



Department of Justice
Office of Public Affairs
Thursday, April 22, 2021

Five Individuals Charged for Roles in \$65 Million Nationwide Conspiracy to Defraud Federal Health Care Programs

The owners of four orthotic brace suppliers and several marketing companies were charged in a complaint unsealed yesterday for allegedly orchestrating a nationwide kickback and bribery scheme to order medically unnecessary orthotic braces for Medicare beneficiaries.

Thomas Farese, 78, of Delray Beach, Florida and Pat Truglia, 53, of Parkland, Florida, the owners of orthotic brace suppliers, were each charged with one count of conspiracy to commit health care fraud and three counts of health care fraud, all in connection with paying and receiving health care kickbacks and bribes for orders of orthotic braces.

Christopher Cirri, 63, and Nicholas DeFonte, 72, both of Toms River, New Jersey, the owners and operators of a fraudulent marketing company were charged with one count of conspiracy to commit health care fraud in connection with paying and receiving health care kickbacks and bribes for orthotic brace orders. Cirri and DeFonte were arrested and appeared this afternoon before U.S. Magistrate Judge Jessica S. Allen of the District of New Jersey

Domenic Gatto, 46, of Palm Beach Gardens, Florida, an owner and operator of an orthotic brace supplier, was charged with one count of conspiracy to commit health care,

in connection with soliciting and receiving health care kickbacks.

The complaint alleges that between October 2017 and April 2019, Farese, Truglia, Cirri, DeFonte, and Gatto participated in a nationwide conspiracy to defraud Medicare, TRICARE, Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA), and other federal and private health care benefit programs through the payment and receipt of illegal health care fraud kickbacks in exchange for orthotic brace orders that lacked medical necessity with a total loss of approximately \$65 million.

The complaint further alleges that Truglia, Cirri, and DeFonte operated or controlled marketing call centers to solicit beneficiaries of federal and private health care benefit programs and to entice them to accept orthotic braces regardless of need. Truglia, Cirri, and DeFonte paid telemedicine companies illegal kickbacks and bribes in exchange for doctors and other medical professions signing brace orders and falsely swearing to their medical necessity. Truglia, Cirri, and DeFonte concealed the kickbacks and bribes by entering into sham contracts with the fraudulent telemedicine companies and issuing invoices describing the payments as “marketing” or “business process outsourcing” expenses.

Farese and Truglia purchased these brace orders through orthotic brace suppliers in Georgia and Florida through which they billed the federal and private health care benefit programs for the orders. To conceal their ownership interests in the brace suppliers, Farese and Truglia used nominee owners and provided those names to Medicare in lieu of their own.

The complaint further alleges that Gatto connected Cirri and DeFonte to

other co-conspirators and arranged for Cirri and DeFonte to sell orthotic brace orders to orthotic brace suppliers in New Jersey and Florida in exchange for illegal health care kickbacks and bribes. Gatto and others paid Cirri and DeFonte kickbacks and bribes for each federal health care beneficiary for whom orthotic brace orders were sold to orthotic brace suppliers to be billed to Medicare, TRICARE, CHAMPVA, and other federal and private health care benefit programs. To conceal the kickbacks and bribes, Cirri and DeFonte created sham invoices labeling the payments as “marketing” and “business processing outsourcing” expenses. To conceal his ownership interest in the brace supplier, Gatto used a nominee owner on forms submitted to Medicare and used shell corporations to transfer the funds he paid in connection with the purchase of the supplier.

The charges here—health care fraud and conspiracy to commit health care fraud—are punishable by a maximum potential penalty of 10 years in prison and a \$250,000 fine, or twice the gross profit or loss caused by the offense, whichever is greater. ...


This case was investigated by HHS-OIG, DCIS, the FBI, and VA-OIG.




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INSIDE MEDICARE —

Recent changes allow people with Amyotrophic Lateral Sclerosis (ALS) to receive Social Security Disability Benefits Sooner. The *ALS Disability Insurance Access Act of 2019* eliminated the 5-month Social Security Disability waiting period. More information about this change can be found here: <https://www.ssa.gov/news/newsletter/#04-2021-6>

 866-726-2916



Common Medicare Fraud Schemes

- Ambulance
- COVID-19
- Durable Medical Equipment (DME)
- Genetic Testing
- Home Health Care
- Hospice
- Medical Identity Theft
- Medicare Marketing Violations and Enrollment
- Nursing Home Care
- Outpatient Mental Health Care
- Pharmacy and Prescription Drug

SUPPORTED BY GRANT # 58MP00002 FROM ACL

Know Who to Contact for Assistance When Issues Arise

1-800-MEDICARE: Contact Medicare to learn about coverage rules, to find health care providers and suppliers in your area that participate in Medicare, to request a replacement Medicare card, and to learn about Medigaps in your state.

Medicare Advantage or Part D Plan: Contact your plan with questions about your plan's coverage rules and costs. You can also contact your plan to ask more about why it denied a service or to file a grievance about customer service or administrative errors.

Social Security Administration (SSA): Contact SSA for Part A and B enrollment and premium issues, address changes, or replacement Medicare cards.

State Health Insurance Assistance Program (SHIP): Contact your SHIP for personalized counseling around your Medicare.

Beneficiary and Family Centered Care—Quality Improvement Organization (BFCC-QIO): Contact the BFCC-QIO with complaints about the quality of your care. You can find your BFCC-QIO by visiting www.qioprogram.org/contact.

Senior Medicare Patrol (SMP): If you believe you may be experiencing Medicare fraud, call your SMP. If you believe you are experiencing fraud because of a mistake on your MSN or EOB, first contact your provider or plan to check if they made a billing error.

PROTECT . DETECT . REPORT .

Because senior citizens are the **#1 target** of healthcare fraud and scams, the Arkansas Senior Medicare Patrol (SMP) empowers seniors statewide to protect, detect and report! For a free educational presentation call 866-726-2916.

volunteer
do good, feel good

You can help too! Join our team of over 100 trained volunteers. Call today if you want to be a part of our SMP team!

If you have questions about charges on your Medicare statement, are interested in volunteering, or would like to schedule a free speaker call or email the **Arkansas SMP — 866-726-2916 / kathleen.pursell@dhs.arkansas.gov**



www.ar.gov/smp

facebook.com/arsmp

The AR SMP program is paid for by a grant (#90MPPG0031) from the Administration for Community Living and administered through the Arkansas Department of Human Services, Division of Aging, Adult & Behavioral Health Services. Contents herein do not necessarily represent the official views of ACL.



Arkansas SHIP connects Medicare beneficiaries, their families, and caregivers with skilled Medicare counselors.

AR SHIP's trained counselors provide **confidential, free, unbiased, and personalized** information about your Medicare.

AR SHIP's assist beneficiaries with reviewing and comparing plans regarding:

1. Medicare
2. Medicare Supplements
3. Free assistance with Medicare Drug Coverage (Part D)
4. Medicare Advantage Plans

AR SHIP will help you discover ways to lower your out-of-pocket expense and search other ways to save you money.

Call AR SHIP 1-800-224-6330

Alan McClain, Commissioner

1 Commerce Way

Little Rock, Arkansas 72202

www.insurance.arkansas.gov

Email: insurance.shiip@arkansas.gov

This publication is produced by the Arkansas Senior Health Insurance Information Program (AR SHIP) a division of Arkansas Insurance Department through the Department of Commerce with financial assistance from the Administration for Community Living, an agency of the U. S. Department of Health and Human Services.



NO AMOUNT
OF REGRET CHANGES
THE PAST. NO
AMOUNT OF ANXIETY
CHANGES THE FUTURE.
BUT ANY AMOUNT OF
GRATITUDE
CHANGES THE PRESENT.

www.theactioncorps.com

You have to create little pockets of joy in your life to take care of yourself.

Jonathan Van Ness,
hairstylist, actor, writer, TV personality, podcast host

www.smartbrief.com

The Arkansas Senior Medicare Patrol (SMP) is a federal grant program administered by the AR Department of Human Services Division of Aging, Adult & Behavioral Health Services. This project is supported in part by grant number 90MPPG0031 from the U.S. Administration for Community Living (ACL), a U.S. Department of Health and Human Services.



**Attend SMP's
FRAUD FACT FRIDAY
to hear the latest
fraud and scam alerts!**

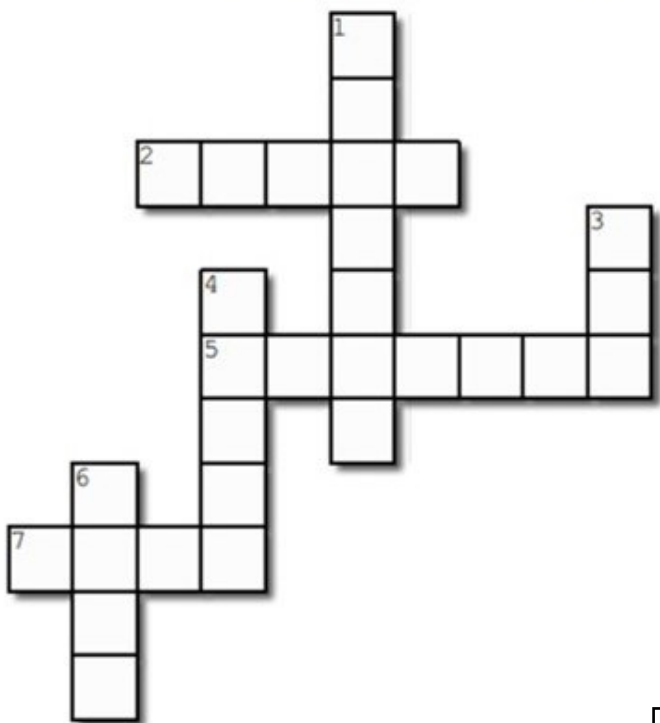
For more information:
Call
866-726-2916 or
Email
kathleen.pursell@dhs.arkansas.gov

Identify and Report Medicare Fraud, Errors, and Abuse

It is important to protect your Medicare number and only give it to your doctors and other providers. Be careful when others ask for your personal information or offer free products and services if you provide your Medicare number. Check your MSNs or your EOBs regularly to check for any suspicious charges or errors. Also, remember that providers are not permitted to routinely waive cost-sharing, offer gifts, or financial incentives for you to receive products and services from them.

If you see any suspicious charges or have any reason to believe your provider is inappropriately billing Medicare, call your provider to see if they have made a billing error. If you suspect you are experiencing Medicare fraud, errors, or abuse, contact your **Arkansas Senior Medicare Patrol (SMP)** —866-726-2916 or email: **Kathleenleen.pursell@dhs.arkansas.gov**.

Protecting Your Medicare Crossword



Across

2. _____ share your Medicare number with anyone other than your _____ medical provider or pharmacist.
5. _____ if someone calls and threatens you or tries to pressure you into something.
7. Always _____ your Medicare Summary Notices (MSNs).

Down

1. _____, Detect. Report.
3. Report fraud, errors and abuse to _____.
4. _____ your Medicare or important papers before throwing them away.
6. Medicare does not _____ anything.

ANSWERS: Do Not; Hang Up; Read; Protect; SMP; Shred; Sell



REPORT MEDICARE AND COVID 19 FRAUD

TERMINOLOGY—

FRAUD:

When someone knowingly deceives, conceals, or misrepresents to obtain money or property from any health care benefit program.

WASTE:

Overusing services or other practices that directly or indirectly result in unnecessary costs to any health care benefit program.

ABUSE:

When healthcare providers or suppliers perform actions that directly or indirectly result in unnecessary costs to any healthcare benefit program. Abuse includes any practice that doesn't provide patients with medically necessary services or meet professionally recognized standards.

THE DIFFERENCE DEPENDS ON CIRCUMSTANCES, INTENT, AND KNOWLEDGE.

LAMINATE OR NOT?

It is okay if you have laminated your COVID-19 vaccine card. If a booster or additional shots are needed, you can start with a new card. If you have not yet laminated your card, it is not recommended that you do so, just in case additional shots need to be logged onto the card in the future.

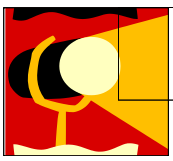
If you need a replacement vaccine card, here's what you can do:

Whether you lost your card or never received one, you should contact the site where you got your first shot. If you are unable to reach the original vaccine provider, try the Arkansas Health Department's Immunization Information System (IIS).

Vaccine providers are required to report all COVID vaccinations to the state.



Be aware of the latest scams about COVID-19 fraud and learn how to protect yourself here: <https://smpresource.news/COVID-19>.



SMP VOLUNTEERS IN THE SPOTLIGHT!

Really Special and Valuable People!



Volunteering is part of our retirement. My time is spent in volunteer work for SMP. My wife, Evelyn Canady, is an active Volunteer Ambassador for Woodland Heights Senior Living. She has mobility issues, and I assist her with needed care to deliver and distribute printed information to all residents of Woodland Heights. We have worked together to make commercials for SMP that are used by SMP to increase members. They are shown at attended meetings, and luncheons for information regarding scams and Medicare Minutes. I make copies of new information, cover slips to personalize distribution, assembling, sending emails, and receiving computer information from SMP. We work with six volunteers who take SMP information to specific floors of our building, which has 120 residents. We answer all questions from residents and make appropriate referrals for senior assistance for their needs. I became a volunteer for SMP in August of 2012, and it has been a real joy to work with Kathleen and Dee, and see residents relieved of stress from scams.

— **BILL CANADY, AR SMP VOLUNTEER**

My name is Margaret Ross, I have been a volunteer for the Senior Medicare Patrol in El Dorado since May of 2015. If I have your number I will call you and share wonderful tips on how easy it is to volunteer for the SMP program during the COVID pandemic.

The pandemic and ever crippling fear of COVID-19 has kept many seniors isolated. *"When I call them on the phone I can still make a connection without putting myself in harms way."*

I love to talk on the phone...so why not share with elderly shut-in's information about healthcare fraud, scams and other things happening in the community?

The more time you talk with seniors and take the opportunity to reassure and educate them on the issues the more they realize you really care. Talking one-on-one with your peers seems to take away some of their fear. By doing so, they can share with their family and friends and help others from becoming victims of Medicare fraud, waste, and abuse.

"The SMP program has opened doors for me to help in my community. God makes a way for me to use what I've got at my disposal and helps me pay it forward!" —**Margaret Ross, AR SMP Volunteer**



Miss You



Rosie Hicks

February 6, 1951 - April 25, 2021

Rosie was a volunteer for the El Dorado Connections for several years. but she had also been busy volunteering for many years at local food pantries, carried meals to homebound individuals, and had a nursing home ministry and a jail ministry. Rosie heard about the Phone Pal Program that El Dorado Connections had started and she knew this was something she wanted to be involved with because it was a great way for her to reach out to those individuals who didn't have any family living close by. Rosie was also very active in the Senior Medicare Patrol (SMP) program where she loved advocating for senior adults. Working with the SMP she was able to share with senior adults the importance of watching out for scammers who want to steal their Medicare information. She also loved the Fraud Bingo games! She said that was such a fun way to learn about Medicare fraud, waste and abuse.

Rosie never met a stranger! She had a charismatic personality that showed through her love of people. She genuinely cared for and only wanted the best for our senior adults. Before retiring Rosie was the Executive Secretary at Sims Mortuary. She and her husband, Larry, were married 50 years. They had four children, 14 grandchildren and 1 great-grandchild. She loved spending time with her grandchildren, riding ATVs, fishing and reading. Rosie and Larry started the "Circle H Ranch" (20 years ago) where kids from all over learned how to work on a ranch. Rosie said they wanted to teach future generations great work ethics and how to be productive citizens when they grew up.

We were all honored to call her a friend. She will be greatly missed. See Rosie's Obituary: <https://www.simsmortuary.com/obituary/rosie-hicks>

Elder LGBTQ Information

EDUCATE YOURSELF—

LGBTQ Resource Center: <https://lgbtqia.ucdavis.edu/educated/words>

Learning about lesbian, gay, bisexual, transgender, queer, intersex and asexual communities and the issues impacting these communities is a life-long process!

In this section of the website, you can register for a training on LGBTQIA allyship, check out some allyship quick-tips, learn about pronouns, and much more!

Vocabulary-

Allyship: The action of working to end oppression through support of, and as an advocate with and for, a group other than one's own.

California bans state-funded travel to Arkansas, 4 other states

The Associated Press | 6/29/2021

SEE BELOW EXCERPT:

SAN FRANCISCO — California added five more states, including Arkansas, to the list of places where state-funded travel is banned because of laws that discriminate against members of the LGBTQ community, the state attorney general announced Monday [June 28, 2021].

Democratic Attorney General Rob Bonta added Arkansas, Florida, Montana, North Dakota and West Virginia to the list that now has 17 states where state employee travel is forbidden except under limited circumstances.

"Make no mistake: We're in the midst of an unprecedented wave of bigotry and discrimination in this country — and the State of California is not going to support it," Bonta said.

...

Arkansas, Florida, Montana and West Virginia passed laws that prevent transgender women and girls from participating in school sports consistent with their gender identity.

...

Arkansas passed the first law in the nation to prohibit physicians from providing gender-affirming healthcare to transgender minors — regardless of the wishes of parents or whether a physician deems such care to be medically necessary.

...

Arkansas Governor Asa Hutchinson said the ban will only be damaging to California by restricting their participation with other states.

SOURCE(S): <https://apnews.com/article/california-florida-lifestyle-travel-business-048670c6461032de3cb67154d624ab13>

<https://www.katv.com/news/local/california-bans-state-travel-to-arkansas-4-other-states-over-anti-lgbtq-laws>

Five Charged in Orthotic Brace Scheme

The owners of four orthotic brace suppliers and several marketing companies have been charged for allegedly orchestrating a nationwide kickback and bribery scheme to order medically unnecessary orthotic braces for Medicare beneficiaries. The complaint estimates the total loss at approximately \$65 million. The complaint says that some of those who were charged had operated or controlled marketing call centers to solicit beneficiaries and to entice them to accept orthotic braces regardless of need.

SOURCE: <https://www.smpresource.org/News/20210504/438/Five-Charged-in-Orthotic-Brace-Scheme.aspx>

Three Florida Men Charged in \$46 Million Scheme

Three telemarketing company owners were charged in a \$47 million scheme, for which Medicare paid over \$27 million for claims submitted involving referring medically unnecessary cancer genetic tests to labs in exchange for kickbacks. They were involved in other offenses, including healthcare fraud and conspiracy to commit money laundering, totaling \$14 million.

The telemarketing scheme targeted Medicare beneficiaries in an effort to convince them to take medically unnecessary genetic cancer tests. Illegal kickbacks were offered to telemedicine companies in exchange for doctor's signatures on orders for the tests. The doctors who participated had no prior relationship with the beneficiaries. The signed doctors' orders for cancer genetic tests were given to labs in exchange for illegal kickbacks.

The counts charging conspiracy to commit health care fraud and wire fraud count, conspiracy to commit money laundering, and substantive money laundering are each punishable by a maximum potential penalty of 20 years in prison. The counts charging health care fraud and anti-kickback violations are each punishable by a maximum potential penalty of 10 years in prison. Finally, the conspiracy to pay and receive kickbacks count is punishable by a maximum potential penalty of five years in prison.

SOURCE: <https://www.justice.gov/opa/pr/three-florida-men-charged-46-million-health-care-fraud-kickback-and-money-laundering>

Nurse Practitioner Stole Doctors' Identities

According to court documents, nurse practitioner Trivikram Reddy and co-conspirators created false patient bills using the provider numbers of six doctors as the treating physicians on the claims. All the claims were false and at no time did the six doctors provide billable services to any of Reddy's medical clinics. When law enforcement arrived at the site of one of the clinics, agents found his staff manufacturing medical records.

Read the DOJ Press Release: <https://www.justice.gov/usao-ndtx/pr/nurse-practitioner-sentenced-20-years-ordered-pay-more-52-million-restitution>

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

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

COVID-19 VACCINATION RECORD CARD FRAUD—

<https://www.ic3.gov/Media/Y2021/PSA210330>

As businesses and universities talk of requiring Proof of Vaccinations (airlines, cruises, some stores and colleges), fraudsters are once again taking advantage of the headlines. Individuals are selling blank, fake COVID-19 vaccination cards. If you did not receive the vaccine, **do not buy fake vaccine cards**.

- Do not make your own vaccine cards;
- Do not fill-in blank vaccination record cards with false information;
- Do not post photos of your vaccine card to social media websites—your personal information could be stolen to commit fraud;
- Because individuals may use fake vaccine cards to misrepresent themselves as vaccinated, you are strongly encouraged to **follow CDC guidance** and continue to maintain social distancing and use personal protective equipment;
- **Report** suspicious activity involving fake vaccination record cards, please contact the appropriate government agency in your state or jurisdiction, HHS-OIG (1-800-HHS-TIPS) or www.oig.hhs.gov; or the Internet Crime Complaint Center (www.ic3.gov).

Protect Yourself Against Nursing Home Fraud—

Unfortunately, there are unscrupulous providers and nursing home administrators who prey on the vulnerability of their patients/residents. Some examples include:

- Billing Medicare for skilled nursing services after you have been released from a skilled nursing facility.
- Billing Medicare for services that were never rendered.
- Billing Medicare for unnecessary tests and procedures.
- Billing Medicare for more expensive procedures and medications.
- Paying kickbacks to providers for referring patients to nursing homes.
- Receiving kickbacks for prescribing unnecessary medications and medical equipment.

TIP:

Read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) to compare the services Medicare was charged with what you received.

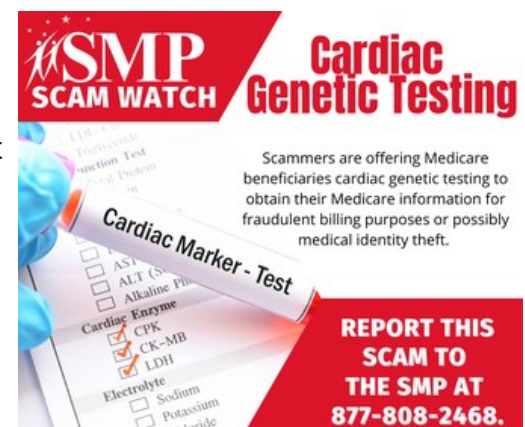


CARDIAC GENETIC TESTING SCAM—new twist on an old scam—

While genetic testing scams have been around for a few years, scammers have added cardiac genetic tests to the mix.

Please do not accept these unsolicited offers. If someone calls you about a genetic testing kit, or mails you one, deny it. If you are approached by someone out in the public to swab your cheek for genetic/DNA/cancer testing, deny it.

Medicare only covers this type of testing in rare, medically necessary cases. If you receive calls about this or have received these kits or approached about genetic testing, please contact the AR SMP—866-726-2916.





JOIN US for SMP's "FRAUD FACT FRIDAY"

Fraud Fact Fridays are 15-minute Zoom meetings, with Q & A following each meeting. These will be scheduled on various Friday's at 10 a.m. each month.

You will receive an invitation to attend prior to each event. You will simply click on the link to attend. It's easy!

We will use this time to inform you of the latest scams and other current Medicare topics. Most importantly, you will have the opportunity to tell us of any scams you have experienced, ask questions, and share any other Medicare-related concerns or other information with attendees.

Mark your calendars to join on Friday mornings at 10 a.m. for SMP's Fraud Fact Friday!

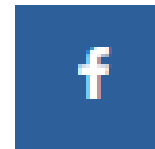
IF YOU ARE INTERESTED IN RECEIVING A NOTIFICATION OF THE FRAUD FACT FRIDAY ZOOM MEETINGS, PLEASE EMAIL:

Kathleen.Pursell@dhs.arkansas.gov or call 866-726-2916. We will need your email address or phone number to send you the link.

Still looking for an Economic Impact Payment?

Go to:

<https://www.irs.gov/coronavirus/get-my-payment>.



www.facebook.com/arsmp

www.Facebook.com/Medicare

PROPER ETIQUETTE FOR DISPLAYING THE AMERICAN FLAG

Each year on July 4th, displaying the flag is a great way to show your patriotism and celebrate America's independence! But some may need a reminder of how to respectfully display our symbol of freedom!

Quick tips for displaying the U.S. flag at your home or business:

- ◆ The U.S. flag should be lighted at night! Never display the flag except from sunrise to sunset, unless it is lighted at night.
- ◆ If there's bad weather, you must take the flag down unless you have an all-weather flag.
- ◆ Never let the flag touch the ground.
- ◆ Never raise the flag slowly. It should be raised briskly, but lowered slowly and ceremoniously.
- ◆ When storing your flag, fold it properly: fold it into a triangle with the blue and stars showing.



For more information on how to display and dispose of your flag, go to <http://www.usflag.org/flagetiquette.html>.

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**
CareLink (Pulaski Co) **501-372-5300**
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 Improvmt 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 **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**
SHIP (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**
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.ar.gov/smp
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://](http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx)
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 SHIP—<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/divisions-shared-services/aging-adult-behavioral-health-services/reports-publications/#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/ARSMPS](https://www.facebook.com/ARSMPS)

Website: www.ar.gov/smp

To Report Medicare Fraud, Waste & Abuse

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

1-866-726-2916