

Arkansas SMP (ASMP) Program Overview

Billions of federal dollars are lost annually due to health care fraud, errors, and abuse. Since 1997, Senior Medicare Patrol (SMP) projects that recruit and train retired professionals and other older adults to recognize and report instances or patterns of health care fraud have been funded by the Administration on Aging (AoA), a division of the U.S. Department of Health and Human Services.

The SMP program empowers older adults through increased awareness and understanding of health care programs. Knowledge helps them to protect themselves from the economic and health-related consequences of Medicare and Medicaid fraud, errors, and abuse. SMP projects also work to resolve beneficiary complaints of potential fraud in partnership with state and national fraud control and consumer protection entities, including Medicare contractors, state Medicaid fraud control units, state attorneys general, the HHS Office of the Inspector General (OIG), and CMS.

These activities support AoA's goals of promoting increased choice and greater independence among older adults. SMP activities also serve to enhance the financial, emotional, physical, and mental well-being of older adults, thereby increasing their capacity to maintain security in retirement, and to make better financial and health care choices.

The National Consumer Protection Technical Resource Center (the Center) provides training and technical assistance to SMP projects, promotes national visibility, and shares best practices. The Center disseminates information for consumers and professionals and maintains an [online tool](#) for finding the SMP in each state.

Arkansas SMP Program Description

In mid-2002, the Arkansas Department of Human Services (DHS) Division of Aging and Adult Services (DAAS) received the Senior Medicare Patrol (SMP) grant from the Administration on Aging (AoA) to recruit volunteers to educate the public about the prevalence of healthcare fraud in Arkansas and what all of us — both beneficiaries and taxpayers — can do to safeguard state and federal dollars for Arkansans who rely on Medicare services.

The Arkansas SMP (AR SMP) is one of 54 nationwide SMP programs that empowers seniors, through increased awareness and understanding of healthcare programs, to protect themselves from the economic and health-related consequences of Medicare and Medicaid fraud, error and abuse and scams. The AR SMP project works to resolve beneficiary complaints of potential fraud in partnership with state and national fraud control/consumer protection entities, including Medicare contractors, state Medicaid fraud control units, state attorneys general, the U.S. DHHS Office of Inspector General (OIG) and the Centers for Medicare & Medicaid Services (CMS).

The Arkansas SMP program recruits volunteers, most of whom are retirees on Medicare, are well-positioned to assist their peers by teaching Medicare and Medicaid recipients how to protect personal information, identify and report billing errors, and recognize illegal marketing and unnecessary services (scams).

If you have questions or concerns about healthcare fraud, are interested in volunteering, or would like to schedule a free speaker, call ASMP at 501-320-6457 or toll-free 1-866-726-2916 or email

Darwina.Edwards@dhs.arkansas.gov