



## SOCIAL SECURITY, OIG EXPAND NATIONAL ANTI-FRAUD PROGRAM

### Three New Disability Investigations Units Established

**T**he Social Security Administration (SSA) and its Office of the Inspector General (OIG) announced [September 27, 2018] that three new Cooperative Disability Investigations (CDI) Units opened across the country this month. As part of the nationwide CDI Program, the new units will identify, investigate, and prevent Social Security disability fraud throughout their respective states. The new CDI units opened in Albuquerque, New Mexico; Honolulu, Hawaii; and Indianapolis, Indiana.

The CDI Program is one of Social Security’s most successful anti-fraud initiatives, contributing to the integrity of Federal disability programs. CDI brings together personnel from SSA, its OIG, State Disability Determination Services (DDS), and local law enforcement agencies to investigate potential fraud in the Social Security disability program. The CDI Program investigates suspicious claims of new applicants, helping resolve questions of fraud before benefits are paid, and questionable in-pay cases, involving beneficiaries who may no longer qualify for disability benefits. CDI efforts help disability examiners make informed decisions, ensure payment accuracy, and generate significant taxpayer savings for Federal and State programs.

“CDI has a long, successful track record of identifying and preventing disability fraud and abuse,” said Acting Inspector General Gale Stallworth Stone. “We’re pleased to partner with Social Security, the DDSs, and local law

enforcement agencies across the country, to combat fraud and promote the integrity of Social Security’s disability programs.”

**The CDI Program now consists of 43 units covering 37 states, the District of Columbia, and the Commonwealth of Puerto Rico.** SSA and OIG have opened several offices in the last few years as they work together to provide CDI coverage for all 50 states by 2022, as mandated by the Bipartisan Budget Act of 2015.

“Social Security is committed to combating fraud and preserving the public’s trust in our programs,” said Nancy A. Berryhill, Acting Commissioner of Social Security. **“As we open the three new CDI units, let us remember the important work they do. The CDI Program plays a critical role in detecting and preventing fraud, helping to ensure benefits are paid only to the people who are eligible.** This collaboration between Social Security, the OIG, and local law enforcement helps save taxpayer money and ensures the integrity of our programs.”

Since 1997, when SSA and OIG established CDI, its efforts have contributed to \$3.9 billion in projected savings to Social Security’s programs, and \$2.9 billion in projected savings to other Federal and State programs.

For more information, please visit the OIG website. Public citizens who would like to report suspected disability fraud should contact the Social Security Fraud Hotline at <https://oig.ssa.gov/report>; send ; or call (800) 269-0271.

**SOURCE:**

[https://oig.ssa.gov/newsroom/news-releases/sep27-cdi-expansion?utm\\_campaign=&utm\\_content=&utm\\_medium=email&utm\\_source=govdelivery](https://oig.ssa.gov/newsroom/news-releases/sep27-cdi-expansion?utm_campaign=&utm_content=&utm_medium=email&utm_source=govdelivery)

**The Arkansas CDI** is run jointly by the SSA Dallas Regional Office, the SSA Office of the Inspector General, the Arkansas Attorney General’s office and the Arkansas Disability Determination for SSA. CDI benefits SSA and taxpayers by improving the integrity of Social Security’s programs, promoting the solvency of the Social Security Trust Funds and by helping public assistance programs reduce fraud, waste and abuse. Since its

inception in Fiscal Year 1998, existing CDI Units in other states have contributed to \$3.1 billion in projected savings to SSA’s disability programs and \$1.9 billion in projected savings to non-SSA programs – including state-funded programs, such as Medicaid.

<https://www.arkansasag.gov/public-safety/fraud-prevention/column-one/arkansas-cooperative-disability-investigations/>

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### DID YOU KNOW?

Starting January 1, 2019, dual eligibles (individuals who are both Medicaid and low-income subsidy (LIS) eligible) will ONLY be allowed to change plans ONCE PER CALENDAR QUARTER in the first three quarters—the fourth quarter is the Annual Open Enrollment Period (OEP). Currently, Special Enrollment Periods (SEPs) for duals/LIS-eligible is ongoing.

#### NOTE:

Duals/LIS eligible individuals who are determined to be “AT RISK” or “POTENTIALLY AT RISK” for misuse of frequently-abused drugs **WILL NOT** be able use the one-time per calendar quarter SEP to change plans.

For information:

<https://www.cms.gov/newsroom/fact-sheets/cms-finalizes-policy-changes-and-updates-medicare-advantage-and-prescription-drug-benefit-program>.

Oct 15 — Dec 7 — The one time of year when ALL people with Medicare can make changes to their health and prescription drug plans for the next year. **For help call SHIP — 800-224-6330.**

### The New Medicare Advantage (MA) Open Enrollment and Disenrollment Period

Beginning in 2019, the Medicare Advantage Disenrollment Period (MADP) will be replaced with a MA Open Enrollment and Disenrollment period that lasts from **January 1 through March 31** each year.

During this time, people with MA may make the following changes one time:

- Switch between MA plans; Or
- Switch to Original Medicare with or without Part D

A change made during the MA open enrollment and disenrollment period is effective on the first of the following month.

**“REVIEW YOUR OPTIONS.”**

### Medicare Reminder

While Medicare Part D covers your prescription drugs in most cases, there are circumstances where your drugs are covered under either Part A or Part B.

**Part A** covers the drugs you need during a Medicare-covered stay in a hospital or skilled nursing facility (SNF).

Note: If you are getting SNF care that is not covered by Part A, your drugs may be covered by Part D.

**Part B** covers most drugs administered by your provider or at a dialysis facility, but the provider or facility must buy and supply the drugs. Part B also covers some outpatient prescription drugs, mainly certain oral cancer drugs (chemotherapy). Outpatient drugs previously paid for by Part B will continue to be paid for by Part B. Part D cannot pay for any of your drugs that are covered by Part B.

**Part D** covers most outpatient prescription drugs (drugs you fill at a pharmacy). Check your plan’s formulary to find out whether it covers the drugs you need.

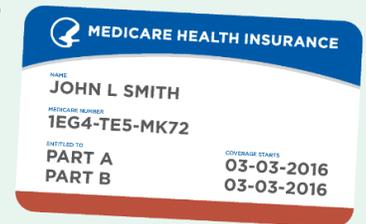
Note: There are a few drugs that can be covered by **either Part B or Part D** depending on the circumstances.

Visit **Medicare Interactive** to learn more about Medicare-covered services - [Medicareinteractive.org](http://Medicareinteractive.org).

### New Medicare Card

#### NOTICE SOMETHING DIFFERENT?

Each new card will have a unique new Medicare number to help protect your identity.



**SOCIAL SECURITY NUMBERS HAVE BEEN REMOVED!**



#### MY FRIEND GOT HER CARD. WHERE'S MINE?

Arkansas Medicare recipients have received their new Medicare cards — **if you have not received yours**, please call the AR SMP at 866-726-2916 or call your LOCAL Social Security Office. LR SS Office: 866-593-0933.

#### Negotiating for Part B Drugs —

For the first time, CMS will provide Medicare Advantage plans — private health insurance plans that provide Medicare benefits to 20 million Medicare beneficiaries (a third of all beneficiaries in Medicare) — the option of negotiating for Part B drugs in a way that lowers costs and improves the quality of care. Medicare Advantage plans that also offer a Part D benefit will be able to cross-manage across Part B and Part D so that patients receive the best medicine whether it is physician-administered or self-administered.



## Centers for Medicare and Medicaid Services (CMS) 2019 POLICY CHANGES:

### *Implementation of the Comprehensive Addiction and Recovery Act of 2016 (CARA)*

CMS is implementing new CARA requirements to provide an important additional tool to combat the growing opioid epidemic that is devastating families and communities across the nation. CARA requires CMS to establish through regulation a framework that allows Part D sponsors to implement drug management programs. Under such programs, a sponsor can limit at-risk beneficiaries' access to coverage for frequently abused drugs beginning with the 2019 plan year. CMS will designate opioids and benzodiazepines as frequently abused drugs.

Drug management programs will be integrated with CMS's existing Overutilization Monitoring System (OMS). The clinical guidelines used to determine if a beneficiary is potentially at-risk, which are based on using opioids from multiple prescribers and/or multiple pharmacies, will be expanded from those used in OMS currently. Sponsors will be allowed to limit an at-risk beneficiary's access to frequently abused drugs to a selected prescriber(s) and/or pharmacy(ies) ("lock-in"), and through the use of beneficiary-specific point-of-sale (POS) claim edits, which are already permitted under the current policy. Part D sponsors may not implement such limitations unless they have engaged in case management with the prescribers of these drugs, and beneficiaries can submit prescriber and pharmacy preferences.

**SOURCE:** <https://www.cms.gov/newsroom/fact-sheets/cms-finalizes-policy-changes-and-updates-medicare-advantage-and-prescription-drug-benefit-program>

## WHAT SHOULD YOU DO WITH EXPIRED OR UNUSED MEDICATIONS?

- Never Flush any medications!
- Do Not Throw Away any medications in the trash!

### FOR SAFE MEDICATION DISPOSAL—

Take any unused or expired medications to a local drop box!

To find a drop box location near you, go to [artakeback.org](http://artakeback.org) and type in the city or zip code;

**Or**

Find a drop box at local police departments and participating local pharmacies. 24-hour secure drop boxes at some collection sites (local police stations) are always available.

### GO TO A TAKE BACK EVENT - Saturday, October 27

Take-Back events (a.k.a. Operation Medicine Cabinet) are offered in various locations statewide in an effort to not only get the public to dispose of unused or expired medications, but to educate as many people as possible about the dangers prescription medications can pose.

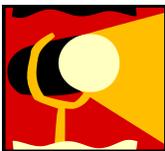
### VOCABULARY—

#### **DRUG DIVERSION:**

Drug Diversion is the redirection of prescription drugs for illegitimate purposes.

The Office of Inspector General (OIG) investigations of drug diversion are on the rise. In many cases that the OIG investigates, health care providers get physicians or pharmacists to participate in drug diversion schemes. Some of these providers

have written hundreds or thousands of unlawful, medically unnecessary prescriptions, which were then billed to Medicare. A new prescription drug diversion tactic is to convince a beneficiary to get a prescription for a narcotic from his/her physician and then the prescription is filled and billed to Medicare or Medicaid. The beneficiary is then paid cash for the script, and the drugs are cycled back through the pharmacy or sold on the street.



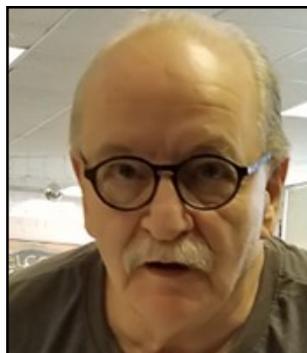
# SMP VOLUNTEERS IN THE SPOTLIGHT!

## Really Special and Valuable People!

### Sharing Medicare Minutes — see what our volunteers are doing...



**Dee Edwards, AR SMP Volunteer Coordinator, with Ila Blackketter-Wolfe. Ila shares Medicare Minutes every month with the J.O.Y. Life Group at First Presbyterian Church in Springdale.**



**Gary Lipsitz is sharing them at 2 different senior apartment communities in Pine Bluff.**



**Ricarda Snellback is sharing them with Christopher Homes residents in Jonesboro and Monette.**



**Juanita Russell is sharing them with the ladies group at her church in Pine Bluff.**



**Jan Lockard is sharing them with the Prime Timers group at the First Assembly of God Church in Bentonville.**



**The Arkansas SMP is currently recruiting volunteers!**

**COME JOIN THE FUN!**

Call Dee Edwards,  
Volunteer Coordinator

**1-866-726-2916**

***SMP - Empowering Seniors to Prevent Medicare Fraud!***



**JoAnne Krisko is sharing them with her senior mass group at Christ the King Catholic Church in Little Rock.**

### **Join the Senior Medicare Patrol**

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

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

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

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



## Arrest of Clinton Woman for Stealing Opioids

August 2, 2018

### Van Buren, AR —

Arkansas Attorney General Leslie Rutledge announced the arrest of a woman from Clinton AR (Van Buren County). The woman was arrested by agents with the Attorney General's Medicaid Fraud Control Unit (MFCU) and is charged with one count of obtaining a controlled substance by fraud, a Class D felony. She is accused of stealing hydrocodone pills while working at a Heber Springs nursing and rehabilitation facility in November 2017. Medicaid fraud occurs when providers use the Medicaid program to obtain money to which they are not entitled. To report Medicaid fraud or abuse or neglect in residential care facilities, contact the Attorney General's Medicaid fraud hotline at (866) 810-0016 or [oag@arkansasag.gov](mailto:oag@arkansasag.gov).

## Two Arkansas women arrested for Medicaid fraud

September 7, 2018

**Marion, AR and Dumas, AR** — Following an investigation by the office of the Arkansas Attorney General, an announcement was made on September 7, 2018, of the arrests of a Marion (Crittenden County) woman and a woman from Dumas (Desha County).

The Marion woman is accused of forging a physician's signature on the paperwork for two Medicaid patients and for billing for services not rendered from October 2016 to January 2017, totaling more than \$3,900, and is charged with a two counts of Medicaid fraud, Class C felonies.

The Dumas woman is accused of being married to the Medicaid recipient to whom she was providing services while submitting billing documents for her services, totaling more than \$10,000 for services she was not eligible to provide due to the marriage. She is charged with one count of Medicaid fraud, a Class B felony.

Source: Newton County Times

## Doctor Risked it all to Blow Whistle

July 31, 2018

**Hilton Head Island, SC**—A doctor blew the lid on a national scam in which physicians ordered panels of lab tests that were not always medically necessary for their patients and received illegal kickbacks. As a result, Medicare and other government health care programs paid upward of \$500 million in fraudulent claims. To read this story, [click here](#).

Source: <https://www.islandpacket.com/news/special-reports/article214771180.html>

## Cardiologist Sentenced for Fraud, Obstruction

July 19, 2018

**Santa Fe, NM**—A cardiologist was sentenced to 51 months in federal prison for health care billing fraud and obstruction of justice convictions. According to the indictment, he executed his scheme by billing for unnecessary tests on new patients and submitting false diagnoses with billing claims; inserting false symptoms and other bad information into patients' medical charts to support unneeded tests; double billing for some procedures; and misusing billing codes to increase his rate of reimbursement. To read a Department of Justice press release, [click here](#).

Source: <https://www.justice.gov/usao-nm/pr/santa-fe-cardiologist-sentenced-51-months-federal-prison-health-care-fraud-and>

## Ambulance Company, Its Owner and Managers Plead Guilty to Health Care Fraud

July 31, 2018

**LEXINGTON, KY** — An ambulance company and its owners and managers plead guilty to fraudulent claims to Medicare and Medicaid for medically unnecessary, non-emergency ambulance transports, particularly to and from a dialysis clinic in Jackson, Ky. As a result, Medicare and Medicaid were defrauded of \$249,539.

The defendants admitted that they were aware that Medicare would only pay for these non-emergency transports if other forms of transportation would endanger the patient's health. Similarly, they admitted knowing that Medicaid would only pay for non-emergency transports if the patient's condition required a transport by stretcher.

Between September 2012 and August 2015, they worked together to submit false claims to Medicare and Medicaid seeking payment for non-emergency ambulance transports for patients who did not qualify for Medicare or Medicaid coverage for the ambulance services. Also, the company's medical records documenting the transports were falsified to misrepresent the patients' true medical condition.

Source: <https://www.justice.gov/usao-edky/pr/breathitt-county-ambulance-company-its-owner-and-managers-plead-guilty-health-care>

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

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

## **SOCIAL SECURITY IMPERSONATOR SCAM —**

Also referred to as the “Black List” Scam — The AR SMP has received complaints on the SMP Helpline from several Arkansans stating that they have received calls from a scam artist posing as a Social Security Administration (SSA) employee. The caller warns that the beneficiary’s “Social Security Number (SSN) has been black listed (or black balled) and suspended for suspicion of illegal activity” and instructs them to contact a provided phone number immediately to resolve the issue. The call concludes by threatening that if the person does not contact the provided phone number, the person’s assets will be frozen until the alleged issue is resolved. In another case, a caller claims to be from “SSA headquarters” and waits for the person to provide personal information, such as an SSN, address, and date of birth.

The caller sometimes already has some personal information, such as your name and last four of your SSN. The caller is often rude, stating to “be quiet, listen, and write down this warrant number!” The caller also uses threats like “a vehicle has been found (in another state) with cocaine and your Social Security Number/Card was found in it!” The caller then gives instructions to call a certain phone number. So far, these scam callers have stated they are in Texas and the return call phone numbers they leave are **972 area codes**. **Remember, Social Security will not call you and ask for personal information or threaten you!**

The Federal Trade Commission has also reported an increase in reports of suspicious phone calls from people claiming to be SSA employees. To submit a complaint to the FTC: <https://www.ftc.gov/faq/consumer-protection/submit-consumer-complaint-ftc>.



## **MEDICARE OPEN ENROLLMENT SCAMS —**

Medicare recipients may change their Medicare health and prescription drug plans during **Open Enrollment** every year from October 15 to December 7. This is prime time for scam artists to prey on people with Medicare.

A common scam is a caller offering you a special discount on your Medicare plan. The fraudster claims that you could save a lot of money but only if you "act now." Then, the caller pressures you for your Medicare number and bank information to sign you up for this "great deal." Do not give this information out to **anyone** who calls you on the phone!

Marketing and enrollment violations also occur during Open Enrollment when some Medicare health plans do not follow the strict marketing guidelines set by Medicare.

For information on the specific marketing guidelines, go to: **Medicare Communications and Marketing Guidelines (MCMG)** -Updated September 5, 2018 — [https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/CY2019-Medicare-Communications-and-Marketing-Guidelines\\_Updated-090518.pdf](https://www.cms.gov/Medicare/Health-Plans/ManagedCareMarketing/Downloads/CY2019-Medicare-Communications-and-Marketing-Guidelines_Updated-090518.pdf).

## Elder LGBTQ Information

### **WHAT ARE THE RULES ABOUT MEDICARE COVERAGE FOR SPOUSES?**

- You must be a spouse in a marriage recognized by the jurisdiction in which it was performed. Registered domestic partnerships, civil unions and common law marriage do not qualify you for a spousal benefit. Medicare recognizes marriages performed in any state as well as marriages performed in other countries.
- You must have been married at least one year before you can qualify for Medicare based on your spouse’s earnings record.

- If you are divorced, you can qualify, but only if your marriage lasted at least 10 years. If you start receiving the spousal benefit while married and then you divorce, the benefit will end unless your marriage lasted 10 years. This rule is the same for opposite-sex couples but it has more impact on same-sex couples who did not have the opportunity to marry earlier.
- If your spouse is alive, your spouse must be at least 62 years old. It is not necessary for your spouse to be on Medicare.
- If your spouse died, you must have been married at least one year before your spouse’s death. The age at which your spouse died does not matter.

Couples considering marriage need to work out the numbers to know what they can lose or gain through marriage. SHIP (800-224-6330) can help you think about how marriage will affect your benefits.

*SOURCE:* <https://www.smpresource.org/Handler.ashx?ItemResourceId=507ec733-5afd-43ed-bea2-d84baf986fe&ItemType=File>

## 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**  
**Arkansas Rehabilitation Services** **1-800-981-4463**  
**AR SMP** (Healthcare Fraud Complaints) **1-866-726-2916**  
**Better Business Bureau (BBB)** **501-664-7274**  
**CMS**—(Medicare)— (Centers for Medicare and Medicaid Services)  
(**1-800MEDICARE**) **1-800-633-4227**  
**Community Health Centers of AR** **1-877-666-2422**  
**Coordination of Benefits** **1-855-798-2627**  
**DHS** (Customer Assistance Unit) **1-800-482-8988**  
**Do Not Call Registry** **1-888-382-1222**  
**Elder Care Locator** **1-800-677-1116**  
**El Dorado RSVP** **1-870-864-7080**  
**Federal Trade Commission**  
Report **STOLEN IDENTITY** **1-877-438-4338**  
**ICan**—Increasing Capabilities Access Network **501-666-8868**  
**LGBT Elder Hotline** **888-234-SAGE**  
**KEPRO -AR QIO**(Quality Improvmt Org.) **1-844-430-9504**  
**Medicaid**—(Claims Unit) **1-800-482-5431**  
**Medicaid Inspector General (OMIG)** **1-855-527-6644**  
**MEDICARE** (CMS 1-800-MEDICARE) **1-800-633-4227**  
**Medicare Part D** **1-877-772-3379**  
**Medicare Rights Center** **1-800-333-4114**  
**Mid-Delta Community Consortium** **1-870-407-9000**  
**Oaklawn Foundation/Center on Aging** **501-623-0020**  
**OIG**—Nat'l Medicare Fraud Hotline **1-800-HHS-TIPS**  
(OIG) Office of Inspector General **1-800-447-8477**  
**OLTC**—Office of Long Term Care **1-800-LTC-4887**  
**OLTC**—Abuse Complaint Section **501-682-8430**  
**Ombudsman**—State Ofc of Long Term Care **501-682-8952**  
**Resource Center (ADRC)** **1-866-801-3435**  
(DHS'S Choices in Living Resource Center)  
**RSVP of Central Arkansas** **501-897-0793**  
**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) **1-800-772-1213**  
Little Rock Office **1-866-593-0933**  
**SSA Fraud Hotline** **1-800-269-0271**  
**South Central Center on Aging** **1-866-895-2795**  
**Texarkana Regional Center on Aging** **1-870-773-2030**  
**Tri-County Rural Health Network** **1-870-338-8900**  
**UALR Senior Justice Center** **501-683-7153**  
**UofA Cooperative Extension Service** **501-671-2000**

## HELPFUL WEBSITES:

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



## SENIOR MEDICARE PATROL (SMP) MISSION

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



### TO PREVENT HEALTHCARE FRAUD—

#### **Protect** Personal Information

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

#### **Detect** Errors, Fraud, and Abuse

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

#### **Report** Mistakes or Questions

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

### TO RECRUIT & TRAIN VOLUNTEERS—

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

To receive the Arkansas SMP Newsletter electronically  
email: [kathleen.pursell@dhs.arkansas.gov](mailto:kathleen.pursell@dhs.arkansas.gov)

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



Arkansas Senior Medicare Patrol (SMP)

P. O. Box 1437 Slot S530

Little Rock, AR 72203-1437

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

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

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

## AR SMP PARTNERS

### El Dorado Connections RSVP

El Dorado, AR  
870-864-7080

### RSVP of Central Arkansas

Little Rock, AR  
501-897-0793

### Oaklawn Foundation

Hot Springs, AR  
501-623-0020

### 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 (SHIP)

Little Rock, AR  
800-224-6330