



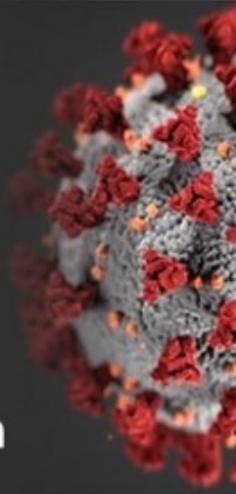
CORONAVIRUS RESPONSE

The Department of Justice is remaining vigilant in detecting, investigating, and prosecuting wrongdoing related to the crisis. In a [memo to U.S. Attorneys](#), Attorney General Barr said, **"The pandemic is dangerous enough without wrongdoers seeking to profit from public panic and this sort of conduct cannot be tolerated."**

[Read about actions taken by the Attorney General and the Department of Justice's response.](#)

REPORT COVID-19 FRAUD

Contact the National Center for
 Disaster Fraud Hotline:
 866-720-5721 or
Justice.gov/DisasterComplaintForm



Fraud Alert: Be aware that criminals are attempting to exploit COVID-19 worldwide through a variety of scams.

Be on the lookout for antibody testing fraud schemes. Never share your personal or health information to anyone other than known and trusted medical professionals. [Learn more about what to avoid.](#) Be cautious of unsolicited healthcare fraud schemes of testing and treatment through emails, phone calls, or in person. The U.S. have medical professionals and scientist working hard to find a cure, approved treatment, and vaccine for COVID-19. [Learn more about what to avoid](#)

Be wary of unsolicited telephone calls and e-mails from individuals claiming to be IRS and Treasury employees. Remember IRS first form of communications is by mail - not by phone. [Learn more about fraudulent schemes related to IRS](#)

Criminals will likely continue to use new methods to exploit COVID-19 worldwide. Stay alert and stay informed about common fraud schemes related to the COVID-19 Pandemic. [Find out more about types of scams.](#)

If you think you are a victim of a scam or attempted fraud involving COVID-19, you can report it without leaving your home by calling the Department of Justice's [National Center for Disaster Fraud](#) Hotline at 866-720-5721 or via the [NCDF Web Complaint Form](#).

READ MORE: <https://www.justice.gov/coronavirus/combatingfraud>

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INSIDE MEDICARE —

Telehealth & Exposure to **FRAUD**—

Telehealth or **Telemedicine** refers to the practice of treating patients via technology. The patient does not have to be seen by the doctor in person. Appointments can be completed by phone, cell phone or computer.

Medicare recently expanded coverage of telehealth services to enable beneficiaries to access a wider range of services from their providers. **However, as telehealth expands, so does the exposure to fraud.**

Ways to Protect Yourself from Telehealth Fraud:

- ◆ Be sure to call YOUR provider to schedule your telehealth appointment.
- ◆ If you receive a phone call from someone offering you free testing, treatment or supplies, hang up—it is a scam!
- ◆ Guard your Medicare card: Do not give out your Medicare number to anyone other than your doctor or healthcare provider.
- ◆ Review your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) for improper billing and items that were not ordered or received.
- ◆ Write down all of your telehealth appointments in your Personal Healthcare Journal (call AR SMP to order your free copy at 866-726-2916). Compare your notes in your Journal with the MSN or EOB.
- ◆ Call the AR Senior Medicare Patrol with any questions about telehealth fraud at 866-726-2916.

Medicare Coverage of COVID-19 Testing for Nursing Home Residents and Patients

According to the Centers for Medicare & Medicaid Services (CMS), as of June 19, 2020 Original Medicare and Medicare Advantage plans are instructed to cover coronavirus disease 2019 (COVID-19) laboratory tests for nursing home residents and patients.

This instruction follows the updated COVID-19 [testing guidelines for nursing homes](#) that provides recommendations for testing of nursing home residents and patients with symptoms consistent with COVID-19, as well as for asymptomatic residents and patients who have been exposed to COVID-19.

Original Medicare and Medicare Advantage plans will cover COVID-19 lab tests consistent with CDC guidance.

Medicare Advantage plans must continue not to charge cost sharing (including deductibles, copayments, and coinsurance) or apply prior authorization or other utilization management requirements for COVID-19 tests and testing-related services.

SOURCE: Medicare Learning Network article: <https://www.cms.gov/files/document/se20011.pdf>

Medicare covers related needs

Medicare covers the lab tests for COVID-19. You pay no out-of-pocket costs.

Medicare covers FDA-authorized COVID-19 antibody (or “serology”) tests if you were diagnosed with a known current or known prior COVID-19 infection or suspected current or suspected past COVID-19 infection.

Medicare covers all medically necessary hospitalizations. This includes if you're diagnosed with COVID-19 and might otherwise have been discharged from the hospital after an inpatient stay, but instead you need to stay in the hospital under quarantine. You'll still pay for any hospital deductibles, copays, or coinsurances that apply.

At this time, there's no vaccine for COVID-19. However, it will be covered if one becomes available.

If you have a Medicare Advantage Plan, you have access to these same benefits. Medicare allows these plans to waive cost-sharing for COVID-19 lab tests. Many plans offer additional telehealth benefits and expanded benefits, like meal delivery or medical transport services. Check with your plan about your coverage and costs.

Scammers may use the coronavirus national emergency to take advantage of people while they're distracted. As always, guard your Medicare card like a credit card, check Medicare claims summary forms for errors, and if someone calls asking for your Medicare Number, hang up!

Telehealth & related services:

Medicare has temporarily expanded its coverage of telehealth services to respond to the current Public Health Emergency.

During this time, you will be able to receive a specific set of services through telehealth including evaluation and management visits (common office visits), mental health counseling and preventive health screenings without a copayment if you have Original Medicare.

SOURCE: <https://www.medicare.gov/medicare-coronavirus>

We Want YOU!

**...to Report Fraud, Waste,
and Abuse**



Fraud, waste, abuse—improper use of federal funds leads to mistrust of the government.

The SMP works to help make it easier for you to recognize and report suspected Medicare fraud and errors!

Senior Medicare Patrol (SMP) programs nationwide have received and referred thousands of calls to the Office of Inspector General saving millions of your tax dollars and protecting the Medicare Trust Fund.

You can report suspicious phone calls, emails, websites and in-person activities to the AR SMP by calling 866-726-2916; go to our SMP Facebook page at www.facebook.com/arsmp; or going to our website at <https://humanservices.arkansas.gov/about-dhs/daabhs/asmp>

Call the AR SMP helpline at 866-726-2916 to:

- Learn more about Medicare fraud, waste, abuse.
- Schedule a free presentation at a location near you.
- Get recent scam alerts and safety tips to help prevent you from becoming a victim.

Protect
yourself against
Medicare fraud

Detect
possible fraud,
errors, and abuse

Report
suspected fraud,
errors, and abuse
to your SMP

866-726-2916

Important Information About Social Security Services

During the pandemic, SS will be providing many services online and other limited, critical services via phone and email between 9:00 a.m. and 4:00 p.m. Monday through Friday. You can find the phone number for your local office by using our [Field Office Locator](#) and looking under Additional Office Information.

Many of our services are available online at www.ssa.gov/onlineservices, including:

- Applying for benefits.
- Setting up or changing your direct deposit.
- Changing your address, if you get benefits.
- Getting proof of your benefits.

If you cannot use our online services or reach your local office, you may call 1-800-772-1213, TTY 1-800-325-0778, between 8:00 a.m. and 5:30 p.m. Monday through Friday, where you may be able to take care of your business by using one of our automated telephone services without having to wait for a telephone agent.

If you need to speak with an agent, be aware that wait times may be longer than usual, which is why we encourage you to try our online services or call your local office first.

For more information, please visit our COVID-19 page at www.ssa.gov/coronavirus.

SOMETHING YOU SHOULD KNOW!

The Federal Trade Commission (FTC) offers advice for avoiding coronavirus scams, warning Americans to “be wary of ads for test kits” and “hang up on robocalls” at <https://www.ftc.gov/coronavirus/scams-consumer-advice>.

The U.S. Justice Department has also issued a fraud alert (www.justice.gov/coronavirus) advising the public to call 866-720-5721 to report COVID-19 fraud, or fill out a complaint form at Justice.gov/DisasterComplaintForm.

- ◆ Unsolicited telemarketing calls are most likely scams trying to obtain a beneficiary’s personal information.
- ◆ Do not provide your Medicare, Medicaid or Social Security numbers from unsolicited calls
- ◆ Review your Medicare Summary Notice to look for suspicious activity.
- ◆ Call 1-800-MEDICARE (1-800-633-4227) or your AR SMP (866-726-2916) to report anything suspicious on your Medicare Summary Notice.

How the AR SMP handles your calls to the SMP fraud helpline—

We use many tools and resources to assist in investigations on behalf of every call that comes in on our hotline.

The main source of information that is most important in each investigation is the Medicare Summary Notice (MSN) or Explanation of Benefits (EOB).

We rely on the assistance of each beneficiary to help gather information to determine if it is an error or suspected fraud. Once the case information is gathered, if necessary, we escalate the issue to CMS or the Office of Inspector General (OIG), and other government agencies for further investigation.

Most seniors are savvy about reading their bills and credit card statements prior to payment., but in the case of Medicare fraud, in most instances the MSN and EOB are not reviewed. By the time these statements are received, the provider has already been paid for that erroneous or fraudulent claim.

This is where SMP can help. We can recognize the red flags and can assist with anything that looks suspicious. We value every report that is received. Help us put a stop to Medicare fraud!

Call the AR SMP at **866-726-2916** — we are here for you!

Coronavirus (COVID-19)

The AR SMP urges all to use reputable and reliable resources for the latest facts and information on the Coronavirus (COVID-19)



<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Senior Medicare Patrol warns of COVID-19 scams

The Senior Medicare Patrol (SMP) has been receiving complaints of unsolicited callers using the fear and uncertainty from the COVID-19 pandemic to prey on Medicare beneficiaries. SMPs, who operate in every state, help beneficiaries prevent, detect, and report Medicare fraud, errors, and abuse.

Click here: [See how to spot a scam](#)

SOURCE: https://www.ncoa.org/blog/senior-medicare-patrol-warns-of-covid-19-fraud/?utm_source=newsletter&utm_medium=email&utm_campaign=06232020_NCOAWeek





SMP VOLUNTEERS IN THE SPOTLIGHT!

Really Special and Valuable People!



Melvin Jones began volunteering for SMP in 2015. He says his "time with SMP has been interesting and educational!" He went on to say, "Volunteering allows me to be part of a team that cares about seniors! I've had the opportunity to meet new people and make new friends! Since I've been volunteering I've gained new skills, knowledge and experience. I wouldn't trade this experience because it has allowed me to give back to my community!"

Winston Simpson I started my role as a SMP/SHIP volunteer in 2008. I present Medicare Minutes monthly at the senior centers in Morrilton and Perryville. Sharing Medicare Minute information is



rewarding in that it provides valuable information to seniors. After getting acquainted with the regulars at the centers, I enjoy one-on-one interaction

before and after the Medicare Minutes presentation. The coronavirus interrupted those face-to-face presentations in March of this year. I took it upon myself to call the senior centers that I service and ask them if I could provide the Medicare Minute handouts for distribution to their Meals-on-Wheels programs. Now approximately 270 clients are receiving these Medicare Minutes when they pick up there meals!



This quarter we are taking a special look at some of the male SMP volunteers on our team! If you are looking for an opportunity to make a difference in the lives of seniors in our state, join now! Call 866-726-2916

Steve Splawn, when asked, "Why do you volunteer?" responded: I've been volunteering for the SMP program over the last 8 years, and volunteering has given meaning to my life because every year there is a new challenge and a new scheme to steal our identity!



Gus Swain "The role of volunteer is quite important to me. As a matter of fact, I have been volunteering for 45 years! I have been a volunteer for SMP since 2010. I always find it interesting, to say the least. I think volunteering is vital. It allows one to give back to the community and to serve various organizations. I feel blessed to have the mental and physical capability to serve. I love recruiting people! Let's be active and get involved. We're not done living ... We're here to serve!"



Columbus Brown RSVP of Central Arkansas opened the door to volunteer for the SMP program in 2012. I believe it's good to do good deeds for others and your community. When we volunteer it helps us to make an impact on the lives of those less fortunate. Volunteering will help to boost our self confidence.



It actually gets us out of our comfort zone. Last and most importantly we are put on this earth to serve God, by serving others.



**NATIONAL ELDER
FRAUD HOTLINE**
1-833-FRAUD-11
1-833-372-8311

Providing Help, Restoring Hope

**If you or someone you know has been a victim of elder fraud,
help is standing by at the National Elder Fraud Hotline:**

833-FRAUD-11 OR 833-372-8311

EVERY DAY: 5:00 a.m. – 10:00 p.m.

English/Español/Other languages available

What to expect when you call.



We will respond quickly. Your call will be answered within three rings.



You will be assigned a case manager, who will remain your point of contact.



You will always be treated with understanding and respect.

The Department of Justice estimates that financial exploitation, the most common form of elder abuse, afflicts *one in ten* older adults.

About the Hotline

The U.S. Department of Justice's National Elder Fraud Hotline, managed by the Office for Victims of Crime, provides services to all adults ages 60 and older, who may be **victims of financial fraud**. The hotline is staffed by experienced case managers who provide personalized support to callers by assessing the needs of the victim, and identifying relevant next steps. While the hotline does not serve in an investigatory capacity, case managers will identify appropriate reporting agencies, and provide information to callers to assist them in reporting, or connect callers directly with the appropriate agency.

The Hotline staff also provide resources and referrals to other applicable services as needed. When appropriate, case managers will complete a complaint form with the Federal Bureau of Investigation Internet Crime Complaint Center for Internet-facilitated crimes and submit a consumer complaint to the Federal Trade Commission on behalf of the caller. Reporting certain financial losses due to fraud as soon as possible, and within the first 2–3 days, can increase the likelihood of recovering losses, so the Hotline is open 7 days a week.

<https://stopelderfraud.ovc.ojp.gov/about-hotline>

www.cdc.gov/covid19



Elder LGBTQ Information

Celebrating Pride Month with history

By Ocean Le | 6.23.2020

...Staying physically and socially distant has many people celebrating Pride Month with history lessons rather than parades. We're grateful to the Diverse Elders Coalition for sharing their insight on the history of LGBTQ+ rights on our blog.



https://www.ncoa.org/blog/celebrating-pride-month-with-history/?utm_source=newsletter&utm_medium=email&utm_campaign=06302020_NCOAWeek

[Excerpt]: ...However, the fight is far from over. The legalization of same-sex marriage was only codified five years ago in 2015! Even more recently, the US Supreme Court upheld federal laws to protect LGBTQ+ workers from discrimination on June 15th, 2020—the same issue that prompted the 1965 Philadelphia gay parades. We must honor the intersectionality that exists within the LGBTQ+ community and stand with those most impacted by oppressive forces in society. Black transgender and gender non-conforming people face enormous discrimination and violence. The fight for LGBTQ+ rights does not end with marriage or parades; it will not end until all LGBTQ+ people are safe, supported, and free.

As we celebrate Pride Month this year, we must remember that there would be no Pride Month if it wasn't for the efforts of the LGBTQ+ elders who fought against unfair laws and treatment. We still have a long way to go to achieve equity, but as long we follow the footsteps of those who came before us as we fight for the same freedoms, we will get there. Happy Pride Month!

FOR FULL ARTICLE, [Read more](#)

"Make Your Mark" by filling out the census

The Census count determines, among many things, allocations in funding for services such as healthcare and housing needs, including older adult living facilities. Now more than ever, your participation is crucial for providing the most reliable data on the number of LGBT people in the United States.

The Census can be completed online, over the phone, or by mail. Visit 2020census.gov for more information about getting counted and making your mark.

Older? LGBT? Call the free SAGE
Hotline: 877-360-LGBT(5428)

Lines are open 24/7 with operators in English and Spanish.

sage
Advocacy &
Services for
LGBT Elders
We refuse to be invisible

Woman Sentenced to federal prison for Social Security Fraud

A Florida woman was sentenced to one year and one day in federal prison for Social Security fraud and was ordered to pay \$173,619.40, the amount of benefits she received, to which she was not entitled. Over 15 years, she received disability benefits from the Social Security Administration while concealing her full-time employment in order to continue to receive benefits. She concealed her employment by forging pay stubs, letters and other documents that falsely claimed she was ill and unable to work, and underreported her actual income.

SOURCE: OIG/SSA—https://oig.ssa.gov/audits-and-investigations/investigations/may26-fl-social-security-fraud?utm_medium=email&utm_source=govdelivery

Justice Department Files its First Enforcement Action against COVID-19 Fraud

Federal Court Issues Temporary Restraining Order against Website Offering Fraudulent Coronavirus Vaccine

Texas—A Texas man committed mail and wire fraud peddling fraudulent remedies for a host of diseases and medical conditions, including COVID-19, through his business and his website claiming the products were “proven to work and destroy” Coronavirus. He was issued a cease and desist the sale of unapproved and unproven products related to COVID-19 cures and treatments, but about a week later he sold the products to another undercover agent. As a result, his business and website will immediately be shut down. In fact, currently there are no drugs or vaccines to cure or prevent COVID-19.

SOURCE: <https://www.justice.gov/usao-wdtx/pr/justice-department-files-its-first-enforcement-action-against-covid-19-fraud>

Defendants Sentenced in Ambulance Fraud Case

According to documents in this case, the defendants were indicted for their involvement in a multiyear scheme to defraud Medicare and Indiana Medicaid by submitting fraudulent ambulance transport claims for payment. None of the patients they transported had a medical need for ambulance transport, to and from dialysis.

SOURCE: Department of Justice Press Release
<https://www.justice.gov/usao-ndin/pr/defendants-sentenced-and-ordered-pay-99364446-restitution>

Deltona Man Sentenced for Theft of Government Funds

U.S. Attorney's Office / July 2, 2020

Florida – A Deltona man was sentenced to two years in federal prison for theft of government funds. The man's mother was receiving benefits from the Social Security Administration (SSA) and the Department of Veterans Affairs (VA). His mother died in August of 2014; however, her death was not reported to the SSA or the VA, and the agencies continued to make benefit payments into her bank account, on which her son was a joint account holder. He used the funds deposited after her death for his own personal expenses, stealing approximately \$131,457. As part of his sentence, the Deltona man was ordered to pay restitution.

SOURCE: OIG/SSA—https://oig.ssa.gov/audits-and-investigations/investigations/july2-fl-deceased-payee-fraud-va-fraud?utm_medium=email&utm_source=govdelivery

Man Pays Price for Pizza—Goodies

By Todd Cooper / World Herald Staff Writer
June 24, 2020

An Omaha man offered pizza parties and ice cream socials at low-income housing communities and in return he would get the Medicare numbers and other personal information from those who gathered.

Over 10 years, he was paid more than \$800,000 for over 3,500 fraudulent claims to Medicare and Medicaid for medical equipment that was not prescribed and never received by beneficiaries.

He was sentenced to nearly four years in prison, serving a three-year term of supervised release, and he must pay restitution.

SOURCE: https://www.omaha.com/news/crime/medicare-recipients-got-pizza-and-ice-cream-omaha-man-got-800-000-and-a-prison/article_00add0bb-a8a4-54a3-8a83-33aab28af83c.html

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

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

Be Aware of Coronavirus-Related Economic Impact Payment Scams

With the recently enacted Coronavirus Aid, Relief, and Economic Security Act (CARES Act), many citizens are eligible to receive an economic impact payment from the Internal Revenue Service (IRS). The IRS is urging taxpayers to be cautious and keep an eye out for a potential rise in “phishing scams” surrounding these payments.

Scammers use the latest news events to snare victims. Be mindful of scammers posing as government entities (IRS) who contact you to ask for your personal information in order for you to receive your economic impact payment. Take precautions to make sure your payment does not fall into the wrong hands!

How to Respond:

- Never give out any confidential/personal information that could be used to identify you (e.g., name, address, phone number, Social Security number, Medicare number, or bank account numbers). If you have been asked to provide personal information or payment to obtain government benefits, it may be a scam.
- Do not provide financial information to anyone claiming to be working for the IRS, or closely associated with the IRS, in order to receive your economic impact payment. The IRS will not contact you to ask for personal information.
- Do not open any emails claiming to be from the IRS or click on attachments or links.
- Be mindful that text messages, websites, and social media can also be used by criminals to commit fraud.
- Do not engage with potential scammers online or on the phone. Hang up or delete the online message.
- Your economic income payment pay may come in the form of a Visa debit card. **Do Not Throw It Away!** It is not junk mail or a scam.
- The envelope containing the debit card will be from “Money Network Cardholder Service.” Inside will be a VISA prepaid debit card issued by MetaBank. This card will give you access to your economic impact payment.
- Activate the card immediately. The mailer will give you instructions on how to activate the card, but you may also activate your card by calling 1-800-240-8100 or EIPCard.com. Please note, to activate your card, you will have to give your Social Security number.

COVID-19 Fraud

The Senior Medicare Patrol (SMP) has been receiving complaints of unsolicited callers using the fear and uncertainty from the COVID-19 pandemic to prey on Medicare beneficiaries. Examples of COVID-19 fraud/scams:

- Unsolicited phone calls offering COVID-19 testing kits, vaccines, prescriptions, supplies such as masks, creams, and hand sanitizer, or even a COVID-19 treatment package. Beneficiaries who give out their information sometimes get back or orthotic braces in the mail instead.
- Callers offering a new Medicare card and COVID supplies in exchange for a Medicare number. **Medicare will not call you to offer a new card** or request information in order to issue a new card.
- Insurance companies offering more Medicare insurance coverage. Insurance companies who do not already have a relationship with a beneficiary cannot initiate a call.
- Providers improperly diagnosing patients with COVID-19 in order to receive higher payment.
- People going door to door at senior housing communities to perform COVID-19 tests.
- Hospitals attempting to charge for COVID-19 antibody tests.

How to Respond:

- Contact your own doctor if you are experiencing potential symptoms of COVID-19.
- Do not give out your Medicare number, Social Security number, or other personal information in response to unsolicited calls, texts, emails, or home visits.
- Be suspicious of anyone going door to door offering free COVID-19 testing, supplies, or treatments.
- Carefully review your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB), looking for errors or claims for products or services that weren't received.

**Please report scams surrounding the Coronavirus to
AR SMP- 866-726-2916.**

Upcoming Arkansas SMP Activities

PLEASE NOTE: ALL DATES ARE SUBJECT TO CHANGE DUE TO COVID-19

DATE	ACTIVITY	COUNTY
July 10	SMP Presentation —HOPE for the FUTURE — VIRTUAL	
July 16	SMP Presentation—Senior Networking Meeting—The Home Plate—Hot Springs Village	Garland
July 20-23	NATIONAL SMP/SHIIP CONFERENCE — VIRTUAL	
August 14	SMP Presentation — HOPE for the FUTURE — VIRTUAL	
September 11	SMP Presentation — HOPE for the FUTURE — VIRTUAL	
September 15	SMP Advisory Council Meeting — VIRTUAL	
September 17	Exhibit Booth — Senior Services Fall Expo — Bella Vista	Benton
October 7	SMP Exhibit Booth — AHAA Convention — Embassy Suites — Little Rock	Pulaski
October 9	SMP Presentation — HOPE for the FUTURE — VIRTUAL	Columbia
October 22	SMP/SHIIP Presentation — Lunch & Learn — Woodland Heights — LR	Pulaski
November 3	ELECTION DAY	
November 13	SMP Presentation — HOPE for the FUTURE — VIRTUAL	
November 26	THANKSGIVING DAY	
November 30	SMP Presentation — O.L.L.I.E.— VIRTUAL	
December 9	SMP 10th Annual Volunteer Appreciation & Update Training	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

SMP's PERSONAL HEALTH CARE JOURNAL (PHCJ)
is 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 2020 calendar!

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

REPORT SUSPECTED MEDICAID FRAUD to the AR MEDICAID INSPECTOR GENERAL (OMIG) HOTLINE
— 855-527-6644 or online at: <http://omig.arkansas.gov>

IMPORTANT PHONE NUMBERS:

AANHR —AR Advocates for Nursing Home Residents	501-607-8976
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
Alzheimer's Arkansas	501-224-0021
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
DHS Resource Center	1-866-801-3435
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	1-877-438-4338
ICan —Increasing Capabilities Access Network	501-666-8868
KEPRO -AR QIO(Quality Improvmnt Org.)	1-844-430-9504
LGBT Elder Hotline	888-234-SAGE
Medicaid —(Claims Unit)	1-800-482-5431
Medicaid Inspector General (OMIG)	1-855-527-6644
MEDICARE (CMS 1-800MEDICARE)	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
Oaklawn Foundation/Center on Aging	501-623-0020
OIG -Nat'l Medicare Fraud Hotline (OIG) Office of Inspector General	1-800-HHS-TIPS 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) (DHS'S Choices in Living Resource Center)	1-866-801-3435
RSVP of Central Arkansas	501-897-0793
SHIIP (Senior Health Ins. Info Program)	1-800-224-6330
SMP Locator —(locate an SMP outside AR)	1-877-808-2468
SSA (Social Security Administration) Little Rock Office	1-800-772-1213 1-866-593-0933
SSA Fraud Hotline	1-800-269-0271
South Central Center on Aging	1-866-895-2795
South East AR Center on Aging	1-870-673-8584
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
(AANHR)—www.aanhr.org; e-mail: Info@aanhr.org

AR Long Term Care Ombudsman Program—
www.arombudsman.com

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

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 Call—www.donotcall.gov

Do Not Mail—www.DMAchoice.org

Elder Tree / Spinsterhaven—Spinsterhaven@gmail.com

Elder Care Locator—www.eldercare.gov

H.E.A.T—www.stopmedicarefraud.gov/
(Healthcare Fraud Prevention and Enforcement Action Team)

LGBT—National Resource Center on LGBT Aging
<https://www.lgbtagingcenter.org/about/updatesProcess.cfm>

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

AR SHIIP—<https://insurance.arkansas.gov/pages/consumer-services/senior-health/>

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

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:

<https://humanservices.arkansas.gov/about-dhs/daabhs/asmp/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 Center on Aging Inc.

Hot Springs, AR
501-623-0020

Spinsterhaven

Fayetteville, AR
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 AR Educ Services Coop

Foster Grandparent Program

Monticello, AR
870-367-4819

Senior Health Insurance Information Program (SHIIP)

Little Rock, AR
800-224-6330



Arkansas Senior Medicare Patrol (SMP)

P. O. Box 1437—Slot W241

Little Rock, AR 72203-1437

[FACEBOOK.COM/ARSMP](https://www.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