

# NEWSLETTER

Editor, Kathleen Pursell—AR SMP Director

## 2018 SMP OIG Performance Report

Below is an overview from the 2018 Office of Inspector General (OIG) report of the 61 Senior Medicare Patrol (SMP) projects nationwide:

- ◆ 6,935 active team members conducted a total of 26,932 group outreach and education events reaching an estimated 1.7 million people.
- ◆ Conducted 278,761 individual interactions with, or on behalf of, a Medicare beneficiary.
- ◆ SMP projects reported \$15,136 in expected Medicare recoveries;
- ◆ \$5,734 in expected Medicaid recoveries.
- ◆ Cost avoidance totaled \$602,063 savings to beneficiaries and others totaled \$27,689

Additional Medicare expected recoveries totaled **\$11.9 million**. These recoveries came from three projects that validated information for existing cases regarding two home health fraud schemes and one individual physician who provided unnecessary services and falsified records.

In comparison to 2017, the projects reported a 23-percent increase in the number of individual interactions in 2018 (278,761, up from 226,261). Although the number of group outreach and education events remained fairly constant between the 2 years, the projects experienced a decrease in the number of people reached through these channels (1.7 million, down from 1.9 million). In addition, the projects reported significantly higher amounts for cost avoidance (\$602,063, up from \$211,749), while expected Medicare recoveries dropped (\$15,136, down from \$2 million).

We note that the projects may not be receiving full credit for recoveries, savings, and cost avoidance attributable to their work. It is not always possible to track referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste, and abuse from the projects. In addition, the projects are unable to track the potentially substantial savings derived from a sentinel effect, whereby Medicare beneficiaries' scrutiny of their bills reduces fraud and errors.

### Arkansas SMP Performance Measures Totals for 2018—

- Number of active SMP team members —143
- Number of SMP team member hours — 6,235
- Number of group education events — 494
- Estimated number of people reach through group education events — 16,254
- Number of individual interactions with, or on behalf of, a Medicare beneficiary — 243
- Savings to beneficiaries attributable to the project —\$150.00

Source: <https://oig.hhs.gov/oei/reports/oei-02-19-00280.asp>

### INSIDE THIS ISSUE:

INSIDE MEDICARE.....	Pg 2
Elder LGBTQ.....	Pg 3
Opioids/Naracan.....	Pg 4
eMSN.....	Pg 5
Medical ID Theft.....	Pg 6
Volunteer Spotlight.....	Pg 7
Fraud in the News.....	Pg 8
Scams.....	Pg 9
Calendar of Events.....	Pg 10
Phone Numbers/Websites.....	Pg 11
SMP Mission/Partners.....	Pg 12

# INSIDE MEDICARE—



**866-726-2916**

**Because senior citizens are the #1 target for 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.

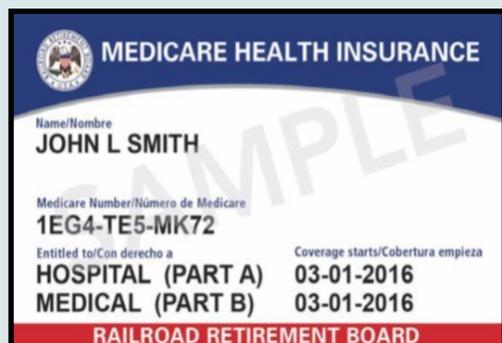
We discuss the importance of reviewing the Medicare Summary Notice (MSN), and we furnish free materials and tools to equip seniors with the resources they need to be better health care consumers.

**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**

## RRB Issued Medicare Card

The **Railroad Retirement Board (RRB)** also mailed new Medicare cards to RR retirees. They look a little different than other Medicare cards. The RRB logo is in the upper left corner and “Railroad Retirement Board” is at the bottom. Call the RRB directly if you have not received your new Medicare card.



## New Medicare Card Transition Period Ends January 1, 2020

Starting January 1, 2020, Medicare will only accept claims submitted with the Medicare Beneficiary Identifier (MBI). Medicare will reject any claims submitted with the Health Insurance Claim Number (HICN), with a few exceptions. Your provider will need your new Medicare number to submit claims.

## TREAT YOUR MEDICARE CARD LIKE A CREDIT CARD!

Never give your Medicare number to anyone who calls you on the phone or asks for it via email.

Never give your Medicare number to anyone offering free products or services.

Do not respond to TV ads offering products that seem *too good to be true* — instead talk to your doctor about ordering what is best for you.

Take your Medicare card with you to medical appointments, visits to your hospital or clinic, or trips to the pharmacy.

**Still Waiting  
for Your  
New  
Medicare Card?**



**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 (SMP) for assistance with ordering your new card —866-726-2916.**

In the meantime, you may use your old/current Medicare card until December 31, 2019. Starting **January 1, 2020**, you **can no longer use your old Medicare card** to get health care services.

## Who should I contact if I need assistance with Medicare Questions?

You can call **Medicare (800-633-4227)** if you have questions about what services are covered and at what cost under Original Medicare. You can also call to find providers who accept assignment in your area.

You can call your **Medicare Advantage plan/Part D plan** directly with questions about your prescription drug formulary, in-network providers, and your plan's costs and restrictions for accessing care.

You can call your **State Health Insurance Information Program (SHIIP)** for information about how to find Original Medicare and Medicare Advantage providers that accept assignment or are in your plan's network. Your SHIIP can also help you appeal service denials and find Medicare coverage that works well for you.  
Call **800-224-6330**.

You can call your **Senior Medicare Patrol (SMP)** if you believe you were a victim of Medicare fraud or a scam. Your SMP can help you identify cases of fraud or attempted fraud, such as having been pressured into signing something you didn't understand, a provider's refusal to bill Medicare without an explanation, or misleading plan marketing. Your SMP can also help you with errors on your Medicare Summary Notice; and help you report cases of fraud or abuse to the proper authorities. Call **866-726-2916**.

## Elder LGBTQ Information

A MUST-READ about her view on ways to combat ageism!

**Ashton Applewhite and Her Manifesto Against Ageism**  
June 13, 2019 — By Julie Pfitzinger — Next Ave

National  
Resource Center  
ON LGBT AGING

Ways to combat ageism: Enjoy friendships with people of all ages —

"People you've known all your life are going to die, and that's why it's so important to have younger friends," she explains. "We are older and younger simultaneously — being friends with older people also makes younger people less afraid of aging." —Ashton Applewhite

Applewhite, Next Avenue's 2016 Influencer of the Year and the author of a new book, *This Chair Rocks: A Manifesto Against Ageism*, uses this analogy to describe a new perspective on aging "once you enter the ring." Applewhite talked about how her view of aging has evolved over the past 15 years, and how, in that evolution, she has found a transformative purpose: to change the conversation about ageism.

**Read the full content of Ashton's Manifesto:** <https://www.nextavenue.org/ashton-applewhite-manifesto-against-ageism/>

**Source:** <https://www.lgbtagingcenter.org/newsevents/newsArticle.cfm?n=106>

## SAGE

<https://sageusa.care/contact-us/>

### Our History

Since 1978, SAGE has been serving and advocating for LGBT older adults. In 2010 the US federal government tapped SAGE to lead in **creating a comprehensive, national cultural competency training program for their Aging Network**. We trained over 10,000 providers across the country and evaluated the results. With SAGECare, we build on our successes to bring this level of commitment and quality to even more service providers.



# FRAUD TRENDS

## Telemedicine



Telemedicine lets telehealth physicians or providers use telehealth visits (phone and video) to diagnose, treat, and prescribe medication to patients.



### Compounded Medications

Using telemedicine to prescribe more expensive compounded topical medications when a pill form would have worked.

### Durable Medical Equipment (DME)

A beneficiary receives a call about DME that they don't need or want. However, they are transferred to a telehealth physician who prescribes the DME over the phone for a kickback from the DME company.



### Prescriptions

After a telehealth visit, beneficiaries are asked to fill their prescriptions at specific pharmacies that are giving the physician kickbacks for the referral.



### Cyber Doctor

Offering prescription drugs through a "cyber doctor" who only relied on a questionnaire from the patient.



**If you see it, report it!**

<https://www.healthcare-informatics.com/news-item/telehealth/nj-physician-charged-elaborate-telemedicine-fraud-scheme>  
<https://mhealthintelligence.com/news/false-telemedicine-sessions-at-center-of-federal-fraud-crackdown>  
<https://www.beckershospitalreview.com/telehealth/how-scammers-are-using-telemedicine-to-defraud-medicare.html>  
<http://thehealthcareblog.com/blog/2014/07/07/how-telehealth-may-be-promoting-fraud-and-abuse/>



**HELP SOMEONE WHO IS OVERDOSING.**



**DON'T RUN. CALL 911.**



Download the NARCANSAS App for life-saving information and resources, including how to save a life with naloxone.

*I can.*

*You can.*

*We can.*

*Save a life with Narcan!*



If you witness an overdose,

**DON'T RUN. CALL 911.**



Download the NARCANSAS App for life-saving information and resources, including how to save a life with naloxone.

## Social Security Fraud—

If you feel you have been a victim of Social Security fraud or if you have given your Social Security number to a scamster over the phone, contact your local Social Security office to place a freeze on any changes to your Social Security account to prevent future misuse of your Social Security benefits.

Call one of the three national credit bureaus to place a scam alert:

### Equifax:

1-800-685-1111  
(Fraud Hotline: 1-888-766-0008)

### Experian:

1-888-397-3742  
(Fraud Hotline: 1-888-397-3742)

### TransUnion:

1-800-916-8800  
(Fraud Hotline: 1-800-680-7289)

## PERSONAL HEALTH CARE JOURNAL —

Have you received your free Personal Health Care Journal used to keep track of your doctor appointments, medications and durable medical equipment? This is a valuable tool used for comparing claims on your Medicare Summary Notice to your notes taken while at your doctor visit.

It is also a calendar, so take the next six months to use one and determine how well it works for you!

Please call the AR SMP for your *free copy!*  
**866-726-2916**

## DECEPTIVE HOSPICE ENROLLMENTS:

Beware of presentations, calls or unannounced visits by hospice companies offering additional Medicare benefits such as help with cleaning...

**Medicare does not pay for this!**

## Electronic Medicare Summary Notices - An Easier Way to Manage Your Medicare

Phyllis Lambert, SMP Volunteer

You can now start using your account at [MyMedicare.gov](http://MyMedicare.gov) for access to your Medicare benefits. The following benefits are available:

- View your electronic Medicare Summary Notices (eMSNs) claims
- Monitor your prescription drug list.
- View Medicare Part B deductible information.
- Review a schedule of preventive services, such as immunizations, mammograms and cancer screenings.
- Use the “*On the Go Report*” feature to print and share your health information with your doctor and other health professionals.
- View and print your new Medicare Card.
- Manage your health information on the go by connecting with trusted third parties.

*No more waiting three months for the mail copy of your Medicare Summary Notice (MSN). Once you sign up for the eMSNs, a monthly email, with a secure link to your online information will be available.*

*Additionally, your eMSNs are stored in your MyMedicare account so that you can print/save them for future references. With this accessibility, you can review your account for billing and service errors.*

**Sign Up for eMSN:** *Note: Due to the secure nature of the website processing, you can only sign up for eMSNs between 6 A.M. and 10 P.M. Eastern Standard Time.*

- Go to [MyMedicare.gov](http://MyMedicare.gov).
- Log in or create an account
- Select “My Account” from the menu
- In the “User information” tab, select “Email and Correspondence Settings”
- In the “Electronic Medicare Summary Notice (eMSNs)” area select “Edit”
- Select “Yes” and then “Submit” – Welcome to Medicare!

## Premiums for 2019 were not collected for some Medicare Advantage Plans and Medicare Prescription Drug Plans

Because of an issue with Social Security payments that affected how premiums are withheld, some 2019 Medicare plan enrollees didn’t have their Medicare Advantage Plan or Medicare Prescription Drug Plan premiums taken out from their Social Security benefit check beginning in February 2019, as these enrollees asked for.

### Who is affected?

You may be affected if you enrolled either in a Medicare Advantage Plan or in a Medicare Prescription Drug Plan for coverage starting January 1, 2019, and you asked to have your plan premiums taken out of your Social Security payments.

**Your Medicare Advantage Plan or Medicare Prescription Drug Plan may send you a bill** for any premiums that weren’t yet taken out of your Social Security payments.

### What should I do now?

Follow any instructions from your Medicare plan regarding your premiums. The systems issue has been corrected. Unless you told your plan you now want to pay your premiums a different way, your plan premiums will be taken out properly from your Social Security payments beginning in June or July 2019 through the rest of the year.

If you receive a bill from your plan, your plan must offer you a “grace period” to repay your premium payments that were missed. This period must last at least as long as the delay in billing. Contact your Medicare plan directly with any questions or concerns. If you aren’t sure which Medicare plan you’re enrolled in, check your plan card or materials.

You can also call 1-800-MEDICARE (1-800-633-4227). TTY users can call 1-877-486-2048.

## New Medicare Card



## Medicaid—

Where do I call if I have a problem with Medicaid transportation?  
Transportation Help Line — 1-888-987-1200

## SOMETHING YOU SHOULD KNOW!

Scam artists go to great lengths to trick you out of your personal information or money. By educating yourself and knowing how to identify and report scams, you can stay several steps ahead of these thieves:

### Understand the Threat.

Fraudsters use several forms of impersonation, advance fee, and phishing schemes. They might contact you and claim to be from SSA, the IRS, or another government agency and request your information. They might claim that you have won the lottery or become eligible for an investment if you pay an upfront fee. They might design emails or text messages that look legitimate and request your immediate response. Be aware of these types of schemes so you can identify them and guard against them.

**Exercise Caution.** In general, no government agency or reputable company will call or email you unexpectedly and request your personal information, or request advance fees for services in the form of wire transfers or gift cards. Build a habit of verifying the identity of anyone who asks for your personal information over the phone, and say you will respond through the entity's customer service channels. If anyone pressures you to provide information or money over the phone, it's a scam and you should **just hang up**.

**Secure Your Information.** Store your Social Security card in a secure location; avoid carrying it with you. Shred documents that list personal information such as your Social Security number and banking information. Avoid opening emails from unknown sources or clicking on suspicious hyperlinks. Equip your computing devices with strong anti-virus software and maintain strong passwords. Regularly check your credit reports for suspicious activity.

Oig.ssa.gov



## DON'T BE A VICTIM OF IDENTITY THEFT!

### DID YOU KNOW?

If you have been a [victim](#) of identity theft, close accounts that have been tampered with or fraudulently opened, and file a [complaint](#) with the FTC. The Arkansas Attorney General's office also offers an [ID Theft Passport](#) to help victims reestablish their good name, which requires that consumers first file a police report for financial identity theft.

### Medical Identity Theft- Consequences to Beneficiaries

Approximately 250,000 Medicare beneficiaries are listed as having had their medical identity compromised through stolen or misused Medicare numbers. Medicare numbers cannot be changed, so once a number has been compromised, that beneficiary's future benefits and health care may be forever at risk.

#### Medical Identity Theft

Medical identity theft occurs when a beneficiary's Medicare number is misused, either by a provider, a supplier, or by someone posing as the real beneficiary in order to receive medical care. Such Medicare numbers are considered "compromised." Medicare numbers are for life, even if stolen or misused, so a beneficiary whose number is compromised may be affected forever by false claims against his or her Medicare number.

#### Health Impact

Receiving health care from a fraudulent provider can mean the quality of the care is poor, the intervention is not medically necessary, or worse: The intervention is actually harmful. A

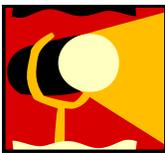
beneficiary may later receive improper medical treatment from legitimate providers as a result of inaccurate medical records that contain:

- False diagnoses
- Records showing treatments that never occurred
- Misinformation about allergies
- Incorrect lab results

Additionally, because of inaccurate or fraudulent claims to Medicare, beneficiaries may be denied needed Medicare benefits. For example, some services have limits. If Medicare thinks such services were already provided, they will deny payment.

#### Personal Financial Losses

Medicare fraud, errors, and abuse can all result in higher out-of-pocket costs for beneficiaries, such as copayments for health care services that were never provided, were excessive, or were medically unnecessary. Beneficiaries may also find themselves stuck with bills for services from providers who should have billed Medicare but instead billed the beneficiary for the entire cost of that service.



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



*I always come away from a presentation (or vendor booth) feeling blessed.*

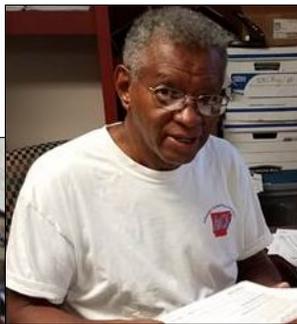
—BEVERLY MADDOX  
Spinsterhaven, Fayetteville

Beverly is one of our SMP presenters! It is difficult to find volunteers willing to present, so we are ecstatic to have Beverly! She has a heart for our seniors and enjoys the time she spends on SMP work! Spinsterhaven is our subgrantee partner and our LGBTQ connection in northwest Arkansas. Much thanks to you and Spinsterhaven for all you do for AR SMP!



JUNE enjoys helping in the office. Packing SMP for the big move back downtown!  
Thank you June for always helping with whatever is needed in the office!

Gus helps sort Medicare Minutes and Scam Alerts for CareLink Meals-on-Wheels recipients each month! Always a huge help!



Edith assisting a booth visitor at the Healthy Lifestyle Event at South City Church in Little Rock on April 27, 2019.

Our own Dee enthusiastically delivers the SMP Fraud Bingo game!





## **Somerset County Man Sentenced to 50 Months in Prison for Role in Medicare Fraud Defendant Used Purported Non-Profit to Convince Seniors to Submit to Genetic Testing; Paid Health Care Providers to Falsely Claim Tests Were Necessary**

**TRENTON, NJ**—A New Jersey man was sentenced to 50 months in prison for using The Good Samaritans of America to defraud the Medicare Program of more than \$430,000 by convincing hundreds of senior citizens to submit to genetic testing. The Medicare program paid two clinical laboratories for claims for fraudulent testing.

The 44-year old man use The Good Samaritans of America to gain access to groups of senior citizens in low-income senior citizen housing complexes and persuaded them to have the testing by using scare tactics, such as suggesting they would be vulnerable to heart attacks, strokes and cancer if they did not have the genetic testing.

Health care providers were recruited off Craigslist and paid thousands of dollars per month (more than \$100,000 in commissions from the laboratories) to sign their names to the forms authorizing the testing, even though they had never examined or had any interaction with the patients. Forms were created making it seem as though the health care providers were treating the patients being swabbed and would be evaluating the test results.

---

## **Opioid-Maker Insys To Pay \$225M To Settle Federal Fraud Charges Over Kickbacks, Illegal Marketing Tactics**

Insys Therapeutics agreed to pay \$225 million to end criminal and civil investigations of allegations that the opioid manufacturer used a system of bribes to get doctors to illegally prescribe its highly addictive product, federal officials announce. Meanwhile, in Ohio a doctor is charged with 25 counts of murder stemming from opioid prescriptions.

[KHN Morning Briefing](#)

Summaries of health policy coverage from major news organizations

Insys also agreed to pay \$195 million as settlement regarding allegations involving defrauding Medicare and other health care programs by filing false drug sales claims.

---

## **Cardiologist Agrees to Pay \$5.8 Million**

A cardiologist has agreed to pay \$5.8 million to resolve allegations that he and his medical group violated the False Claims Act by improperly billing federal health care programs for medically unnecessary cardiac stent procedures, the Department of Justice announced. He also agreed to a three-year period of exclusion from participation in any federal health care program.

Read a [Department of Justice press release](https://www.justice.gov/opa/pr/kansas-cardiologist-and-his-practice-pay-58-million-resolve-alleged-false-billings): <https://www.justice.gov/opa/pr/kansas-cardiologist-and-his-practice-pay-58-million-resolve-alleged-false-billings>.

Read a [news story](https://www.kwch.com/content/news/Kansas-cardiologist-agrees-to-pay-58-million-for-alleged-false-billings-unnecessary-cardiac-procedures-510611021.html) and watch a [video](https://www.kwch.com/content/news/Kansas-cardiologist-agrees-to-pay-58-million-for-alleged-false-billings-unnecessary-cardiac-procedures-510611021.html): <https://www.kwch.com/content/news/Kansas-cardiologist-agrees-to-pay-58-million-for-alleged-false-billings-unnecessary-cardiac-procedures-510611021.html>

# Be aware of **SCAM(S)**:

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

## **Durable Medical Equipment (DME) —**

### **HOW TO PROTECT YOURSELF AND MEDICARE FROM DURABLE MEDICAL EQUIPMENT (DME) FRAUD AND SCAMS:**

- ◆ Refuse to accept, and report anyone offering "free" equipment, supplies, or services in exchange for your Medicare number.
- ◆ Know that Medicare medical suppliers are not allowed to make unsolicited telephone calls or send e-mails to sell you equipment unless you've done business with them in the last 15 months.
- ◆ Never sign a blank form from your health care provider or equipment supplier.
- ◆ Always read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) to look for any charges for equipment you do not need or did not receive.
- ◆ Protect your Social Security card; keep it in a safe place (not your wallet), and only get it out when you know you are going need it.
- ◆ Protect your Medicare number—treat it like a credit card. Never give it out to anyone who contacts you over the phone, mail or email. Only give it to your health care provider when you go for Medicare services.

#### THE *ONLY* "FREE" CREDIT REPORT:

[Annualcreditreport.com](http://Annualcreditreport.com)

#### **A Warning About "Imposter" Websites**

Only one website is authorized to fill orders for the free annual credit report you are entitled to under law — [annualcreditreport.com](http://annualcreditreport.com). Other websites that claim to offer "free credit reports," "free credit scores," or "free credit monitoring" are not part of the legally mandated free annual credit report program. In some cases, the "free" product comes with strings attached. For example, some sites sign you up for a supposedly "free" service that converts to one you have to pay for after a trial period. If you don't cancel during the trial period, you may be unwittingly agreeing to let the company start charging fees to your credit card.

Some "imposter" sites use terms like "free report" in their

names; others have URLs that purposely misspell [annualcreditreport.com](http://annualcreditreport.com) in the hope that you will mistype the name of the official site. Some of these "imposter" sites direct you to other sites that try to sell you something or collect your personal information.

[Annualcreditreport.com](http://Annualcreditreport.com) and the nationwide credit reporting companies will not send you an email asking for your personal information. If you get an email, see a pop-up ad, or get a phone call from someone claiming to be from [annualcreditreport.com](http://annualcreditreport.com) or any of the three nationwide credit reporting companies, do not reply or click on any link in the message. It's probably a scam. Forward any such email to the FTC at [spam@uce.gov](mailto:spam@uce.gov).

Visit [annualcreditreport.com](http://annualcreditreport.com) to get your free credit report.



**Do not consent to any lab tests at senior centers, health fairs, or in your home.**

**Be suspicious of anyone claiming that genetic tests and cancer screenings are at no cost to you.**

- Genetic tests and cancer screenings must be medically necessary and ordered by your doctor to be covered by Medicare.
- Random genetic testing and cancer screenings aren't covered by Medicare.
- If you are interested in the tests, speak with your doctor.

<https://www.cms.gov/medicare-coverage-database/details/nca-decision-memo.aspx?NCAId=290&bc=ACAAAAAQAAA&>



#### **Want to cut back on robocalls?**

**Consider using an anti-robocall tool.** Various companies offer products or services that help you control what calls ring on your phones. They range from mobile apps for wireless phones to devices you can plug into your home phone jacks in order to block robocalls to your phone.

**Source:** <https://www.consumer.ftc.gov/features/feature-0025-robocalls>

## Upcoming Arkansas SMP Activities

DATE	ACTIVITY	COUNTY
July 10	SMP PRESENTATION — Leon Milsap Senior Activity Center — Better Breathers — Danville	Yell
July 19	SMP Presentation / Exhibit Booth — Hope for the Future — St. Bernard's — Jonesboro	Craighead
July 22-26	SMP / SHIIP National Conference — San Diego CA	Out of State
July 29	Fraud Bingo — St. Anthony's — Morrilton	Conway
August 1	SMP Presentation—United Methodist Church — Brown Bag Lunch & Learn — Calico Rock	Izard
August 16	SMP Presentation/Exhibit Booth — Alzheimer's AR Hope for the Future — Concordia Bella Vista	Benton
September 6	SMP Presentation/Exhibit Booth — Alzheimer's AR Hope for the Future — Lee County Civic Center — Marianna	Lee
September 11-12	CMS Train-the-Trainer—Holiday Inn Presidential Hotel — LR	Pulaski
September 17	AR SMP Advisory Council Meeting — LRA	Pulaski
September 19	SMP Exhibit Booth — Apple-A-Day Health Fair — Clarksville	Johnson
September 20	SMP Presentation/Exhibit Booth — Alzheimer's AR Hope for the Future — Durand Center— Harrison	Boone
September 27	SMP Presentation — H Brett Bradshaw Manor — Pine Bluff	Jefferson
October 2	SMP Exhibit Booth — AHAA Convention — Embassy Suites — Little Rock	Pulaski
October 4	SMP Presentation/Exhibit Booth — Alzheimer's AR Hope for the Future — Second Baptist Church Student Center — Conway	Faulkner
October 4	SMP Presentation — First Baptist Church — Little Rock	Pulaski
October 14	SMP Presentation — Good Shepherd Lutheran Church—Newcomers — Fayetteville	Washington
October 18	SMP Exhibit Booth — Alzheimer's AR Hope for the Future — St. Mary's Episcopal Church — El Dorado	Union
October 18	SMP Presentation — Alzheimer's AR Lunch & Learn —The Atrium — Hot Springs	Garland
November 1	SMP Presentation — First Assembly of God — AY Group — Russellville	Pope
November 7	SMP Presentation — Alzheimer's AR Lunch & Learn — 1st UMC — LRA	Pulaski
November 14	SMP Presentation — Park Hill Baptist Church — Widow(er)/Cancer Support Group — North Little Rock	Pulaski
December 11	SMP Volunteer Appreciation	Pulaski

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**.



[www.facebook.com/arsmp](http://www.facebook.com/arsmp)

## IMPORTANT PHONE NUMBERS:

<b>AANHR</b> —AR Advocates for Nursing Home Residents	<b>501-607-8976</b>
<b>AFMC</b> —AR Foundation for Medical Care	<b>1-888-354-9100</b>
<b>Area Agency on Aging</b>	<b>1-800-986-3505</b>
<b>AG—Attorney General</b> (Consmr Prot Div)	<b>1-800-482-8982</b>
<b>AG Medicaid Fraud Hotline</b>	<b>1-866-810-0016</b>
<b>APS</b> —Adult Protective Services (DHS)	<b>1-800-482-8049</b>
<b>Arkansas Rehabilitation Services</b>	<b>1-800-981-4463</b>
<b>AR SMP</b> (Healthcare Fraud Complaints)	<b>1-866-726-2916</b>
<b>Better Business Bureau (BBB)</b>	<b>501-664-7274</b>
<b>CMS</b> —(Medicare)— (Centers for Medicare and Medicaid Services) (1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Community Health Centers of AR</b>	<b>1-877-666-2422</b>
<b>Coordination of Benefits</b>	<b>1-855-798-2627</b>
<b>DHS</b> (Customer Assistance Unit)	<b>1-800-482-8988</b>
<b>DHS Resource Center</b>	<b>1-866-801-3435</b>
<b>Do Not Call Registry</b>	<b>1-888-382-1222</b>
<b>Elder Care Locator</b>	<b>1-800-677-1116</b>
<b>El Dorado RSVP</b>	<b>1-870-864-7080</b>
<b>Federal Trade Commission</b>	
Report <b>STOLEN IDENTITY</b>	<b>1-877-438-4338</b>
<b>ICan</b> —Increasing Capabilities Access Network	<b>501-666-8868</b>
<b>KEPRO</b> -AR QIO(Quality Improvmnt Org.)	<b>1-844-430-9504</b>
<b>LGBT Elder Hotline</b>	<b>888-234-SAGE</b>
<b>Medicaid</b> —(Claims Unit)	<b>1-800-482-5431</b>
<b>Medicaid Inspector General (OMIG)</b>	<b>1-855-527-6644</b>
<b>MEDICARE</b> (CMS 1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Medicare Part D</b>	<b>1-877-772-3379</b>
<b>Medicare Rights Center</b>	<b>1-800-333-4114</b>
<b>Mid-Delta Community Consortium</b>	<b>1-870-407-9000</b>
<b>Oaklawn Foundation/Center on Aging</b>	<b>501-623-0020</b>
<b>OIG</b> —Nat'l Medicare Fraud Hotline (OIG) Office of Inspector General	<b>1-800-HHS-TIPS</b> <b>1-800-447-8477</b>
<b>OLTC</b> —Office of Long Term Care	<b>1-800-LTC-4887</b>
<b>OLTC</b> —Abuse Complaint Section	<b>501-682-8430</b>
<b>Ombudsman</b> —State Ofc of Long Term Care	<b>501-682-8952</b>
<b>Resource Center (ADRC)</b> (DHS'S Choices in Living Resource Center)	<b>1-866-801-3435</b>
<b>RSVP of Central Arkansas</b>	<b>501-897-0793</b>
<b>SHIIP</b> (Senior Health Ins. Info Program)	<b>1-800-224-6330</b>
<b>SMP Locator</b> —(locate an SMP outside AR)	<b>1-877-808-2468</b>
<b>SSA</b> (Social Security Administration) Little Rock Office	<b>1-800-772-1213</b> <b>1-866-593-0933</b>
<b>SSA Fraud Hotline</b>	<b>1-800-269-0271</b>
<b>South Central Center on Aging</b>	<b>1-866-895-2795</b>
<b>South East AR Center on Aging</b>	<b>1-870-673-8584</b>
<b>Texarkana Regional Center on Aging</b>	<b>1-870-773-2030</b>
<b>Tri-County Rural Health Network</b>	<b>1-870-338-8900</b>
<b>UALR Senior Justice Center</b>	<b>501-683-7153</b>
<b>UofA Cooperative Extension Service</b>	<b>501-671-2000</b>

## HELPFUL WEBSITES:

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



## 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](mailto:kathleen.pursell@dhs.arkansas.gov)

\*\*\*\*\*

Current and archived newsletters available at:

<https://humanservices.arkansas.gov/about-dhs/daabhs/asm/smp-newsletter-archive>

## 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

### **Spinsterhaven**

Fayetteville, AR  
[Spinsterhaven@gmail.com](mailto:Spinsterhaven@gmail.com)

### **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



Arkansas Senior Medicare Patrol (SMP)

P. O. Box 1437 Slot S530

Little Rock, AR 72203-1437

**FACEBOOK.COM/ARSMP**

<https://humanservices.arkansas.gov/about-dhs/daabhs/asm>

To Report Medicare Fraud, Waste & Abuse

Call the Toll-Free **Helpline** 8:00am—4:30pm

**1-866-726-2916**