our grassroots network to stop Medicare fraud and abuse through outreach and education.

Volunteers use their time and experience to help their peers protect their identity, read their Medicare Summary Notices, and avoid getting taken by scammers. They work one-on-one with beneficiaries, give presentations to groups, and represent the SMP at events.

To learn more about becoming a SMP volunteer, please email: darwina.edwards@dhs.arkansas.gov; or call **866-726-2916**.



Barbara Berryhill, SMP volunteer at Parkview Towers showing her skills at playing Fraud Football.



Dee and Dan Spear, SMP volunteer in Rogers! Great to have a volunteer in NWA!



SMP volunteers at their monthly volunteer meeting at Parkview Towers in Little Rock, proudly wearing their SMP volunteer t-shirts!

CONTINUED from page 2

New Medicare fraud-reduction effort

This is a good opportunity to share wonderful new information from the Centers for Medicare and Medicaid Services (CMS): Congress passed the 2015 Medicare Access and CHIP Reauthorization Act (MACRA), which requires CMS to remove Social Security numbers from all Medicare cards by April 2019.

Congress passed this legislation to better protect Medicare patients' private health care and financial information. CMS will provide new cards to all Medicare beneficiaries over the next year. The rollout for the new cards begins April 1. CMS has created a special webpage to share information about the new cards: <https://www.cms.gov/medicare/new-medicare-card/nmc-home.html>.

**Federal Trade Commission, Consumer Sentinel Network Date Book, January-December March 2017*

Keep accurate records of all health care appointments. Ask for a free copy of the **SMP Personal Healthcare Journal** – 866-726-2916.

HANG UP ON PHONE FRAUD!

What is **SPOOFING**?

A malicious practice of making a phone number appear on caller ID to be legitimate in order to obtain confidential information for use in fraudulent activity.

Call the Office of Inspector General (OIG) Hotline to report spoofing —800-447-8477—

NEVER GIVE PERSONAL INFORMATION TO ANYONE WHO CALLS YOU ON THE PHONE.



Go to Medicare.gov and this window pops up ...

enter your email address and receive updated information on the new Medicare card, open enrollment and other Medicare news!

How do I change my name or address Medicare has on file for me?

Medicare uses the name and address you have on file with Social Security. To change your name and/or address, visit your online my Social Security account or call Social Security at 1-800-772-1213.

THERAPY CAPS END

Congress repealed the cap limit of \$2,010 on physical, speech and occupational therapy. This is good news for Medicare beneficiaries concerned about paying out of pocket for those services. Some beneficiaries simply choose to skip

needed treatments when the annual costs exceed the cap that Medicare would reimburse.

"Millions of vulnerable patients will now be protected from an arbitrary limit on how much Medicare will pay," said Nancy LeaMond, an AARP executive vice president.

There is also good news for Medicare Part D beneficiaries. The budget deal closes the 'donut hole' coverage gap for prescription drugs one year earlier than expected. Beginning in 2019 Part D users will pay 25% of all their prescription drug costs while in the donut hole until they reach catastrophic level.

AARP



Social Security Disability Fraud

CONCORD, N.H. – A 61 year-old man pleaded guilty to one count of Theft of Public Money. He began receiving Social Security disability benefits in 2005 and in 2012 started working. Income from this job rendered him ineligible to receive any disability benefits.

He did not report this work activity to the Social Security Administration (SSA), and instead concealed his work and income in order to continue receiving disability benefits. Payments for his work from 2012 – 2014 were made payable by check to his wife. During that time, he was paid over \$68,000 in disability benefits that he would not have received if the SSA had been aware of his actual work activity and income.

Houston-Area Psychiatrist Convicted of Health Care Fraud for Role in \$158 Million Medicare Fraud Scheme

Texas – Psychiatrist convicted of a \$158 million Medicare fraud scheme to defraud Medicare by submitting false and fraudulent claims for partial hospitalization program (PHP) services. A PHP is a form of intensive outpatient treatment for severe mental illness. Bribes and kickbacks were paid to group home owners and nursing home employees in exchange for sending Medicare patients to PHPs; admitted and readmitted patients into these intensive psychiatric programs – often for years on end – many of whom did not qualify for the services; rarely saw patients; signed false documents; falsified medical records to make it appear to Medicare that intensive treatment was being provided to qualifying patients.

<https://www.justice.gov/opa/pr/houston-area-psychiatrist-convicted-health-care-fraud-role-158-million-medicare-fraud-scheme>

Family Convicted of Conspiracy in three states

They sold DME to people who did not need the equipment

Tennessee, Kentucky & Mississippi — A family was convicted of selling back braces and wheelchairs in three states to patients who did not need them. The family caused more than \$4 million in fraudulent billing, while receiving \$1.2 million in salary and sales commissions. Even though most of the patients could walk, drive vehicles, and care for themselves without the need for the equipment, the family would falsify medical records to make it appear that the patients were qualified to receive them. To read a Department of Justice press release, [click here](https://www.justice.gov/usao-ndfl/pr/gainesville-physician-and-ex-wife-indicted-health-care-fraud-conspiracy). (<https://www.justice.gov/usao-ndfl/pr/gainesville-physician-and-ex-wife-indicted-health-care-fraud-conspiracy>)

“Dishonest criminals are using more creative and disturbing fraudulent schemes to victimize vulnerable citizens and the American taxpayers for their own selfish gain,” Michael Dunavant, the U.S. attorney for the Western District of Tennessee, said in a statement.



GUARD YOUR CARD!

Con artists will try to get your Medicare number to commit Medicare fraud. Protect your medical identity and guard your card.

Watch the new video released by CMS related to your new Medicare card—

<https://www.youtube.com/watch?v=5KZpPrqMqCc>

If you get a call from a scamster asking for personal information (Social Security Number/Medicare Number) to verify your number, or for money upfront to receive your new Medicare card, **HANG UP** immediately.

Be aware of **SCAM(s)**:

Report all scams to the Arkansas SMP — **1-866-726-2916**

SCAMMED? REPORT IT!

Senior Medicare Patrol (SMP)

If you suspect fraud or errors on your Medicare. **1-866-726-2916**

AG—Consumer Protection Division

Report any suspected incidents of scams.
800-482-8982

Local Law Enforcement

You may report all scams to your local police or sheriff.

FBI

You may report all scams to the FBI.
www.ic3.gov

Federal Trade Commission (FTC)

You may report all scams to the FTC.
1-877-382-4357

US Postal Inspectors

Report scams that come in the mail.
1-877-876-2455

NEW MEDICARE
CARDS



ARE COMING!

WATCH OUT FOR SCAMS!

Scam artists may try to get your current Medicare number and other personal information by contacting you about your new Medicare card. They often claim to be from Medicare and use various scams to get your Medicare number, including:

- Asking you to confirm your Medicare or Social Security number so they can send you a new card.
- Telling you there is a charge for your new card and ask for payment.
- Threatening to cancel your health benefits if you don't share your Medicare number or other personal information.

WATCH THIS HELPFUL VIDEO:

<https://www.youtube.com/watch?v=DusRmgzQnLY&feature=youtu.be>

REMEMBER —

Medicare will never call you uninvited and ask you to give personal or private information to get your new Medicare Number and card. If someone asks you for your information, for money, or threatens to cancel your health benefits if you don't share your personal information, hang up and call 1-800-MEDICARE (1-800-633-4227) or the **Arkansas SMP at 866-726-2916.**



Protect Yourself from Telephone or Email Scams

No matter how authoritative a caller may sound, privacy specialists urge you to not give or confirm your name or provide any personal information to unknown individuals, including such details as your:

- Social Security number (not even the 'last 4')
- Medicare number
- Date of birth
- Credit card or bank account information
- Mother's maiden name

New cards on way
Medical ID theft still a danger

Health-care fraud and identity theft are on the rise, and the No. 1 target is senior citizens. For that reason, the Centers for Medicare and Medicaid Services is removing Social Security numbers from all Medicare cards and replacing them with new numbers that are unique to each Medicare recipient.

These new Medicare cards will be mailed out between April 2018 and April 2019. They should start arriving in Arkansas after June 2018.

While the new cards will go a long way toward protecting seniors from identity theft, the Arkansas Senior Medicare Patrol (SMP) warns that the danger of medical identity theft remains.

Medical identity theft occurs when someone uses an individual's name and personal identity to fraudulently receive health-care services or treatments, medical equipment, and/or prescription drugs. If your new Medicare number is stolen, the thief will still be able to use it to fraudulently bill Medicare for services or products that were never provided.

In other words, even without your Social Security number,

your new Medicare card is still the most valuable credit card in your wallet. Moreover, unlike credit card fraud, medical identity theft is generally associated with significant financial consequences for the victim.

The new Medicare number will continue to be a sought-after commodity that will need to be protected. Scams surrounding receipt of the new card are also inevitable.

Medicare recipients need to keep their numbers private, and should never give personal information to anyone who calls on the phone, claiming to be from Medicare. That's a scam. Medicare will never call you, and will never ask for your Medicare number.

There will be no charge for the new cards or changes to your benefits. New Medicare cards will be mailed out to you automatically from the Centers for Medicare and Medicaid Services. Please make sure your address is correct with Social Security. Medicare recipients do not have to do anything to receive the new card!

Warnings and advice like this are exactly what the Arkansas SMP extends to seniors statewide. The Senior Medicare Patrol is a national, federally funded grant project of the U.S. Department of Health and Human Services,

Administration for Community Living, with SMP programs in every state that are monitored by the U.S. Office of Inspector General.

As program director for the Arkansas Department of Human Services SMP program, I am committed to educating Arkansas seniors about the steps they can take to avoid becoming victims of medical identity theft. Top on the list, of course, is reading their explanation of benefits letters as carefully as they read their bank statements or credit card statements.

The Arkansas Senior Medicare Patrol conducts educational presentations across the state that discuss ways for seniors to recognize and report suspicious billing on their Medicare Summary Notices and to protect their Medicare number and personal information. These programs alert seniors to the latest scams, teach them fraud prevention techniques, and provide them with tools to protect both their identity and their wallet.

Schedule a Senior Medicare Patrol presentation in your area by calling the Arkansas SMP at (866) 726-2916.

By Kathleen Pursell Special to the Democrat-Gazette Editorial on 03/07/2018

Sign up to receive
SMP
SCAM
ALERTS
by calling
866-726-2916.

As a general rule with Medicare, you will not be contacted over the phone — all Medicare communication is sent through the mail. It is NEVER OK to give out any personal information to a caller, particularly your Medicare number, Social Security number or bank account information.

To report a suspected scam, call the Arkansas SMP at **866-726-2916**. Alternatively, if you suspect Medicare fraud, or need help with your Medicare coverage, you can call 1-800-MEDICARE or go to Medicare.gov.

The Arkansas SMP is currently recruiting volunteers!

COME JOIN THE FUN!

Dee Edwards, Volunteer Coordinator

1-866-726-2916

SMP - Empowering Seniors to Prevent Medicare Fraud!

Unreported fraud, waste, and abuse in Medicare and Medicaid can cost taxpayers millions each year.

PROTECT, DETECT & REPORT

866-726-2916

IF YOU
OR A LOVED ONE
HAS PILES OF
sweepstakes mailings,
magazine subscriptions,
or "free gifts,"
THIS MAY MEAN
you/they
are on a
"SUCKER LIST!"

Upcoming Arkansas SMP Activities

| DATE | ACTIVITY | COUNTY |
|-----------|---|--------------|
| April 6 | SMP Exhibit Booth — Hope for the Future—Geyer Springs 1st Baptist Church Little Rock | Pulaski |
| April 10 | SMP Presentation — EHC Cleburne County —Heber Springs | Cleburne |
| April 11 | SMP Exhibit Booth—River Valley Health Expo—Russellville | Pope |
| April 18 | SMP Fraud Bingo—Jacksonville Towers—Jacksonville | Pulaski |
| April 20 | SMP Presentation —Benton Co EHC—Cave Springs | Benton |
| April 23 | SMP Presentation — Primrose Retirement Community— Rogers | Benton |
| April 26 | SMP Presentation — Helena Regional Medical Center Auxiliary Lunch & Learn | Phillips |
| April 26 | SMP Exhibit Booth —Senior Services Expo—Riordan Hall—Bella Vista | Benton |
| April 27 | SMP Presentation — River Valley Hope for the Future Dardanelle Community Center | Yell |
| April 28 | SMP Presentation — Faith Network Summit — Marvell | Phillips |
| May 18 | SMP Exhibit Booth — Hope for the Future — Mountain Home | White |
| May 23 | SMP Fraud Bingo—Rogers Adult Wellness Center | Benton |
| June 8 | SMP Exhibit Booth — Hope for the Future —Dierks Auditorium—Hot Springs | Garland |
| July 5 | SMP Presentation — Alzheimer’s AR Lunch & Learn — Little Rock | Pulaski |
| July 11 | SMP Fraud Bingo—Mountain View Heights — Hot Springs | Garland |
| July 12 | SMP Presentation—GACA Mtg— Patrick Henry Hays Senior Center — NLR | Pulaski |
| July 25 | SMP Fraud Bingo — St. Anthony’s Senior Living Apts — Morrilton | Conway |
| July 27 | SMP Exhibit Booth — HOPE for the Future — Fayetteville | Washington |
| August 20 | SMP National Conference — Chicago IL | Out of State |

We would welcome any opportunity to present the SMP message statewide.
Please contact the Arkansas SMP to schedule a presentation in your area—
1-866-726-2916.

If you want to take an active role, join the Senior Medicare Patrol (SMP), a nationwide network of volunteers who educate the public about Medicare fraud. Contact the Arkansas SMP for more information or to volunteer by calling 866-726-2916.



www.facebook.com/arsmp

IMPORTANT PHONE NUMBERS:

AANHR—AR Advocates for Nursing Home Residents **501-450-9619**
AFMC—AR Foundation for Medical Care **1-888-354-9100**
Area Agency on Aging **1-800-986-3505**
AG—Attorney General (Consmr Prot Div) **1-800-482-8982**
AG Medicaid Fraud Hotline **1-866-810-0016**
APS—Adult Protective Services (DHS) **1-800-482-8049**
Arkansas Rehabilitation Services **1-800-981-4463**
AR SMP (Healthcare Fraud Complaints) **1-866-726-2916**
Better Business Bureau (BBB) **501-664-7274**
CMS—(Medicare)— (Centers for Medicare and Medicaid Services)
(**1-800MEDICARE**) **1-800-633-4227**
Community Health Centers of AR **1-877-666-2422**
Coordination of Benefits **1-855-798-2627**
DHS (Customer Assistance Unit) **1-800-482-8988**
Do Not Call Registry **1-888-382-1222**
Elder Care Locator **1-800-677-1116**
El Dorado RSVP **1-870-864-7080**
Federal Trade Commission
Report **STOLEN IDENTITY** **1-800-438-4338**
ICan—Increasing Capabilities Access Network **501-666-8868**
KEPRO -AR QIO(Quality Improvmnt Org.) **1-844-430-9504**
Medicaid—(Claims Unit) **1-800-482-5431**
Medicaid Inspector General (OMIG) **1-855-527-6644**
MEDICARE (CMS 1-800-MEDICARE) **1-800-633-4227**
Medicare Part D **1-877-772-3379**
Medicare Rights Center **1-800-333-4114**
Mid-Delta Community Consortium **1-870-407-9000**
NCTRC (Nat'l Consumer Tech Resrc Cntr) **1-877-808-2468**
Oaklawn Foundation/Center on Aging **501-623-0020**
OIG—Nat'l Medicare Fraud Hotline **1-800-HHS-TIPS**
(OIG) Office of Inspector General **1-800-447-8477**
OLTC—Office of Long Term Care **1-800-LTC-4887**
OLTC—Abuse Complaint Section **501-682-8430**
Ombudsman—State Ofc of Long Term Care **501-682-8952**
Resource Center (ADRC) **1-866-801-3435**
(DHS'S Choices in Living Resource Center)
RSVP of Central Arkansas **501-897-0793**
Senior Circle (Northwest Health System) **1-800-211-4148**
SHIP (Senior Health Ins.Info Program) **1-800-224-6330**
SMP Locator—(locate an SMP outside AR) **1-877-808-2468**
SSA (Social Security Administration) **1-800-772-1213**
Little Rock Office **1-866-593-0933**
SSA Fraud Hotline **1-800-269-0271**
South Central Center on Aging **1-866-895-2795**
Texarkana Regional Center on Aging **1-870-773-2030**
Tri-County Rural Health Network **1-870-338-8900**
UALR Senior Justice Center **501-683-7153**
UofA Cooperative Extension Service **501-671-2000**

HELPFUL WEBSITES:

ADRC—AR Aging & Disability Resource Center (DHS)—
www.choicesinliving.ar.gov/
AR Advocates for Nursing Home Residents—
www.aanhr.org; [e-mail: Info@aanhr.org](mailto:Info@aanhr.org)
AR Long Term Care Ombudsman Program—
www.arombudsman.com
Arkansas 2-1-1—www.arkansas211.org
(Get Connected. Get Answers) —1-866-489-6983
Arkansas Aging Initiative—<http://aging.uams.edu/?id=4605&sid=6>
Arkansas Attorney General—www.arkansasag.gov
Arkansas Attorney General Consumer Protection Division—[e-mail: consumer@ag.state.ar.us](mailto:consumer@ag.state.ar.us)
Area Agencies on Aging—www.daas.ar.gov/aaamap.html
Arkansas Foundation for Medical Care—www.afmc.org
Arkansas SMP—www.daas.ar.gov/asmp.html
BBB (Better Business Bureau)—scams and alerts—
<https://www.bbb.org/scamtracker/arkansas/>
CMS (Medicare) Centers for Medicare and Medicaid Services—
www.cms.hhs.gov
Do Not Mail—www.DMAchoice.org
Elder Care Locator—www.eldercare.gov
H.E.A.T—www.stopmedicarefraud.gov/
(Healthcare Fraud Prevention and Enforcement Action Team)
ICan AT4ALL—Tools for Life—www.ar-ican.org
MEDICAID—www.Medicaid.gov
MEDICAID INSPECTOR GENERAL (OMIG)—
<http://omig.arkansas.gov/fraud-form>
MEDICARE—www.medicare.gov
Medicare Interactive Counselor—
www.medicareinteractive.org
Hospital Compare—www.hospitalcompare.hhs.gov
MyMedicare.gov—www.mymedicare.gov
(Access to your personal Medicare claims information)
MyMedicareMatters.org (National Council on Aging)
Office of Long Term Care—<http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx>
Office of Inspector General (OIG)—email:
HHSTips@oig.hhs.gov
Pharmaceutical Assistance Program—
medicare.gov/pap/index.asp
Physician Compare—www.medicare.gov/find-a-doctor
SMP Locator—SMPResource.org (locate an SMP outside of AR)
Social Security Administration (SSA)—www.ssa.gov
SSA OIG—Report SS Fraud—<https://oig.ssa.gov/report>
TAP—www.arsinfo.org (Telecommunications Access Program)
UofA Cooperative Extension Service—
www.uaex.edu (or) www.arfamilies.org
Working Disabled—www.workingdisabled-ar.org



SENIOR MEDICARE PATROL (SMP) MISSION

“To empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, error, and abuse through outreach, counseling, and education.”



TO PREVENT HEALTHCARE FRAUD—

Protect Personal Information

- * Treat Medicare/Medicaid and Social Security numbers like credit card numbers.
- * Remember, Medicare will not call or make personal visits to sell anything!
- * READ and SAVE Medicare Summary Notices (MSN) and Part D Explanation of benefits (EOB), but **shred** before discarding.

Detect Errors, Fraud, and Abuse

- * Always review MSN and EOB for mistakes.
- * Compare them with your Personal Health Care Journal.
- * Visit **www.mymedicare.gov** to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered and/or you never received.

Report Mistakes or Questions

- * If you suspect errors, fraud, or abuse, report it immediately! Call your provider or plan **first**.
- * If you are not satisfied with their response, call the Arkansas SMP.

TO RECRUIT & TRAIN VOLUNTEERS—

- * Retired seniors;
- * Retired health-care providers; or
- * Retired professionals, *e.g.*, teachers, accountants, attorneys, investigators, nurses.

To receive the Arkansas SMP Newsletter electronically
email: kathleen.pursell@dhs.arkansas.gov

Current and archived newsletters available at:
<http://www.daas.ar.gov/asmpnl.html>



Arkansas Senior Medicare Patrol (SMP)

P. O. Box 1437 Slot S530

Little Rock, AR 72203-1437

<http://www.daas.ar.gov/asmp.html>

[FACEBOOK.COM/ARSMF](https://www.facebook.com/ARSMF)

To Report Medicare Fraud, Waste & Abuse
Call the Toll-Free **Helpline** 8:00am—4:30pm
1-866-726-2916

AR SMP PARTNERS

El Dorado Connections RSVP

El Dorado, AR
870-864-7080

RSVP of Central Arkansas

Little Rock, AR
501-897-0793

Oaklawn Foundation

Hot Springs, AR
501-623-0020

Mid Delta Community Consortium

West Helena, AR
870-407-9000

Tri County Rural Health Network

Helena, AR
870-338-8900

Texarkana Regional

Center on Aging

Texarkana, AR
870-773-2030

South Central Center on Aging

Pine Bluff, AR
870-879-1440

South East Arkansas RSVP

Pine Bluff and Stuttgart, AR
870-673-8584

Senior Health Insurance Information Program (SHIIP)

Little Rock, AR
800-224-6330