Federal Law Enforcement Action Involving Fraudulent Genetic Testing Results in Charges Against 35 Individuals Responsible for Over $2.1 Billion in Losses in One of the Largest Health Care Fraud Schemes Ever Charged

Elderly Patients Nationwide Lured into Criminal Scheme; Centers for Program Integrity & Medicare Services Takes Administrative Action against Providers that Submitted Over $1.7 Billion in Claims

Today’s announcement is a culmination of coordinated law enforcement activities over the past month that were led by the Criminal Division’s Health Care Fraud Unit, resulting in charges against over 380 individuals who allegedly billed federal health care programs for more than $3 billion and allegedly prescribed/dispensed approximately 50 million controlled substance pills in Houston, across Texas, the West Coast, the Gulf Coast, the Northeast, Florida and Georgia, and the Midwest. These include charges against 105 defendants for opioid-related offenses, and charges against 178 medical professionals.

Today’s enforcement actions were led and coordinated by the Health Care Fraud Unit of the Criminal Division’s Fraud Section in conjunction with its Medicaid Fraud Strike Force (MFSF), as well as the U.S. Attorney’s Offices for the Southern District of Florida, Middle District of Florida, Southern District of Georgia, Eastern District of Louisiana, and Middle District of Louisiana. The MFSF is a partnership among the Criminal Division, U.S. Attorney’s Offices, the FBI, DEA and HHS-OIG. In addition, the operation included the participation of various other federal, state and local law enforcement agencies, including the Louisiana Medicaid Fraud Control Unit.

The coordinated federal investigation targeted an alleged scheme involving the payment of illegal kickbacks and bribes by CGx laboratories in exchange for the referral of Medicare beneficiaries by medical professionals working with fraudulent telemedicine companies for expensive cancer genetic tests that were medically unnecessary.

Our office charged more defendants, responsible for more health care fraud losses, than ever before in this office’s history. While these charges might be some of the first, they won’t be the last.

—U.S. Attorney Bobby L. Christine

Often, the test results were not provided to the beneficiaries or were worthless to their actual doctors. Some of the defendants allegedly controlled a telemarketing network that lured hundreds of thousands of elderly and/or disabled patients into a criminal scheme that affected victims nationwide. The defendants allegedly paid doctors to prescribe CGx testing, either without any patient interaction or with only a brief telephonic conversation with patients they had never met or seen.

“These defendants allegedly duped Medicare beneficiaries into signing up for unnecessary genetic tests, costing Medicare billions of dollars,” Assistant Attorney General Brian A. Benczkowski of the Justice Department’s Criminal Division. “Together with our law enforcement partners, the Department will continue to protect the public fisc and prosecute those who steal our taxpayer dollars.”

“The scope and sophistication of the health care fraud detected in Operation Double Helix and the related Operation Brace Yourself is nearly unprecedented. But the citizens of the Southern District of Georgia should know that we put together an unprecedented response,” said U.S. Attorney Bobby L. Christine of the Southern District of Georgia. …
INSIDE MEDICARE—

Does your Medicare card look like this?

—SAVE THESE DATES —

JANUARY 1—MARCH 31, 2020

The Medicare Advantage DISENROLLMENT Period when individuals can disenroll from current Advantage plan and enroll in another Advantage plan.

This dis-enrollment period allows the individual to return to Original Medicare and enroll in a prescription drug plan.

JANUARY 1—MARCH 31, 2020

The General Election Period (GEP) for individuals NEW TO MEDICARE who missed their Part B Initial Enrollment. Coverage will not start until July 1 2020.

What’s New in 2020?

Part A: hospital insurance

- Part A premium: Free if you’ve worked 10 years or more, $252 per month if you’ve worked 7.5 to 10 years, $458 per month if you’ve worked fewer than 7.5 years
- Part A hospital deductible: $1,408 each benefit period
- Part A hospital coinsurance: $0 for the first 60 days of inpatient care each benefit period, $352 per day for days 61-90 each benefit period, $704 per lifetime reserve day after day 90 in a benefit period. (You have 60 lifetime reserve days that can only be used once. They’re not renewable.)
- Skilled nursing facility coinsurance: $0 for the first 20 days of inpatient care each benefit period, $176/day for days 21-100 each benefit period

Part B: medical insurance

- Part B premium: $144.60 is the standard premium, (You might pay more if your yearly income is above $87,000 if single or above $174,000 if married.)
- Part B deductible: $196 per year
- Part B coinsurance: 20% on most services Part B covers

Part D: prescription drug coverage

- Part D premium: Average is $32.74 per month
- Part D maximum deductible: $435 per year

If you didn’t receive your new Medicare card with a new Medicare number, there might be a problem that needs to be corrected, like updating your mailing address. If so, you will need to call your local Social Security office to update your address and order your new Medicare card.

You may also call the Arkansas Senior Medicare Patrol (AR SMP) or assistance with ordering your new card — 866-726-2916—

IMPORTANT!

Starting January 1, 2020, your provider will need your new Medicare number to submit claims.

Medicare will only accept claims submitted with the NEW Medicare number.

Medicare will reject any claims submitted with the OLD Medicare number.

DESTROY YOUR OLD MEDICARE CARD!

DO NOT CARRY YOUR OLD MEDICARE CARD!

DO NOT CARRY YOUR SOCIAL SECURITY CARD!
FROM THE SOCIAL SECURITY ADMINISTRATION—

The Social Security Administration launched an online form at https://oig.ssa.gov to receive reports from the public of Social Security-related scams. These scams—in which fraudulent callers mislead victims into making cash or gift card payments to avoid arrest for purported Social Security number problems—skyrocketed over the past year to become the #1 type of fraud reported to the Federal Trade Commission and the Social Security Administration.

For more information, please visit https://www.ssa.gov/news/press/releases/:

The public is encouraged to use the new online form to report Social Security phone scams including robocalls and live callers, as well as email, text, and in-person scams. The form allows people to create a unique Personal Identification Number (PIN), so if OIG contacts a person about their report, they will know the call is legitimate.

Social Security will not:

- Tell you that your Social Security number has been suspended.
- Contact you to demand an immediate payment.
- Ask you for credit or debit card numbers over the phone.
- Require a specific means of debt repayment, like a prepaid debit card, a retail gift card, or cash.
- Demand that you pay a Social Security debt without the ability to appeal the amount you owe.
- Promise a Social Security benefit approval, or increase, in exchange for information or money.
Because senior citizens are the #1 target of health care fraud and scams, the goal of the Arkansas Senior Medicare Patrol (SMP) is to empower seniors, their families, friends and caregivers, to be protective of their Medicare and personal information.

The SMP offers free educational presentations about scams and how to recognize and report suspicious Medicare billing.

We discuss the importance of reviewing the Medicare Summary Notice (MSN), and we furnish free materials and tools to equip seniors with the resources they need to be better health care consumers.

Call 866-726-2916 for assistance in resolving any errors or suspicious charges found on the MSN or to schedule a free presentation in your area to learn about the latest fraud and scams and important information about the new Medicare card!

**PROTECT — DETECT — REPORT**

**Who has the right to request your SSN?**

Federal law mandates that state Departments of Motor Vehicles, tax authorities, welfare offices, and other governmental agencies request your SSN as proof that you are who you claim to be. However, the Privacy Act of 1974 requires that government agencies at the local, state, and federal level disclose to each person whether submitting your Social Security number is required, details on the use of this information, and what law or authority requires its use.

Please note that this Act stipulates that no one can deny you a government service or benefit for failing to provide your SSN unless federal law specifically requires it.

You aren't legally required to provide your SSN to businesses unless one of the following is true:

* You'll be engaging in a transaction that requires notification to the Internal Revenue Service; or
* You're initiating a financial transaction subject to federal Customer Identification Program rules.

If you refuse to provide your SSN, companies may choose not to do business with you, but there's no law that prevents them from asking for it.

These are some examples of businesses that require a Social Security number for legitimate purposes:

* Insurance companies
* Credit card companies
* Lenders
* Real estate purchasers
* Banks
* Auto insurance companies
* Other financial institutions

It's important to remember that, once a company has your Social Security number, there are few restrictions on what they can do with it. You'll therefore want to share this information only when absolutely necessary or required by law.

Being very careful about sharing your SSN is a recommended way to help deter identity theft.

**Source:**


---

**DOSE OF REALITY:**

◊ Most people who abuse prescription painkillers get them through friends or relatives — NOT their doctor, dentist or pharmacist.

◊ The greatest increase in drug-related deaths is due to the misuse of prescription drugs.

◊ 1 in 3 Medicare recipients have received an opioid prescription.

Visit Dose of Reality for more information:

If you witness an overdose, DON’T RUN. CALL 911.

**PARENTS and GRANDPARENTS:** 4 out of 10 teens believe prescription drugs are less dangerous and less addictive than street drugs, and in Arkansas, the prescription painkiller death rate for those under 55 in 2016 was nearly 5 times higher than it was in 2001.

---

**NEED SOMEONE ELSE TO CALL MEDICARE FOR YOU?**

Would you like for a family member or caregiver to be able to call Medicare on your behalf?

Medicare can't give your personal health information to anyone unless they have permission in writing first.

How to add an authorized representative—

There are 2 ways to give permission:

1. Print and fill out form CMS-10106: "Authorization to Disclose Personal Health Information" and then mail it to Medicare; or
2. Submit the form online with a Medicare account.

Don't have a Medicare account yet? Signing up is easy and gives you electronic access to your health information. Once you've signed up, fill out and submit the form online by following these steps:

1. Click on your name in the top right corner of the page.
2. Click "My account."
3. Select "Manage my representatives."
4. Click "Medicare Authorization to Disclose Personal Health Information form."
5. Enter the requested information and click the "Continue" button.

**Source:**

The Federal Trade Commission is partnering with the U.S. Census Bureau to help you guard against potential census scams. Knowing how the 2020 Census process works, what information you will — and won’t — be asked for, and some red flags will help you spot and report scams.

**The Process**

In mid-March 2020, the Census Bureau will start mailing out (and, in some areas, hand delivering) invitations to participate in the 2020 Census. You should get yours by April 1. You can respond online, by phone, or by mail.

The Census Bureau has an important job: to count every person living in the United States. Starting in May 2020, census takers will start visiting homes that haven’t responded to make sure everyone is counted. If you aren’t home or can’t come to the door, the census taker will come back up to six times. Each time, they’ll leave a door hanger with a phone number so you can call to schedule a visit.

**The Questions**

The census questionnaire asks how many people are in the home at the time you complete the form; their sex, age, race, ethnicity; their relationships to one another; phone number; and whether you own or rent the home. For the full list of questions on the 2020 Census, visit Questions Asked.

**Accessing Information on Medicare Benefits for LGBT People**

The ever-evolving legal rights and Medicare benefits that affect lesbian, gay, bisexual and transgender (LGBT) individuals and married couples can be challenging to follow.

This resource document provides links to organizations providing relevant information:

- **ACLU**
  - Transgender People and Healthcare

- **Center for Medicare Advocacy**
  - LGBT (Lesbian, Gay, Bisexual and Transgender)

- **Centers for Medicare & Medicaid Services**
  - Office of Minority Health

- **Human Rights Campaign**
  - Health & Aging
    - [www.hrc.org/explore/topic/health-and-aging](http://www.hrc.org/explore/topic/health-and-aging)

- **Lambda Legal**
  - After DOMA: Medicare Spousal Protections

- **Medicare Rights Center**
  - Consumer Fact Sheets
    - [www.medicarerights.org/resources/consumer-factsheets](http://www.medicarerights.org/resources/consumer-factsheets)

- **National Center for Lesbian Rights**
  - Healthcare
    - [www.nclrights.org/our-work/healthcare](http://www.nclrights.org/our-work/healthcare)

- **National Center for Transgender Equality**
  - Know Your Rights – Healthcare
    - [www.transequality.org/know-your-rights/healthcare](http://www.transequality.org/know-your-rights/healthcare)

- **National Resource Center on LGBT Aging**
  - [www.lgbtagingcenter.org](http://www.lgbtagingcenter.org)

- **Services & Advocacy for LGBT Elders**
  - Medicare Fraud
    - [www.sageusa.org/issues/smps.cfm](http://www.sageusa.org/issues/smps.cfm)

- **Transgender Law Center**
  - Medicare Update
    - [http://transgenderlawcenter.org/archives/3839](http://transgenderlawcenter.org/archives/3839)

**Signs of a Scam**

Scammers may pose as census takers to get your personal information — and then use it to commit identity theft and other frauds. But there are ways you can identify official census takers.

Census takers must show a photo ID with the U.S. Department of Commerce seal and an expiration date. If you ask, the census taker will give you a supervisor’s contact information and/or the census regional office phone number for verification.

The Census Bureau will never ask for your full Social Security number, bank account or credit card numbers, money or donations, or anything on behalf of a political party. The 2020 Census will not ask citizenship status.

The Census Bureau may call you as part of their follow-up and quality control efforts. They also might call if you’re not home when a census taker stops by or when a personal visit is not convenient. Calls will come from one of the Census Bureau’s contact centers or from a field representative. Since we all know you can’t trust caller ID, visit How to identify a phone call from the Census Bureau for the phone numbers you can use to check out any calls you might get.

Visit 2020 Census Rumors to fact-check and ask questions. If you suspect fraud, call 800-923-8282 to speak with a local Census Bureau representative.

SMP VOLUNTEERS IN THE SPOTLIGHT!
Really Special and Valuable People!

9th Annual Advisory Council & Volunteer Appreciation & Update Training—2019
The Heritage Room, Burns Park Golf Course, North Little Rock AR

HERE’S TO OUR RED CARPET STARS OF 2019!

2019 SMP VOLUNTEER OF THE YEAR
Awarded to June Brown

Congratulations June!
We love you and appreciate you!

Gloria Gordon, covers her ears as she receives a thunderous applause of thanks for her continued unselfish and unparalleled contribution to the AR SMP program! Thank you Gloria! We love you and appreciate you!

The RSVP of Central Arkansas was awarded the “Boots on the Ground” award for “most volunteers recruited in senior housing communities” during the months of July, August and September 2019.

Congratulations! We love you and appreciate you!

Pictured: Lisa Strain, Volunteer Coordinator, RSVP of Central Arkansas.

Margie Jones, AR SMP Ambassador Volunteer was awarded the Presenter Award for the most presentations in 2019!
Our appreciation to Margie for her tireless and motivated work for our program! We love you and appreciate you!

Pictured: Margie Jones, AR SMP Ambassador Volunteer.

Margie Jones, AR SMP Ambassador Volunteer was awarded the Presenter Award for the most presentations in 2019!
Our appreciation to Margie for her tireless and motivated work for our program! We love you and appreciate you!

Pictured: Margie Jones, AR SMP Ambassador Volunteer.
Everyone enjoyed the lively performance of the Mt. St. Mary Academy ACABELLA group who entertained us by singing Christmas songs in acapella! Great job girls! You all sang beautifully and we loved your performance!

MUST BE MOUNT GIRLS!

JAY HILL, Director, AR Div. of Aging, Adult & Behavioral Health Services delivers an update on Arkansas DHS and our division and past and upcoming changes! Thank you for taking time to attend the SMP event! We love you and appreciate you!

We were pleased to have as Guest Speaker, DR. ROSALIE OTTERS, and her precious family. Dr. Otters educated the group on growing older in this day and age and “What Has Age Got To Do With It?” Thank you for accepting our invitation to speak at this year’s event! We love you and appreciate you!

SMP Volunteer, Gus Swain, offers up a blessing over our food before lunch. Thank you, Gus, for doing this every year!
Federal Law Enforcement Action Involving Fraudulent Genetic Testing—
September 27, 2019

The Department of Justice (DOJ) along with the US DHHS Office of Inspector General (OIG) and the FBI investigated and charged 35 individuals (among whom were 10 medical professionals, including 9 doctors) associated with dozens of telemedicine companies and cancer genetic testing laboratories for the alleged participation in one of the largest health care fraud schemes ever charged. Elderly patients nationwide were lured into the criminal scheme, and these defendants are responsible for billing Medicare more than $2.1 billion for lab tests.


Ohio man leads guilty in Augusta area Medicaid/Medicare fraud case—
November 7, 2019

A judge sentenced a man who pleaded guilty to Medicaid fraud and conspiracy to defraud the state to 10 years of probation and imposed a $5,000 fine. The man and several others went door to door offering people free DNA screening for cancer and other diseases, an assistant district attorney said. They dressed in scrubs and wore “genetic testing technician” badges. They took mouth swabs and obtained victims’ personal identity information and their Medicaid or Medicare numbers. The man said he got the job from Craigslist, to be paid $200 per swab. He initially thought it was legitimate, but later turned a blind eye. He was never paid by the company.

Read a news story.


Missouri Woman Indicted for Social Security Fraud, Identity Theft
December 10, 2019

Springfield MO — A woman, currently a fugitive, has been indicted by a federal grand jury for a Social Security fraud scheme that utilized the stolen identity information of another person. She is charged with three counts of intentionally furnishing false information to the Social Security Administration to receive a Social Security card; one count of the false representation of a Social Security number used in a student account promissory note submitted to an educational institution, and four counts of aggravated identity theft, using stolen identity information of another person.


OIG Doubled Last Year’s Expected Recoveries

American taxpayers could see nearly $5.9 billion in misspent Medicare, Medicaid, and other Health & Human Services (HHS) program dollars returned to the government as the result of fiscal year 2019 work by the HHS Office of Inspector General (OIG), according to the Semiannual Report to Congress. Approximately $5.04 billion is expected from investigative actions.

Read an OIG press release.


United States Files False Claims Act Complaint against Community Health Network
January 7, 2020

Indiana — Community Health Network Inc. (Community), an integrated health care system in central Indiana, is alleged to have violated the Stark Law and thereby submitted false claims to the Medicare program. The government complaint alleges that Community had employment relationships with a number of physicians that did not meet any Stark Law exception because the compensation Community paid to the physicians was well above fair market value and because Community conditioned paying bonuses on physicians achieving a minimum target of referral revenues to the hospital. The complaint alleges that Community received referrals from these physicians in violation of the Stark Law and submitted claims to Medicare knowing that the claims for those referred services were not eligible for payment.

Source: https://www.justice.gov/opa/pr/united-states-files-false-claims-act-complaint-against-community-health-network

SOMETHING YOU SHOULD KNOW!

When dating legal documents, write out the full year when writing the date. Instead of “1/1/20,” writing “1/1/2020” will prevent people from adding numerals to the end, changing the date to “1/1/2019” or “1/1/2021.”

The last time the first two digits and the last two digits were the same was 101 years ago, in 1919.

Protect yourself! DO NOT ABBREVIATE 2020!

Abbreviating the date gives scammers the opportunity to alter it by adding on two numbers at the end.

“Are we a carton of milk? Or a bottle of fine wine?” — Chip Conley, “The Modern Elder” (TED Talks)
**FREE GENETIC TESTING SCAM—**


*By Rebecca Kinney, Acting Director, Office of Healthcare Information and Counseling, ACL*

Over the past few years, DNA tests have become popular across the country. Unfortunately unscrupulous people are taking advantage of the buzz around these tests to scam Medicare beneficiaries.

Scammers will often target Medicare beneficiaries through telemarketing calls, booths at public events, health fairs, and door-to-door visits. They offer "free" genetic testing to help recipients avoid diseases or find the right medications.

The scammers claim that the testing is covered by Medicare, and therefore is free to the beneficiary. In reality, Medicare only covers genetic testing in limited situations, and only when ordered by the beneficiary’s physician. If a company bills Medicare for genetic testing, and Medicare denies the claim, the beneficiary could be responsible for the entire cost of the test — which often totals around $10,000.

In other cases, the scammers are simply trying to obtain Medicare numbers they can use to steal a beneficiary's medical identity or to fraudulently bill Medicare for services they did not provide. Such fraud hurts not just Medicare beneficiaries, but all American tax payers whose contributions keep Medicare strong.

The Administration for Community Living (ACL) offers this advice to avoid being scammed:

- Do not accept genetic testing services, including a cheek swab, from someone at a community event, a local fair, a farmer’s market, a parking lot, or any other large event.
- Always be cautious about giving out your personal information, including your Medicare number.
- If you receive a genetic testing kit in the mail, don't accept it unless it was ordered by your physician. Refuse the delivery or return it to the sender and keep a record of the sender's name and the date you returned the items.
- Always review your Medicare Summary Notice or Explanation of Benefits. The words “gene analysis” or “molecular pathology” may indicate questionable genetic testing.

If you received a cheek swab or a screening that was not ordered by a trusted provider, or have any concerns about billing errors or possible fraud, contact your local Senior Medicare Patrol (SMP) at 866-726-2916. The SMP program, funded by the U.S. Administration for Community Living, helps Medicare beneficiaries protect themselves from Medicare fraud, errors, and abuse and detect and report them when they occur.

**More resources:**

- Department of Justice announcement September 27, 2019: [Federal Law Enforcement Action Involving Fraudulent Genetic Testing Results in Charges Against 35 Individuals Responsible for Over $2.1 Billion in Losses in One of the Largest Health Care Fraud Schemes Ever Charged](https://www.justice.gov/opa/pr/federal-law-enforcement-action-involving-fraudulent-genetic-testing-results-charges-against)
- HHS Office of the Inspector General Fraud Alert: [Genetic Testing Scam](https://oig.hhs.gov/oei/current/2019-02-12-fraud-alert-

---

**The Social Security Administration (SSA) Imposter Scam**

The SSA scam is the number one scam reported to the FTC right now.

As soon as a caller threatens you, or demands you pay them with a gift card or by wiring money, it’s a scam. Even if the caller ID tells you otherwise.

If you get a call from someone claiming to be from the Social Security Administration, hang up the phone and remember:

- Your Social Security number is not about to be suspended.
- The real Social Security Administration will never call to threaten your benefits.
- The real SSA will never tell you to wire money, send cash, or put money on a gift card.

Watch [this video](https://www.youtube.com/watch?v=) to see how scammers use threats and high-pressure tactics to try to con you.

Learning about scams makes them much easier to avoid. If you’ve received a call like this, tell your friends, family, and neighbors about it. Tell them to hang up the phone and to report it to the Federal Trade Commission.
# Upcoming Arkansas SMP Activities

<table>
<thead>
<tr>
<th>DATE</th>
<th>ACTIVITY</th>
<th>COUNTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 8</td>
<td>SMP Presentation—Country Club Village—Hot Springs AR</td>
<td>Garland</td>
</tr>
<tr>
<td>January 15</td>
<td>SMP Presentation—N.A.R.F.E. Chapter 93—Fletcher Library—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>January 16</td>
<td>SMP Presentation—First Baptist Church—Maumelle</td>
<td>Pulaski</td>
</tr>
<tr>
<td>January 23</td>
<td>SMP Presentation—Lunch &amp; Learn—Woodland Heights Retirement Community—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>January 28</td>
<td>SMP Fraud Bingo—Christopher Homes—Jonesboro</td>
<td>Craighead</td>
</tr>
<tr>
<td>February 10</td>
<td>SMP Fraud Bingo — Worley’s Place—Jacksonville</td>
<td>Pulaski</td>
</tr>
<tr>
<td>March 10</td>
<td>SMP Advisory Council Meeting—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>March 13</td>
<td>HOPE for the FUTURE Exhibit Booth—Annunciation Greek Orthodox Church—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>April 15</td>
<td>KABF 88.3FM Radio—“It Could Happen to You”—Live Radio SMP segment 2pm—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>April 17</td>
<td>SMP Presentation—Alzheimer’s AR Lunch &amp; Learn—The Atrium—Hot Springs</td>
<td>Garland</td>
</tr>
<tr>
<td>April 23</td>
<td>SMP Presentation—Lunch &amp; Learn—Woodland Heights Retirement Community—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>June 12</td>
<td>SMP Presentation / Exhibit Booth—HOPE for the FUTURE—National Park College—Hot Springs</td>
<td>Garland</td>
</tr>
<tr>
<td>June 16</td>
<td>SMP Advisory Council Meeting—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>July 10</td>
<td>SMP Presentation / Exhibit Booth—HOPE for the FUTURE—Jonesboro</td>
<td>Craighead</td>
</tr>
<tr>
<td>July 16</td>
<td>SMP Presentation—Lunch &amp; Learn—Woodland Heights Retirement Community—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>July 20-23</td>
<td>NATIONAL SMP/SHIIP CONFERENCE—Maryland</td>
<td>Out of State</td>
</tr>
<tr>
<td>August 14</td>
<td>SMP Presentation / Exhibit Booth—HOPE for the FUTURE—Activity Center—Rogers</td>
<td>Washington</td>
</tr>
<tr>
<td>September 11</td>
<td>SMP Presentation / Exhibit Booth—HOPE for the FUTURE—Civic Center—Mariana</td>
<td>Lee</td>
</tr>
<tr>
<td>September 15</td>
<td>SMP Advisory Council Meeting—LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>October 9</td>
<td>SMP Presentation / Exhibit Booth—HOPE for the FUTURE—Magnolia</td>
<td>Columbia</td>
</tr>
<tr>
<td>October 22</td>
<td>SMP/SHIIP Presentation—Lunch &amp; Learn—Woodland Heights —LR</td>
<td>Pulaski</td>
</tr>
<tr>
<td>November 13</td>
<td>SMP Presentation / Exhibit Booth — HOPE for the FUTURE—Russellville</td>
<td>Pope</td>
</tr>
<tr>
<td>December 9</td>
<td>SMP 10th Annual Volunteer Appreciation &amp; Update Training</td>
<td>Pulaski</td>
</tr>
</tbody>
</table>

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

![Facebook](www.facebook.com/arsmp)

“To make full use of longer lives, we need to radically change our thinking about how we live our lives from beginning to end. We cannot achieve what we cannot envision.”

— Laura Carstensen, Director, Stanford Center on Longevity

**IMPORTANT PHONE NUMBERS:**

<table>
<thead>
<tr>
<th>Service/Program</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>AAHNR—AR Advocates for Nursing Home Residents</td>
<td>501-607-8976</td>
</tr>
<tr>
<td>AFMC—AR Foundation for Medical Care</td>
<td>1-888-354-9100</td>
</tr>
<tr>
<td>Area Agency on Aging</td>
<td>1-800-986-3505</td>
</tr>
<tr>
<td>AG-Attorney General (Consmr Prot Div)</td>
<td>1-800-482-8982</td>
</tr>
<tr>
<td>AG Medicaid Fraud Hotline</td>
<td>1-866-810-0016</td>
</tr>
<tr>
<td>APS—Adult Protective Services (DHS)</td>
<td>1-800-482-8049</td>
</tr>
<tr>
<td>Arkansas Rehabilitation Services</td>
<td>1-800-981-4463</td>
</tr>
<tr>
<td>AR SMP (Healthcare Fraud Complaints)</td>
<td>1-866-726-2916</td>
</tr>
<tr>
<td>Better Business Bureau (BBB)</td>
<td>501-664-7274</td>
</tr>
<tr>
<td>CMS—(Medicare)—(Centers for Medicare and Medicaid Services)</td>
<td>(1-800MEDICARE) 1-800-633-4227</td>
</tr>
<tr>
<td>Community Health Centers of AR</td>
<td>1-877-666-2422</td>
</tr>
<tr>
<td>Coordination of Benefits</td>
<td>1-855-798-2627</td>
</tr>
<tr>
<td>DHS (Customer Assistance Unit)</td>
<td>1-800-482-8988</td>
</tr>
<tr>
<td>DHS Resource Center</td>
<td>1-866-801-3435</td>
</tr>
<tr>
<td>Do Not Call Registry</td>
<td>1-888-382-1222</td>
</tr>
<tr>
<td>Elder Care Locator</td>
<td>1-800-677-1116</td>
</tr>
<tr>
<td>El Dorado RSVP</td>
<td>1-870-864-7080</td>
</tr>
<tr>
<td>Federal Trade Commission</td>
<td></td>
</tr>
<tr>
<td>Report STOLEN IDENTITY</td>
<td>1-877-438-4338</td>
</tr>
<tr>
<td>ICan—Increasing Capabilities Access Network</td>
<td>501-666-8868</td>
</tr>
<tr>
<td>KEPRO -AR QIO (Quality Improvment Org.)</td>
<td>1-844-430-9504</td>
</tr>
<tr>
<td>LGBT Elder Hotline</td>
<td>888-234-SAGE</td>
</tr>
<tr>
<td>Medicaid—(Claims Unit)</td>
<td>1-800-482-5431</td>
</tr>
<tr>
<td>Medicaid Inspector General (OMIG)</td>
<td>1-855-527-6644</td>
</tr>
<tr>
<td>MEDICARE (CMS 1-800MEDICARE)</td>
<td>1-800-633-4227</td>
</tr>
<tr>
<td>Medicare Part D</td>
<td>1-877-772-3379</td>
</tr>
<tr>
<td>Medicare Rights Center</td>
<td>1-800-333-4114</td>
</tr>
<tr>
<td>Mid-Delta Community Consortium</td>
<td>1-870-407-9000</td>
</tr>
<tr>
<td>Oaklawn Foundation/Center on Aging</td>
<td>501-623-0020</td>
</tr>
<tr>
<td>OIG—Nat’l Medicare Fraud Hotline (OIG) Office of Inspector General</td>
<td>1-800-HHS-TIPS 1-800-447-8477</td>
</tr>
<tr>
<td>OLTC—Office of Long Term Care</td>
<td>1-800-LTC-4887</td>
</tr>
<tr>
<td>OLTC—Abuse Complaint Section</td>
<td>501-682-8430</td>
</tr>
<tr>
<td>Ombudsman—State Ofc of Long Term Care</td>
<td>501-682-8952</td>
</tr>
<tr>
<td>Resource Center (ADRC)</td>
<td>1-866-801-3435</td>
</tr>
<tr>
<td>(DHS’S Choices in Living Resource Center)</td>
<td></td>
</tr>
<tr>
<td>RSVP of Central Arkansas</td>
<td>501-897-0793</td>
</tr>
<tr>
<td>SHIIP (Senior Health Ins. Info Program)</td>
<td>1-800-224-6330</td>
</tr>
<tr>
<td>SMP Locator—(locate an SMP outside AR)</td>
<td>1-877-808-2468</td>
</tr>
<tr>
<td>SSA (Social Security Administration)</td>
<td>1-800-772-1213</td>
</tr>
<tr>
<td>Little Rock Office</td>
<td>1-866-593-0933</td>
</tr>
<tr>
<td>SSA Fraud Hotline</td>
<td>1-800-269-0271</td>
</tr>
<tr>
<td>South Central Center on Aging</td>
<td>1-866-895-2795</td>
</tr>
<tr>
<td>South East AR Center on Aging</td>
<td>1-870-673-8584</td>
</tr>
<tr>
<td>Texarkana Regional Center on Aging</td>
<td>1-870-773-2030</td>
</tr>
<tr>
<td>Tri-County Rural Health Network</td>
<td>1-870-338-8900</td>
</tr>
<tr>
<td>UALR Senior Justice Center</td>
<td>501-683-7153</td>
</tr>
</tbody>
</table>

**HELPFUL WEBSITES:**

<table>
<thead>
<tr>
<th>Service/Program</th>
<th>Website/Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADRC—AR Aging &amp; Disability Resource Center (DHS)—</td>
<td><a href="http://www.choicesinliving.ar.gov/">www.choicesinliving.ar.gov/</a></td>
</tr>
<tr>
<td>AR Advocates for Nursing Home Residents</td>
<td><a href="http://www.aanhr.org">www.aanhr.org</a>; e-mail: <a href="mailto:Info@aanhr.org">Info@aanhr.org</a></td>
</tr>
<tr>
<td>AR Long Term Care Ombudsman Program—</td>
<td><a href="http://www.arombudsman.com">www.arombudsman.com</a></td>
</tr>
<tr>
<td>Arkansas Aging Initiative—</td>
<td><a href="http://aging.uams.edu/?id=4605&amp;sid=6">http://aging.uams.edu/?id=4605&amp;sid=6</a></td>
</tr>
<tr>
<td>Arkansas Attorney General—</td>
<td><a href="http://www.arkansasag.gov">www.arkansasag.gov</a></td>
</tr>
<tr>
<td>Arkansas Attorney General Consumer Protection Division—e-mail:</td>
<td><a href="mailto:consumer@ag.state.ar.us">consumer@ag.state.ar.us</a></td>
</tr>
<tr>
<td>Area Agencies on Aging</td>
<td><a href="http://www.daas.ar.gov/aaamap.html">www.daas.ar.gov/aaamap.html</a></td>
</tr>
<tr>
<td>Arkansas Foundation for Medical Care—</td>
<td><a href="http://www.afmc.org">www.afmc.org</a></td>
</tr>
<tr>
<td>Arkansas SMP—</td>
<td><a href="http://www.daas.ar.gov/asmp.html">www.daas.ar.gov/asmp.html</a></td>
</tr>
<tr>
<td>BBB (Better Business Bureau)</td>
<td><a href="http://www.bbb.org/scamtracker/arkansas/">www.bbb.org/scamtracker/arkansas/</a></td>
</tr>
<tr>
<td>Do Not Call—</td>
<td><a href="http://www.donotcall.gov">www.donotcall.gov</a></td>
</tr>
<tr>
<td>Do Not Mail—                     <a href="http://www.DMAchoice.org">www.DMAchoice.org</a></td>
<td></td>
</tr>
<tr>
<td>Elder Tree / Spinsterhaven</td>
<td><a href="mailto:Spinsterhaven@gmail.com">Spinsterhaven@gmail.com</a></td>
</tr>
<tr>
<td>Elder Care Locator</td>
<td><a href="http://www.eldercare.gov">www.eldercare.gov</a></td>
</tr>
<tr>
<td>H.E.A.T—(Healthcare Fraud Prevention and Enforcement Action Team)</td>
<td><a href="http://www.stopmedicarefraud.gov/">www.stopmedicarefraud.gov/</a></td>
</tr>
<tr>
<td>MEDICAID INSPECTOR GENERAL (OMIG)—</td>
<td><a href="http://omig.arkansas.gov/fraud-form">http://omig.arkansas.gov/fraud-form</a></td>
</tr>
<tr>
<td>MEDICARE—</td>
<td><a href="http://www.medicare.gov">www.medicare.gov</a></td>
</tr>
<tr>
<td>Medicare Interactive Counselor—</td>
<td><a href="http://www.medicareinteractive.org">www.medicareinteractive.org</a></td>
</tr>
<tr>
<td>Hospital Compare</td>
<td><a href="http://www.hospitalcompare.hhs.gov">www.hospitalcompare.hhs.gov</a></td>
</tr>
<tr>
<td>MyMedicare.gov—</td>
<td><a href="http://www.mymedicare.gov">www.mymedicare.gov</a></td>
</tr>
<tr>
<td>MyMedicareMatters.org (National Council on Aging)</td>
<td>(Access to your personal Medicare claims information)</td>
</tr>
<tr>
<td>MyMedicareMatters.org</td>
<td><a href="http://www.mymedicare.gov">www.mymedicare.gov</a></td>
</tr>
<tr>
<td>Office of Long Term Care</td>
<td><a href="http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx">http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx</a></td>
</tr>
<tr>
<td>Office of Inspector General (OIG)—</td>
<td>email: <a href="mailto:HHSTips@oig.hhs.gov">HHSTips@oig.hhs.gov</a></td>
</tr>
<tr>
<td>Pharmaceutical Assistance Program—</td>
<td>medicare.gov/pap/index.asp</td>
</tr>
<tr>
<td>Physician Compare</td>
<td><a href="http://www.medicare.gov/find-a-doctor">www.medicare.gov/find-a-doctor</a></td>
</tr>
<tr>
<td>SMP Locator— SMPResource.org (locate an SMP outside of AR)</td>
<td></td>
</tr>
<tr>
<td>Social Security Administration (SSA)—</td>
<td><a href="http://www.ssa.gov">www.ssa.gov</a></td>
</tr>
<tr>
<td>TAP—</td>
<td><a href="http://www.arsinfo.org">www.arsinfo.org</a> (Telecommunications Access Program)</td>
</tr>
<tr>
<td>UofA Cooperative Extension Service—</td>
<td><a href="http://www.uaex.edu">www.uaex.edu</a></td>
</tr>
</tbody>
</table>

The Arkansas Senior Medicare Patrol (SMP) is a federal grant program administered by the AR Department of Human Services Division of Aging, Adult & Behavioral Health Services. This publication was paid for by a grant from the Administration for Community Living, Administration on Aging (404A). Points expressed herein do not necessarily reflect official AoA policy.
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.
- 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:
https://humanservices.arkansas.gov/about-dhs/daabhs/asmp/smp-newsletter-archive

Arkansas Senior Medicare Patrol (SMP)
P. O. Box 1437 Slot W241
Little Rock, AR 72203-1437
FACEBOOK.COM/ARSMP
https://humanservices.arkansas.gov/about-dhs/daabhs/asmp

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