



WHO ARE WE?

The Arkansas Senior Medicare Patrol (SMP) is a federally-funded program that recruits volunteers, most of whom are retirees on Medicare, to teach their peers to be responsible health care consumers by recognizing, reporting, and preventing healthcare fraud.

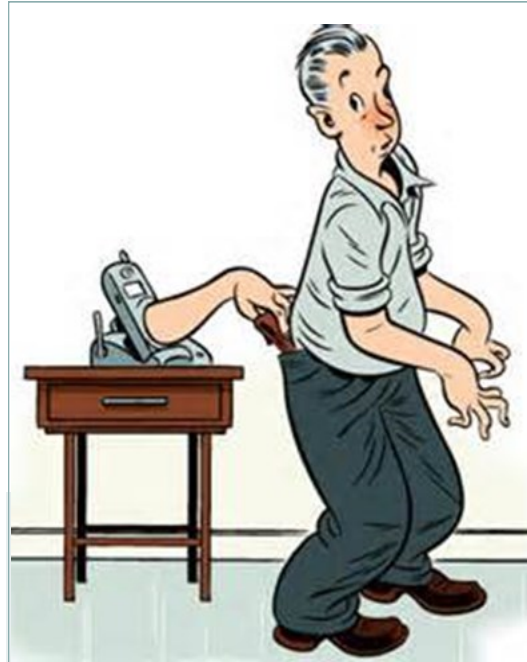
The Arkansas SMP teaches you how to protect your personal information, identify and report billing errors, and recognize scams, illegal marketing, and unnecessary services.

TOGETHER, LET'S STOP DIABETES FRAUD!

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**DIVISION OF AGING
& ADULT SERVICES**
ARKANSAS DEPARTMENT OF HUMAN SERVICES



Diabetes Scams

What Should You Do?

ARKANSAS SMP

"Empowering Seniors to Prevent Healthcare Fraud"



Diabetes Scams

People with diabetes – especially seniors on Medicare – are prime targets for healthcare scams. Someone will call you on the phone, pretending to be from “the Government,” Medicare, or a fake diabetes association (like the phony “National Diabetes Association”). The caller offers “free” diabetic supplies, such as glucose meters, diabetic test strips, or lancets. The caller may offer other supplies, such as heating pads, lift seats, foot care products, or joint braces. All you have to do is give the caller your Medicare number and personal or financial information. ***The call is a scam!***

You may receive items in the mail that you did not order, or you order supplies and receive far more than you asked for.....and they just keep coming, whether you need them or not.

Another type of fraud is the sale of bogus products to treat or cure diabetes. Many of these products advertise that they can treat blood sugar “naturally” or can eliminate your diabetes. ***This is a scam!***

PROTECT • DETECT • PREVENT • REPORT

PROTECT Your Medicare Number and Other Personal Information.

Never give out your Medicare number or personal/financial information over the telephone unless you have made the call. Government agencies, Medicare and the American Diabetes Association will not call you, and won't ask for any personal information over the telephone unless you call them.

Be suspicious of anyone who offers "free" items or services and then asks for your Medicare number. These calls are not coming from Medicare or trustworthy diabetes associations. The caller says the items are "free," but they are still billed to Medicare. Once your Medicare information is in the hands of a dishonest person or supplier, you may be the victim of future scams, including identity theft or medical identity theft where someone else receives medical services charged to your Medicare number.

If you have questions about your Medicare coverage or want to find approved providers of mail-order diabetic supplies, be sure to call the correct phone number—**1-800-MEDICARE (1-800-633-4227)** or look at the official Medicare website—**Medicare.gov**.

DETECT Check Your Medicare Summary Notice.

Check your Medicare Summary Notice and other medical information to see if you were charged for items you did not order or did not receive. Also, check for items that were billed multiple times.

PREVENT Do Not Accept Items That You Did Not Order.

You may receive items in the mail you did not order, and a scammer may call you to verify your Medicare information so he can bill Medicare.

If you haven't opened the box, you can refuse delivery or return it to the sender without paying postage or delivery fees. Keep a record of the sender's name and the date you returned the item(s) to report to the Arkansas SMP.

If It Sounds Too Good To Be True, It Probably Is.

Using common sense is your best defense against fraud. Diabetes is a serious disease that can have frightening complications if not treated properly, and the treatments for diabetes can be expensive. However, the reality is that diabetes can only be controlled with the right diet, exercise and medication.

REPORT Scams to the Arkansas Senior Medicare Patrol (SMP).

Report "fishy" calls to the Arkansas SMP—**1-866-726-2916**. Provide the name of the company that called you, the company's telephone number and address, and a summary of your conversation with the caller.

Report any mistakes that you detect on your Medicare Summary Notice (MSN) to your health care provider and the Arkansas SMP—**1-866-726-2916**.



Check out supplements you are considering taking at the Office of Dietary Supplements (<http://ods.od.nih.gov>) and talk to your healthcare provider.

Buy only supplements with the US Pharmacopeia or Consumer Lab Seals (*as shown here*). This will assure you that what is in the bottle matches what is on the label.



FIND LOW-COST DIABETIC SUPPLIES: Ask your doctor and pharmacist about cost-saving programs in your area.

- ◆ Consider using a store brand (for example – Walgreens, CVS, Rite Aid, Target, Walmart) meter that uses less expensive store-brand strips.
- ◆ Look for pharmacy savings programs or loyalty cards.

These organizations can help you save money on prescription drugs or find programs that assist with general medical costs:

Benefits CheckUp: This organization provides information on savings programs for older adults with limited income and resources.

benefitscheckup.org, 1-800-677-1116.

RX Outreach: This organization has partnered with Prodigy, a meter and strip manufacturer, to provide supplies for low-income diabetics.

rxoutreach.org, 1-888-796-1234.

CR3 Diabetes Association: This organization takes donations of diabetes supplies, including insulin pumps and unexpired test strips. If you are uninsured, underinsured, or have a household income of less than \$60,000 a year, you may be eligible to receive a refurbished pump and/or discounted test strips.

cr3diabetes.org, 919-303-6949.