



Senior Medicare Patrol  
Preventing Medicare Fraud

July—September 2022  
Published Quarterly

# NEWSLETTER



Editor, Kathleen Pursell—AR SMP Director

## Proposed Rule Would Reduce Medicare Coverage Gaps

**Starting in 2023, enrollees wouldn't have to wait as long for benefits to kick in**

by Dena Bunis, [AARP](#), April 26, 2022

A proposed new federal regulation is expected to keep 65-year-olds from having to wait for their Medicare coverage to kick in regardless of when they apply during official enrollment periods. The rule also would provide special enrollment windows for people who, through no fault of their own, didn't sign up when they were supposed to.

The proposal would implement Medicare enrollment changes included in the sweeping appropriations law Congress passed in late 2020 and are scheduled to take effect Jan. 1.

Under Medicare's current rules, Americans turning 65 have a seven-month window to enroll. If they wait longer, they have to pay higher Part B premiums for as long as they get Medicare benefits. Part B covers doctor visits and other outpatient services.

Here's how it works now. The seven-month initial enrollment period includes the three months before your 65th birthday, your 65th birthday month and the three months following your 65th birthday month. If you sign up before your 65th birthday, your coverage takes effect the month you turn 65 and become eligible for Medicare. If you enroll the month you turn 65, your benefits start the next month. But if you sign up during any of the last three months of your initial enrollment period, you have to wait two or three months for your coverage to kick in.

People who don't sign up during their initial enrollment period get another shot at enrolling during Medicare's general enrollment period (GEP), which runs from Jan. 1 to March 31 each year. But there's a catch. Currently, if you sign up during this GEP, you have to wait until July 1 for your coverage to become effective.

## New rule closes the gaps

This new rule would change that. Starting next year, as long as you apply for Medicare during any part of your seven-month initial enrollment period or during the general enrollment period, your coverage would take effect the beginning of the following month. So if, for example, you apply on May 15, 2023, your coverage would start June 1, 2023. The Centers for Medicare and Medicaid Services estimates that more than 100,000 people would benefit from the general enrollment period change each year.

AARP has been fighting for such changes for years. "Along with other stakeholders, AARP has worked to educate members of Congress about how older Americans are falling through the cracks or were being unfairly penalized even though they were following the rules to sign up," says Andrew Scholnick, AARP senior legislative representative for government affairs, health care access and affordability. AARP is also continuing to fight for legislation that would alert older Americans every year beginning at age 60 that they will become eligible for Medicare at age 65.

The appropriations law also allows Medicare to establish special enrollment periods (SEPs) that will help people whose unusual circumstances prevented them from

signing up during their initial enrollment period. Examples of these SEPs include:

- Allowing someone to enroll late who missed their initial period because they were affected by a natural disaster or other government-declared emergency.
- Allowing someone to enroll who can show that their employer gave them bad information that led them not to sign up when they were supposed to.
- Providing a special period for formerly incarcerated individuals to enroll after they are released from prison.
- Allowing someone to enroll whenever they no longer qualify for Medicaid, the federal-state health insurance program for low-income persons.
- On a case-by-case basis, allowing people to enroll when circumstances beyond their control prevent them from enrolling during a government-prescribed period.

SOURCE: [New Proposed Rule Would Shorten Medicare Coverage Gaps \(aarp.org\)](#)

### INSIDE THIS ISSUE:

Inside Medicare	Pg 2
AR SMP 2021 #'s	Pg 3
Medicare Interactive	Pg 4
Terminology	Pg 5
Volunteer Spotlight	Pg 6
Elder LGBTQ	Pg 7
Fraud in the News	Pg 8
Scams	Pg 9
Fraud Fact Fridays	Pg 10
Phone Numbers/Websites	Pg 11

## WHAT ARE THE TWO MAIN MEDICARE COVERAGE OPTIONS?

### Traditional Medicare

- Traditional Medicare (sometimes referred to as Original Medicare) covers Part A (hospital insurance) and Part B (medical insurance).
- Individuals also have the option to add Part D coverage for prescription drugs alongside their Part A and B coverage if they choose.
- Under Traditional Medicare, there is no annual limit on out-of-pocket costs. To help with the cost of coverage, individuals in traditional Medicare can buy Medicare Supplemental Insurance (Medigap), which is extra insurance available from a private company. Medicare beneficiaries with limited income and resources may qualify for supplemental coverage under Medicaid.

### Medicare Advantage (MA), also referred to as Part C

- As a coverage alternative to traditional Medicare, beneficiaries have the option to enroll in Medicare Advantage.
- MA plans are run by private health insurers that follow the rules set by the Medicare program and are then paid by Medicare to provide services.
- Unlike traditional Medicare, MA plans usually include Part D as part of a “bundle” with Part A and Part B.
- Under MA, annual out-of-pocket costs are limited. Once an enrollee reaches the MA plan’s limit, the plan pays 100 percent of the cost of covered services for the remainder of the year.

## DUAL ELIGIBLES AND PRESCRIPTION DRUGS IN 2022

HHS OFFICE OF INSPECTOR GENERAL  
Data Snapshot  
June 2022, OEI-05-22-00230

### Part D Plans Generally Include Drugs Commonly Used by Dual Eligibles: 2022 (OEI-05-22-00230)

Dual eligibles (individuals who are covered by both Medicare and Medicaid) have access to the majority of commonly used prescription drugs in 2022 via Part D plans, as found in previous years. A majority of the 449 Part D plan formularies covered almost all (at least 97 percent) of the drugs most commonly used by dual eligibles. Similarly, among Part D plans with premiums below the regional benchmark, a majority of formularies (95 of 132) covered at least 97 percent of the drugs commonly used by dual eligibles.

[Read the Full Report](#)

 An official website of the United States government [Here's how you know](#) ^



Official websites use .gov

A .gov website belongs to an official government organization in the United States.



Secure .gov websites use HTTPS

A lock (🔒) or [https://](#) means you've safely connected to the .gov website. Share sensitive information only on official, secure websites.

# Celebrating 25 Years of the Senior Medicare Patrol (SMP)



June 2022 marked the **25th anniversary of the Senior Medicare Patrol (SMP) Program!** To commemorate this event the SMP created a national week focused on Medicare fraud prevention.

Starting this year, June 5-11, 2022, we will celebrate Medicare Fraud Prevention Week every 6/5!



## AR SMP BY THE NUMBERS — 2021 REPORT

### Arkansas – Arkansas Department of Human Services

Performance measures	Total for 2021
Total number of active SMP team members	68
Total number of SMP team member hours	3,736
Number of group outreach and education events	205
Estimated number of people reached through group outreach and education events	6,597
Number of individual interactions with, or on behalf of, a Medicare beneficiary	431
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$0
Expected Medicare recoveries attributable to the project	\$0
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$0

\* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

## ARE YOU LOOKING FOR SOMETHING MORE?

### HOW ABOUT VOLUNTEERING FOR THE ARKANSAS SENIOR MEDICARE PATROL!

Becoming a volunteer for the Senior Medicare Patrol (SMP) is easy, and your skills and interests are matched to the needs of the program.

SMP volunteers take pride in working to ensure that the Medicare program will be protected for future generations.



Learn more about volunteering by calling 866-726-2916 or email [Kathleen.Pursell@dhs.arkansas.gov](mailto:Kathleen.Pursell@dhs.arkansas.gov).

**SMP** projects recruit and teach seniors to help Medicare and Medicaid beneficiaries become better health care consumers.

Volunteers work in their communities and local senior centers to help identify deceptive health care practices, such as double-billing, overcharging, and/or providing unnecessary and inappropriate services.

**“You might be wondering, why should I care about Medicare Fraud? Well, Medicare Fraud, Abuse, and Errors affect everyone!”**

- They affect EVERYONE because each year, Medicare loses BILLIONS of dollars to improper claims.
- They affect Medicare beneficiaries by wasting money that could be used to increase and improve health care services.

→ They affect EVERYONE who pays taxes by wasting billions of taxpayer dollars and putting the Medicare trust fund at risk.

We appeal to retired professionals to help educate and empower Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse.

Now is the time to advocate, educate and empower those who need our help. Becoming an SMP Volunteer means being dedicated to something bigger than yourself.

Won't you join our fraud fighting team!?

**For more information about volunteering with the AR Senior Medicare Patrol call 866-726-2916**



### DID YOU KNOW?

YOU CAN ACCESS RECORDED PRESENTATIONS OF THE **MEDICARE MINUTES** EACH MONTH OR ATTEND A LIVE WEBINAR EACH MONTH.

Go to [www.medicareinteractive.org/medicare-minute](http://www.medicareinteractive.org/medicare-minute)

Medicare Minutes are short, engaging presentations on current Medicare topics hosted for free by the Medicare Rights Center. Each month's presentation will help you learn more about your benefits and make the most of your Medicare coverage.

# TERMINOLOGY—

## AGING IN PLACE:

Aging in place relates to the ability to live independently in the home and community as one ages, regardless of health conditions or disability, by planning ahead or making home modifications such as grab bars or widening doorways and hallways for wheelchairs. Home health care providers can enable people with chronic medical issues to remain at home longer.

SOURCE: “Care Types Defined,”  
ARKANSAS CAREGIVER Resource Guide  
(Vol 39, No 17, April 25, 2022)



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

## Find the word... SMP Challenge Your Brain!

E	L	V	T	E	Q	B	C	N	Y	A	N	A	S	C
C	A	E	A	H	C	A	O	R	M	G	U	C	S	A
N	C	N	E	C	R	N	O	N	N	N	R	U	Q	R
A	I	V	O	E	C	T	A	I	E	E	W	Z	W	D
L	N	K	A	D	A	I	L	V	E	C	L	H	U	I
U	I	I	C	L	I	E	N	N	D	N	B	S	C	O
B	L	L	U	U	S	W	I	E	X	A	F	M	O	V
M	C	B	P	N	E	N	E	V	O	R	P	P	A	A
A	M	W	U	C	G	G	N	I	N	N	A	L	P	S
A	Y	O	N	S	I	S	E	T	E	B	A	I	D	C
I	C	A	C	O	G	N	I	T	I	V	E	E	Q	U
K	R	M	T	I	R	U	O	N	N	Q	O	V	U	L
G	U	B	U	Q	I	O	Z	R	N	B	E	I	C	A
M	R	Z	R	B	L	O	O	D	H	X	Q	R	D	R
V	Q	U	E	L	R	V	L	O	X	C	T	B	R	P

## LGBTQ+ RESOURCES

### ARKANSAS - GLSEN

<https://www.glsen.org/chapter/arkansas>  
<https://www.facebook.com/GLSENAR/chapter/aar.glsen.org>

GLSEN Arkansas is a grassroots initiative, working locally in our community to ensure safe schools for all students, regardless of sexual orientation and gender identity. There are 43 Chapters around the country doing this important work. Join us today!

### ARKANSAS BLACK GAY MEN'S FORUM

1200 Westpark Suite #300, Little Rock AR 72204  
(501) 777-2233 [www.arbgmf.org](http://www.arbgmf.org)  
<https://www.facebook.com/arbgmf/forum/antoine.ghoston@bgmforum.org>

We are here to empower, uplift and unite Black Gay men through interactive dialogue. There's not any spaces that cater to Black Gay men here in Arkansas. It's time for us to change that! In this group we can mingle and cultivate ideas to make an all inclusive community. We have several initiatives and programs in place, but it would be pretty cool to come up with ideas together. Invite your friends. Can't wait to see where this goes and to meet all of you.

### ARKANSAS BLACK PRIDE

220 North Monroe Street, Little Rock AR 72205  
(501) 777-2216 [www.lrbblackpride.com](http://www.lrbblackpride.com) [info@littlerockblackpride.com](mailto:info@littlerockblackpride.com)

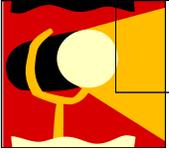
Sunday to Saturday 9:00am - 9:00pm  
Little Rock Black Pride mission is to educate, celebrate and empower Black and Brown LGBTQ people, and qtpic through culturally specific programming and the creation of social spaces.

Acupuncture  
Ambulatory  
Bone  
Chronic  
Counseling  
Screenings

Advance  
Approve  
Cardiovascular  
Clinical  
Diabetes  
Vaccine

Ambulance  
Blood  
Care  
Cognitive  
Planning





# SMP VOLUNTEERS IN THE SPOTLIGHT!

## Really Special and Valuable People!



**S**M P Volunteer, June Brown, with the AmeriCorps Seniors RSVP of Central Arkansas, carries a very heavy load of quarterly SMP Newsletters to the mailroom. She stuck labels on over 700 individual newsletters and put multiple copies in envelopes to mail via FedEx to various other recipients.



Ms. June is a loyal volunteer who works very hard, very fast and efficient, and is always willing to come to the office and help in any way she can—with a smile and a joyful heart!

**THANK YOU MS. JUNE!**  
I do appreciate your hard work!



Sincerely,  
Kathleen Pursell,  
AR SMP Program Director

### Newsworthy: timely. important. interesting.

Congratulations! *El Dorado Connections RSVP* after being awarded the First Financial Bank Excellence Award, April 20<sup>th</sup>. This was an award given to a non-profit organization that demonstrated excellence in their operations and provided citizens with programs and/or services that are vital to the betterment of their community.

**WE ARE PROUD OF YOU AND THE WORK YOU DO FOR SENIORS IN YOUR COMMUNITY AND FOR THE AR SMP PROGRAM!**

## Lucy Bawel

Lucy Bawel passed away at 82 years old, giving 23 years of volunteer service with the El Dorado RSVP program. Having been a retired nurse who loved senior adults, it was obvious she would be the perfect person to fill the capacity of a volunteer with the RSVP program. She was an active Senior Medicare Patrol volunteer and loved to talk to senior adults about Medicare fraud, waste, and abuse and how to protect your Medicare money. Lucy also worked many years at Hudson Nursing Home, Hudson Senior Center, and at Life Touch Hospice, where she was known as the *eleventh-hour volunteer* because “no one should have to die alone.”



She served on the Advisory Board of El Dorado Connections and Interfaith Help Services, where she also supported their food pantry. Lucy was recognized by the state of Arkansas having been awarded a 2014 KARK Community Service Award. She said of volunteering, “it is a privilege and a pleasure to serve in the community and recommends volunteerism as an avenue to joy and happiness in life.”



SMP Volunteer Paula Blackard, with the Women’s Center at Elder Tree, hosting the SMP vendor booth at the Bella Vista Senior Health Fair on April 21, 2022. It was a successful fair as by noon 461 people had already come through, and Paula received contacts for future SM presentations. Thank you Paula! Your group always goes above and beyond! We appreciate you!



## Rose Hudgens

Rose Hudgens passed away at the age of 95. She leaves behind to cherish her memory, 21 great-grandchildren and many friends, and special nieces and nephews. She was a 1944 graduate of Mt. St. Mary Academy.

Through her strong faith and steady presence, she offered unconditional love to her large family and had a gift for knowing just when to offer thoughtful support or gentle guidance. She was a woman of grace with an infectious smile and a style that always kept up with the

times. She had an amazing ability to make everyone in her presence feel special and her encouragement to be happy will live on with her family.

Rose had been an active SMP volunteer at Woodland Heights Retirement Community for the past couple of years. She was a joy to know and to work with and will be greatly missed, not only by her family and friends, but also by the SMP program and all of her friends at Woodland Heights.



## CARING FOR THOSE WHO CARE

### What Providers Should Know About Lesbian, Gay, Bisexual and Transgender Family Caregivers

#### IN OUR SURVEY OF LGBTQ FAMILY CAREGIVERS:

**43%** report some or great deal of difficulty with healthcare tasks such as medication management or caring for wounds

**63%** report some or great deal of difficulty coordinating or arranging for care services from doctors, nurses, social workers, etc.

**37%** More than a quarter agree to feeling isolated due to caregiving

- Less personal time, limited engagement in other activities, more stress and pressure
- Higher incidence of isolation than other groups

 **LGBT caregivers are more likely to report feeling they are the only person available to provide care than other diverse groups**

- 45% agree that they are the only person available to provide care
- Other family members may make unfair assumptions that the LGBT person “has no partner or kids” and thus has the time to care for an older adult

 **LGBT caregivers are less likely to seek help because they are afraid of discrimination**

#### HOW CAN PROVIDERS BETTER SUPPORT LGBTQ FAMILY CAREGIVERS?

- **Collect information on gender identity and sexual orientation to better understand the needs your patients and caregivers**
  - Edit demographic intake tools to collect information about sexual orientation and gender identity
  - Reflect the words people use to describe their identities and relationships
- **Provide culturally competent referrals and resources**
- **Develop and leverage partnerships with CBOs to refer caregivers to LGBT-friendly training and support groups**
- **Create welcoming, supportive, and safe environments for LGBT caregivers and older adults**
  - Utilization of posters, signs, rainbow flag on front door to welcome LGBT adults, but only after a training and policy audit to ensure that services are welcoming
  - Eliminate fear of judgment, discrimination, and rejection
  - Provide ongoing LGBT competency training to staff
  - Develop culturally competent advertisements, brochures, pamphlets that reflect LGBT constituents
- **Develop programs to engage LGBT older adults and/or caregivers**
- **Ensure that your organization’s nondiscrimination policy includes sexual orientation and gender identity, and any use of the word of “family” makes it clear that chosen families also count**

**78%** OF LGBTQ OLDER ADULTS GO BACK IN THE CLOSET UPON ENTERING A NURSING HOME OR ASSISTED LIVING FACILITY.



## Pharmacist Returns \$7.1 Million Unlawfully Taken From Medicare

June 30, 2022

**ALABAMA** — In August 2021, Phillip Anthony Minga pleaded guilty to four counts of health care fraud and one count of conspiracy to commit health care fraud and was sentenced to 78 months in prison and paid restitution of \$7.1 million that will be restored to the Medicare program.

Minga, failed to report a 2010 wire fraud conviction to the Centers for Medicare and Medicaid Services. Consequently, on October 17, 2016, Minga was excluded from the Medicare Program for 10 years. The exclusion provided that Medicare would not pay claims submitted by anyone who employed Minga in a management or administrative role. Nevertheless, from 2016 until 2021, Minga committed health care fraud by continuing to manage and control pharmacies that submitted claims for payment to Medicare. In order to avoid detection, Minga ensured that those submitting Medicare enrollment/revalidation paperwork for these pharmacies would not disclose Minga's ownership interest or managerial role in these pharmacies. From October 17, 2016, to August 16, 2021, Medicare paid approximately \$16,109,446.67 to the pharmacies in which Minga had an ownership interest or managerial role.

*SOURCE:* [Mississippi Pharmacist Returns \\$7.1 Million Unlawfully Taken From Medicare | USAO-NDAL | Department of Justice](#)

---

## Orthotic Brace Suppliers Convicted in \$6.5 Million Health Care Fraud Scheme

May 16, 2022

**TEXAS and ARKANSAS** — A federal jury in Dallas, Texas, convicted the owners and operators of four orthotic brace suppliers in Texas and Arkansas (New Horizons Durable Medical Equipment, Striffin Medical Supply, 4B Ortho Supply, and Grace Professional DME.) for a \$6.5 million illegal kickback scheme, including violations of the federal Anti-Kickback Statute.

The evidence showed that between January 2017 and April 2019, the Strouds and Griffin, through their companies, caused approximately \$12.5 million to be billed in claims to Medicare for unnecessary braces based on brace orders received in exchange for illegal kickbacks. Medicare paid the defendants approximately \$6.5 million for those claims. The defendants concealed the scheme by entering into numerous sham agreements with purported marketing companies that characterized the illegal payments for doctors' orders as "marketing" expenses.

The defendants are all scheduled to be sentenced on Sept. 7. Each defendant faces a total of up to 55 years in prison.

*SOURCE:* [Orthotic Brace Suppliers Convicted in \\$6.5 Million Health Care Fraud Scheme | OPA | Department of Justice](#)

---

## Two Individuals Convicted in \$1.4 Billion Health Care Fraud Scheme Involving Rural Hospitals in Florida, Georgia, and Missouri

June 27, 2022

**FLORIDA, GEORGIA and MISSOURI** — Two individuals were convicted for their roles in a conspiracy that fraudulently billed approximately \$1.4 billion for laboratory testing services in a sophisticated pass-through billing scheme involving rural hospitals.

The two individuals unlawfully for laboratory testing services which were medically unnecessary, and that fraudulently used rural hospitals as billing shells to submit claims for services that mostly were performed at outside laboratories.

The defendants face a maximum penalty of 20 years for each of the health care fraud and wire fraud conspiracy and money laundering conspiracy counts, and 10 years for each substantive health care fraud count.

*SOURCE:* [Two Individuals Convicted in \\$1.4 Billion Health Care Fraud Scheme Involving Rural Hospitals in Florida, Georgia, and Missouri | OPA | Department of Justice](#)

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

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

**AR SMP PODCAST**—*Alert Arkansas, a monthly podcast Alerting Arkansans of the latest scams and other important information:*

**CHECK IT OUT!**

Spotify  
iHeart  
Stitcher  
TuneIn  
iTunes



**ALERT ARKANSAS**



**SMP**

Senior Medicare Patrol

Preventing Medicare Fraud

## Alert Arkansas

Kathleen Pursell

Host Kathleen Pursell is the Program Director for the Arkansas Senior Medicare Patrol (AR SMP). Senior citizens, particularly Medicare recipients, are prime targets for healthcare fraud and scams. Episodes will alert listeners about the latest scams, and educate seniors about steps to take to avoid becoming victims. Other topics will include various types of healthcare fraud; who perpetrates the crimes and how they do it; reviewing Medicare Summary Notices and what to look for when you do; and other updated information regarding Medicare. For more information, assistance, or to report Medicare fraud and scams email: [kathleen.pursell@dhs.arkansas.gov](mailto:kathleen.pursell@dhs.arkansas.gov) / or go to [www.ar.gov/SMP](http://www.ar.gov/SMP).

**Tip:**

**Just hang up on scam callers!**



When reviewing your MSN, be on the lookout for allergy tests you did not agree to when having other testing done.

Report to the AR SMP 866-726-2916

## SMP SCAM WATCH:

*Add-On Allergy Testing*

Review your Medicare statements to make sure there aren't claims for allergy tests you didn't need or request.

**IF YOU SENT A WIRE TRANSFER THROUGH A COMPANY LIKE WESTERN UNION OR MONEYGRAM, CONTACT THE COMPANY AND TELL THEM IT WAS A FRAUDULENT TRANSFER. ASK THEM TO REVERSE THE WIRE TRANSFER AND GIVE YOU YOUR MONEY BACK.**

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



## JOIN US for SMP's "FRAUD FACT FRIDAY"

Fraud Fact Fridays are casual, 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](mailto:Kathleen.Pursell@dhs.arkansas.gov) or call 866-726-2916. We will need your email address or phone number to send you the link.

## Report Medicare FRAUD

AR SMP 866-726-2916



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

A Poem about Caring, dementia and my Dad... for all carers in carers week  
CARING...

I know you Dad  
what you once were  
The mighty heights  
that you have reached  
like landing on that D-Day beach  
or Boogie Woogie in smokes bars  
and draining all those bitter Jars  
Tales of family, football and fights  
of work and pleasure and human rights  
Yes I know you Dad  
what you once were.  
As we sit here now  
your mind a blur  
So I'll make a pot of tea  
a mug for you a mug for me  
and I will talk of what you were  
hoping for you a memory may stir  
Tongtrobard

### FOR HELP AND ASSISTANCE FOR YOU OR YOUR LOVED ONE SUFFERING FROM DEMENTIA OF ANY KIND, CLICK ON LINKS BELOW:

- ◆ Alzheimer's Assoc—Arkansas Chapter - Alzheimer's Disease and Dementia:  
[www.alz.org](http://www.alz.org)
- ◆ Veterans Benefits for Alzheimer's and Dementia:  
[www.alzheimers.net](http://www.alzheimers.net)
- ◆ Caring for Caregivers - Alzheimer's Arkansas  
[www.alzark.org](http://www.alzark.org)
- ◆ Thousands of caregivers may lose monthly stipends under new VA review:  
[www.militarytimes.com](http://www.militarytimes.com)
- ◆ Special Monthly Benefits (Aid and Attendance) Center for Elder Veterans' Rights:  
[www.cfevr.org](http://www.cfevr.org)

## IMPORTANT PHONE NUMBERS:

<b>AANHR</b> —AR Advocates for Nursing Home Residents	<b>501-548-8423</b>
<b>AFMC</b> —AR Foundation for Medical Care	<b>1-888-354-9100</b>
<b>Area Agency on Aging</b>	<b>1-800-986-3505</b>
<b>AG-Attorney General</b> (Consmr Prot Div)	<b>1-800-482-8982</b>
<b>AG Medicaid Fraud Hotline</b>	<b>1-866-810-0016</b>
<b>APS</b> —Adult Protective Services (DHS)	<b>1-800-482-8049</b>
<b>Alzheimer's Arkansas</b>	<b>501-224-0021</b>
<b>Arkansas Rehabilitation Services</b>	<b>1-800-981-4463</b>
<b>AR SMP</b> (Healthcare Fraud Complaints)	<b>1-866-726-2916</b>
<b>Better Business Bureau (BBB)</b>	<b>501-664-7274</b>
<b>CareLink</b> (Pulaski Co)	<b>501-372-5300</b>
<b>CMS</b> —(Medicare)— (Centers for Medicare and Medicaid Services) (1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Community Health Centers of AR</b>	<b>1-877-666-2422</b>
<b>Coordination of Benefits</b>	<b>1-855-798-2627</b>
<b>DHS</b> (Customer Assistance Unit)	<b>1-800-482-8988</b>
<b>DHS Resource Center</b>	<b>1-866-801-3435</b>
<b>Do Not Call Registry</b>	<b>1-888-382-1222</b>
<b>Elder Care Locator</b>	<b>1-800-677-1116</b>
<b>El Dorado RSVP</b>	<b>1-870-864-7080</b>
<b>Federal Trade Commission</b> Report STOLEN IDENTITY	<b>1-877-438-4338</b>
<b>ICan</b> —Increasing Capabilities Access Network	<b>501-666-8868</b>
<b>KEPRO</b> -AR QIO(Quality Improvmnt Org.)	<b>1-844-430-9504</b>
<b>LGBT Elder Hotline</b>	<b>888-234-SAGE</b>
<b>Medicaid</b> —(Claims Unit)	<b>1-800-482-5431</b>
<b>Medicaid Inspector General</b> (OMIG)	<b>1-855-527-6644</b>
<b>MEDICARE</b> (CMS 1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Medicare Part D</b>	<b>1-877-772-3379</b>
<b>Medicare Rights Center</b>	<b>1-800-333-4114</b>
<b>Mid-Delta Community Consortium</b>	<b>1-870-407-9000</b>
<b>Oaklawn Foundation/Center on Aging</b>	<b>501-623-0020</b>
<b>OIG</b> -Nat'l Medicare Fraud Hotline (OIG) Office of Inspector General	<b>1-800-HHS-TIPS</b> <b>1-800-447-8477</b>
<b>OLTC</b> —Office of Long Term Care	<b>1-800-LTC-4887</b>
<b>OLTC</b> —Abuse Complaint Section	<b>501-682-8430</b>
<b>Ombudsman</b> —State Ofc of Long Term Care	<b>501-682-8952</b>
<b>Resource Center (ADRC)</b> (DHS'S Choices in Living Resource Center)	<b>1-866-801-3435</b>
<b>RSVP of Central Arkansas</b>	<b>501-897-0793</b>
<b>SHIIP</b> (Senior Health Ins. Info Program)	<b>1-800-224-6330</b>
<b>SMP Locator</b> —(locate an SMP outside AR)	<b>1-877-808-2468</b>
<b>SSA</b> (Social Security Administration) Little Rock Office	<b>1-800-772-1213</b> <b>1-866-593-0933</b>
<b>SSA Fraud Hotline</b>	<b>1-800-269-0271</b>
<b>South Central Center on Aging</b>	<b>1-866-895-2795</b>
<b>South East AR Center on Aging</b>	<b>1-870-673-8584</b>
<b>Texarkana Regional Center on Aging</b>	<b>1-870-773-2030</b>
<b>Tri-County Rural Health Network</b>	<b>1-870-338-8900</b>
<b>UALR Senior Justice Center</b>	<b>501-683-7153</b>
<b>UofA Cooperative Extension Service</b>	<b>501-671-2000</b>

## HELPFUL WEBSITES:



**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.ar.gov/smp](http://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](http://www.cms.hhs.gov)

**Do Not Call**—[www.donotcall.gov](http://www.donotcall.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)

**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://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)

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

**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)

# 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](http://www.mymedicare.gov) to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered and/or you never received.

### Report Mistakes or Questions

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

## TO RECRUIT & TRAIN VOLUNTEERS—

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

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

\*\*\*\*\*

Current and archived newsletters available at:

<https://humanservices.arkansas.gov/divisions-shared-services/aging-adult-behavioral-health-services/reports-publications/#smp-newsletter-archive>

## AR SMP PARTNERS

**AmeriCorps Seniors RSVP/EI Dorado**  
EI Dorado, AR  
870-864-7080

**AmeriCorps Seniors RSVP/Central AR**  
Little Rock, AR  
501-897-0793

**Oaklawn Center on Aging Inc.**  
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

**AmeriCorps Seniors RSVP/  
South East AR Educ Services Coop  
Foster Grandparent Program**  
Monticello, AR  
870-367-4819

**AR State Independent Living Center (ARSILC)**  
Little Rock, AR  
501-372-0607



Arkansas Senior Medicare Patrol (SMP)

P. O. Box 1437—Slot W241

Little Rock, AR 72203-1437

[Facebook.com/ARSMP](https://www.facebook.com/ARSMP)

Website: [www.ar.gov/smp](http://www.ar.gov/smp)

Report Medicare Fraud, Error & Abuse

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

**1-866-726-2916**