



For Release  
April 11, 2023

## FTC Ramps Up Fight to Close the Door on Illegal Robocalls Originating from Overseas Scammers and Imposters

Project Point of No Entry delivers strong message to “gateway” voice service providers to stop bad traffic from entering the United States or face the consequences

### Press Release Reference

As the menace of unwanted illegal robocalls continues, U.S. consumers are bombarded by millions of these calls each month, both to their landlines and cell phones. Data show that a significant proportion, if not the majority, of illegal robocalls originate from overseas.

To stop these illegal overseas calls, the Federal Trade Commission has implemented Project Point of No Entry (PoNE), targeting “point of entry” or “gateway” Voice over Internet Protocol (VoIP) service providers and warning they must work to keep illegal robocalls out of the country.

“Project Point of No Entry is yet another way the FTC is sending VoIP service providers the clear message that the Commission will not stand by as illegal robocalls blast American phones,” said Samuel Levine, Director of the Bureau of Consumer Protection. “We will use all of our tools to stop companies that knowingly permit illegal calls to flood into the country.”

### Project Point of No Entry

Through Project PoNE, the FTC is disrupting foreign-based scammers and imposters responsible for blasting U.S. consumers with annoying and unwanted calls. Through Project PoNE, the Commission: 1) identifies point of entry VoIP service providers that

are routing or transmitting illegal call traffic, 2) demands they stop doing so and warns their conduct may violate the Telemarketing Sales Rule, and then 3) monitors them to pursue recalcitrant providers, including by opening law enforcement investigations and filing lawsuits when appropriate.

The FTC can seek civil penalties and court injunctions to stop TSR violations. It can also seek money to refund to consumers who were defrauded via illegal telemarketing calls. The FTC coordinates directly with the agency’s federal and state partners, which support the program and pursue their own actions to fight illegal telemarketing robocalls.

### Quantifiable Results

Results to date have shown that Project PoNE is having a significant impact in the fight to stop illegal calls.

Through the FTC’s enforcement efforts and its collaboration with partners, such as the Industry Traceback Group (ITG), the Federal Communications Commission (FCC), and state attorneys general, Project PoNE has uncovered the activity of **24 target point of entry service providers responsible for routing and transmitting illegal robocalls between 2021 and 2023, in connection with approximately 307 telemarketing campaigns, including government and business imposters, COVID-19 relief payment scams, and student loan debt relief and forgiveness schemes, among others.** According to ITG, a single campaign often represents hundreds of thousands or millions of calls.

The FTC demanded that each of the target providers stop allowing illegal robocalls into the United States, warning of potential law enforcement action for illegal conduct. ITG traceback data show

that after being contacted by Project PoNE staff, 22 of the 24 targets significantly curbed or altogether stopped the flow of illegal robocalls entering the country over their networks.

Designated by the FCC as the official traceback consortium, ITG uses its traceback process to seek out the source of suspicious traffic and shares information with law enforcement when appropriate. Each traceback represents a snapshot of any given campaign.

**Before** being contacted by the FTC, the targets had a combined total of **1,043 tracebacks.** After being contacted and warned about their possibly illegal conduct, that number dropped to **196**, illustrating Project PoNE’s effectiveness at **stopping illegal robocalls** before they could enter the country. **Of the 196, 147 are linked to two uncooperative providers, one of which is subject to an FCC law enforcement action.**

The FTC is making available to the public recordings of the robocalls that the targets have allowed into the country at [Project Point of No Entry Letters](#). Making these recordings available will help consumers identify and avoid the various scams delivered by illegal robocalls. The FTC’s East Central Region is spearheading Project PoNE.

SOURCE: [FTC Ramps Up Fight to Close the Door on Illegal Robocalls Originating from Overseas Scammers and Imposters](#) | Federal Trade Commission

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# Saving money with the prescription drug law

A new prescription drug law that went into effect January 1, 2023, will help save money for people with Medicare. This law improves access to affordable treatments and strengthens the Medicare program. Here's what the law means for you:

## More vaccines covered

People with Medicare Part D drug coverage now pay nothing out-of-pocket for even more vaccines. Your Part D plan won't charge you a copayment or apply a deductible for vaccines that the [Advisory Committee on Immunization Practices](#) recommends, including the vaccines for shingles, whooping cough, and more.

## Lower costs for insulin

Your Medicare drug plan **can't charge you more than \$35** for a one-month supply of each Part D-covered insulin, and you don't have to pay a deductible for your insulin. \_

[Other questions about insulin coverage?](#)

- If you get a 2- or 3-month supply of insulin, your costs can't be more than \$35 for each month's supply of each covered insulin.
- If you take insulin through a traditional pump that's covered under Medicare's durable medical equipment benefit, that insulin is covered under Medicare Part B — these benefits go into effect on July 1, 2023.

[Get more information about this new insulin benefit.](#)

**LEARN MORE:** [7 things to know about Medicare Insulin costs](#)

## Lower out-of-pocket drug costs

Starting April 1, 2023, you might pay a lower coinsurance amount for certain drugs and biologicals covered by Part B, if their prices have increased higher than the rate of inflation. The specific drugs and potential savings change every quarter.

If you have drug costs high enough to reach the [catastrophic coverage phase in your Medicare drug coverage](#), you won't have to pay a copayment or coinsurance, starting in 2024.

Extra Help affording prescription drug coverage (the [Part D Low-Income Subsidy \(LIS\) program](#)) will expand to certain people with limited resources who earn less than 150% of the federal poverty level, starting in 2024.

Your yearly Part D out-of-pocket costs will be capped at \$2,000, starting in 2025. You'll also have the option to pay out-of-pocket costs in monthly amounts over the plan year, instead of when they happen.

## Medicare will negotiate to get you lower drug prices

For the first time, Medicare will be able to negotiate directly with manufacturers for the price of certain high-spending brand-name Medicare Part B and Part D drugs that don't have competition.

- This year, we'll announce the first 10 drugs selected for negotiation.
- Negotiated prices for these first 10 drugs will be effective in 2026.

Medicare will select and negotiate costs for:

- 15 Part D drugs in 2025 (effective in 2027).
- 15 Part B and Part D drugs in 2026 (effective in 2028).
- 20 Part B and Part D drugs in 2027 (effective in 2029).
- 20 Part B and Part D drugs in 2028 and every year after.
- Manufacturers that don't follow the negotiation requirements will have to pay a tax, and will have to pay penalties if they don't fulfill other manufacturer requirements.

**THE AR SMP** educates Medicare and Medicaid beneficiaries, as well as their families and caregivers, to identify and report deceptive health care practices, such as double-billing, overcharging, and providing unnecessary or inappropriate services. We also inform and alert them of the scams targeting seniors! It is important to know about scams in order to recognize and avoid becoming a victim!

We serve the entire state of Arkansas, and we would welcome the opportunity to come to you and present our message of fraud and scam detection and reporting.

We want to protect you and your loved one from falling victim.

**Call to schedule a  
free presentation,  
or for more information  
about the  
AR Senior Medicare Patrol  
call  
866-726-2916.**



## A Scammy Snapshot of 2022

(based on reports to Consumer Sentinel)

#FTCTopFrauds  
ftc.gov/data  
ReportFraud.ftc.gov



**2.4 million**  
fraud reports



**\$8.8 billion**  
reported lost

The number of reports is down.  
The amount lost is up.  
(2021: 2.9 million fraud reports, \$6.1 billion lost)

## Top Frauds



Losses to investment scams more than doubled.



Losses to business imposters soared.



Scammers contacting people on social or by phone led to big losses



**\$1.2 billion**  
total lost

**Social media:**  
Highest overall reported losses



**\$1,400**  
median loss

**Phone calls:**  
Highest per person reported losses

## Fraud, Waste, & Abuse: What's the Difference?

### 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 health care providers or suppliers perform actions that directly or indirectly result in unnecessary costs to any health care benefit program.



## ARKANSAS ASSOCIATION OF AREA AGENCIES ON AGING



*Helping the aging population of Arkansas lead better, more independent lives.*

CONNECTING FAMILIES WITH ELDER CARE

Area Agencies on Aging (AAAs) provide information and resources to older people who are looking for the services they need. There is an AAA in your county!

For an Agency near you, contact the Arkansas Association of AAAs at 866-245-5498 or visit <https://agingarkansas.org/>



# INSIDE MEDICARE —

## TERMINOLOGY —

### Medicare Fraud Strike Force

Medicare Fraud Strike Force Teams harness data analytics and the combined resources of Federal, State, and local law enforcement entities to prevent and combat health care fraud, waste, and abuse. First established in March 2007, Strike Force teams currently operate in the following areas: Miami, Florida; Los Angeles, California; Detroit, Michigan; Houston, Texas; Brooklyn, New York; Baton Rouge and New Orleans, Louisiana; Tampa and Orlando, Florida; Chicago, Illinois; Dallas, Texas; Washington, D.C.; Newark, New Jersey/Philadelphia, Pennsylvania; New England; and the Appalachian Region.

Strike Force teams bring together the efforts of the Office of Inspector General, the Department of Justice, Offices of the United States Attorneys, the Federal Bureau of Investigation, local law enforcement, and others.

These teams have a proven record of success in analyzing data and investigative intelligence to quickly identify fraud and bring prosecutions. The interagency collaboration also enhances the effectiveness of the Strike Force model. For example, OIG refers credible allegations of fraud to the Centers for Medicare & Medicaid Services (CMS) so that it can suspend payments to the suspected perpetrators, thereby immediately preventing losses from claims submitted by Strike Force targets.

Strike Force teams have shut down health care fraud schemes around the country, arrested more than a thousand criminals, and recovered millions of taxpayer dollars.

SOURCE: <https://oig.hhs.gov/fraud/strike-force/>

### Special Enrollment Period (SEP) Following Termination of Medicaid Coverage

This new SEP helps promote seamless transitions from Medicaid to Medicare coverage and removes Medicare late enrollment penalties.

**Starting 1/1/2023.** If the individual loses Medicaid coverage on or after January 1, 2023:

- The SEP starts upon notice of upcoming termination of Medicaid eligibility and ends six months after the Medicaid termination.
- Medicare benefits start the month after Medicare enrollment unless the individual elects a start date back to the first day of the month the individual lost Medicaid and agrees to pay all prior premiums.
- Individuals apply for the SEP by completing an SEP form and returning it to their local Social Security field (SSA) office. The form is available at <https://www.cms.gov/medicare/cms-forms/cms-forms/cms-forms-list/application-medicare-part-b-special-enrollment-period-exceptional-conditions>

**FOR MORE INFORMATION OR ASSISTANCE, CONTACT THE  
AR SHIP — 800-224-6330**

**It's free**  
**866-726-2916**

**REQUEST A MY  
HEALTH CARE  
TRACKER**

**My Health  
Care Tracker**

Protect yourself from fraud by tracking your health care

**SMP**  
Senior Medicare Patrol  
Preventing Medicare Fraud

**PROTECT DETECT REPORT**



[www.facebook.com/Arkansas  
Senior Medicare Patrol](https://www.facebook.com/ArkansasSeniorMedicarePatrol)

# Elder LGBTQ Information

## MARRIAGE & MEDICARE

### Qualifying for Medicare Part A coverage based on your spouse's work history.

Medicare Part A is the health benefit that covers hospital care. To qualify for free Medicare Part A, you must have 40 “quarters” of work history, roughly 10 years, based either on your own work record or your spouse's work record. If you or your spouse do not have a qualifying work history, the cost of Part A premiums can be as high as \$500 per month.

### 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 may qualify in limited cases, depending on your state. **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 nine months before your spouse's death. Your spouse's age at death does not matter.

### Marriage and the Medicare Part D Low Income Subsidy (“Extra Help”)

The Medicare Part D Low Income Subsidy (LIS), which is also called “Extra Help,” helps pay for prescription drug costs for people who have low incomes. If you are not married, and don't have dependents, you are treated as a household of one, even if you live with a partner. So, your unmarried partner's income does not count for LIS. Married couples living together are treated as a two-person household and the incomes and assets of both spouses are counted. If you are getting LIS, and then you get married, your eligibility will be recalculated beginning the month that the Social Security Administration learns that you are married.

## Marriage and Medicare Savings Programs

Medicare Savings Programs, administered by state Medicaid agencies, help pay for Medicare premiums and, in the case of the Qualified Medicare Beneficiary (QMB) program, can also pay for deductibles and co-insurance. Like the Low-Income Subsidy, married couples living together are treated as a two-person household while unmarried couples are not.

## Marriage and Medicare Premiums

Some higher income tax filers have to pay more for Medicare Part B and Part D premiums based on income reported on IRS tax returns from two years prior. Depending upon how much income you and your spouse each have, marriage may either raise or lower the Part B and Part D premiums for you. The higher premium, known as income-related monthly adjusted amount (IRMAA) for married couples also may depend on whether you file tax returns separately or jointly. You can ask to have your premiums recalculated if a more recent marriage or divorce or the death of your spouse could lower your premium liability. If this might apply to you, seek tax advice to determine how these rules would affect your specific situation.

## Local Help Navigating Medicare

### RESOURCES

The information in this fact sheet is current as of August 22, 2022. For more or updated information, visit:

GLBTQ Legal Advocates and Defenders  
[www.glad.org](http://www.glad.org)

Justice in Aging  
[www.justiceinaging.org](http://www.justiceinaging.org)

Lambda Legal  
[www.lambdalegal.org](http://www.lambdalegal.org)

National Center for Lesbian Rights  
[www.nclrights.org](http://www.nclrights.org)

National Center for Transgender Equality  
[www.transequality.org](http://www.transequality.org)

National Resource Center on LGBTQ+ Aging  
[www.lgbtagingcenter.org](http://www.lgbtagingcenter.org)

SAGE  
[www.sageusa.org](http://www.sageusa.org)

SAGE's Talk Before You Walk  
[www.sageusa.org/talkbeforeyouwalk](http://www.sageusa.org/talkbeforeyouwalk)

Transgender Law Center  
[www.transgenderlawcenter.org](http://www.transgenderlawcenter.org)

## Discrimination in Health Care

Federal law protects you from discrimination based on sex—including sexual orientation and gender identity—by health entities or care providers who receive federal funds, either directly or indirectly. If you have experienced discrimination, you can file a complaint with the Office of Civil Rights at the Department of Health and Human Services (HHS), [www.hhs.gov/civil-rights](http://www.hhs.gov/civil-rights). You can also file a grievance

## Dispose of Unused Prescriptions

### ARKANSAS TAKE BACK



April 22 | 10am to 2pm  
Rally Point: Bryant Walmart  
Supercenter



Find a Take Back box  
near you and dispose of  
unused prescriptions.



## DID YOU KNOW?

Act 1015 of 2021, an Arkansas law passed that helps protect Arkansas Seniors and people with disabilities from falling victim to financial exploitation.

The Safeguarding Against Financial Exploitation of Retirees (SAFER AR Act) is designed to protect older Arkansans and people with disabilities by allowing financial institutions to delay, refuse and report attempted financial transactions designed to exploit these individuals to Adult Protective Services (APS). The Act also requires APS to report the suspected fraud to the Attorney General's Office within 48 hours.

The SAFER AR Act provides banks and other financial institutions an improved reporting mechanism to state and local authorities when they suspect financial abuse of the elderly and people with disabilities.

## VOLUNTEERING WITH THE SENIOR MEDICARE PATROL

### Skills to Volunteer

SMP projects match a volunteer's skills and interests to the needs of the program. As a result, SMP volunteers may serve Medicare beneficiaries, their families, and caregivers in many creative ways.

### Benefits Reported from Volunteering!

felt good  
and happy

felt they  
had more  
time

felt  
healthier

felt  
physically  
better

felt a need  
to volunteer  
again

### How to Start Volunteering with SMP

SMP projects serve every state, Guam, Puerto Rico, the U.S. Virgin Islands, and Washington, D.C. To find your SMP, use the locator at [www.smpresource.org](http://www.smpresource.org) or call 1-877-808-2468.



866-726-2916

SUPPORTED BY GRANT # 90MPC0002 FROM ACL



YOUTUBE – Senior Medicare Patrol National Resource Center

@SMPResourcecenter

[Senior Medicare Patrol National Resource Center - YouTube](#)

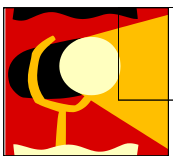


Preventing Medicare Fraud



866-726-2916





# SMP VOLUNTEERS IN THE SPOTLIGHT!

Really Special and Valuable People!



CONGRATS VIVIAN!  
SMP Fraud Bingo Winner 2/16/23



Bobby and Evelyn play SMP Fraud Bin-  
go with Kisha (CA RSVP) at Jackson-  
ville Towers on 2/23/23



## *love never ages*

Meet **Labon Tompkins!**

He turned 100 years young on March 29, 2023.  
He is pictured below with his loving  
great-granddaughter Blaze.

Mr. Tompkins is a U.S. Navy veteran, starting boot  
camp at the age of 19 in San Diego, CA in April 1942,  
and was honorably discharged in November 1945 as  
Boatsman Mate 2nd Class. He served on an old tanker  
ship converted to an N aircraft carrier. They hauled  
torn up planes and  
machinery to get fixed and  
delivered good planes and  
machinery back to the  
South Pacific. The name of  
his ship was USS Alta  
Maha. He said the last 17-  
months he served as a Master  
at Arms.

**HAPPY BIRTHDAY  
LABON, AND THANK  
YOU FOR YOUR  
SERVICE!**

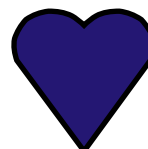
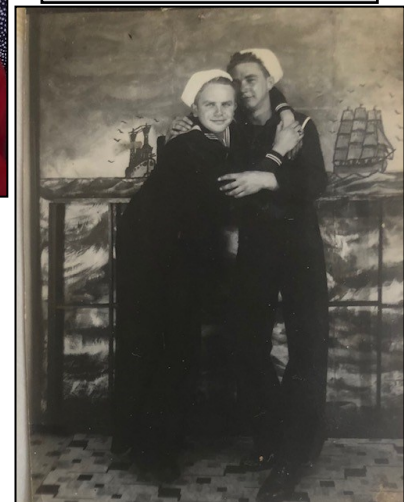


Labon's Great-Granddaughter, Blaze

"100 Never Looked So Good"



Labon Tompkins on RIGHT





## Doctor charged in scheme exploiting telemedicine

**MICHIGAN**—A physician was indicted on a charge of health care fraud, alleging she ran a scheme to submit bogus claims to Medicare. According to a criminal complaint, she allegedly submitted more than \$1 million in false claims to Medicare for telehealth services she did not provide and prescribed Schedule II controlled substances to more than 90% of the patients involved in her telehealth insurance claims.

*SOURCE:* Read a [story](#) from MLive.

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## Lab Owner Convicted in \$463 Million Genetic Testing Scheme to Defraud Medicare

**GEORGIA**—A federal jury convicted Minal Patel for his role in a scheme to defraud Medicare by submitting over \$463 million in genetic and other laboratory tests that patients did not need. Patel owned LabSolutions LLC and conspired with patient brokers, telemedicine companies, and call centers to target Medicare beneficiaries with telemarketing calls falsely stating that Medicare covered expensive cancer genetic tests. After the Medicare beneficiaries agreed to take tests, Patel paid kickbacks and bribes to patient brokers to obtain signed doctors' orders authorizing the tests from telemedicine companies. Read a [story](#) from Fierce Healthcare and a Department of Justice [press release](#).

*SOURCE:* <https://www.justice.gov/opa/pr/lab-owner-convicted-463-million-genetic-testing-scheme-defraud-medicare>  
[ps://www.justice.gov/opa/pr/lab-owner-convicted-463-](https://www.justice.gov/opa/pr/lab-owner-convicted-463-million-genetic-testing-scheme-defraud-medicare)

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## Psychiatrist settles claims

**TEXAS**—A doctor and companies he owned and operated in Longview Texas have agreed to pay the United States \$3 million to resolve claims they improperly billed Medicare. Allegations included intentionally pressuring patients to accept unnecessary medical treatments and billing for those treatments, falsifying treatment records, and billing Medicare for worthless services and services they did not provide.

*SOURCE:* [Click here](#) to read more.

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## REPORTING IS THE FIRST STEP!

One of the biggest roadblocks to stopping fraud and scams is shame or embarrassment.

Victims of scammers are sometimes embarrassed to admit they've 'been scammed', or even afraid to because they feel they will 'get in trouble'.... So, many scams and fraud schemes go unreported!

*Remember...you didn't do anything wrong! The SCAMMER is the CRIMINAL!*

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



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

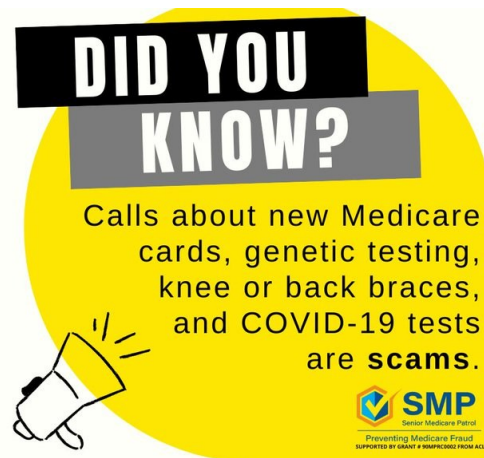
Report all scams to the Arkansas SMP — **866-726-2916**

**The TOP 3 SCAMS reported on the AR SMP Helpline are:**

**(1) NEW MEDICARE CARD SCAM (2) COVID-19 TEST KITS SCAM (3) BRACES SCAM**

Seniors, beware of calls from individuals posing as Medicare representatives who are trying to gather personal information from you.

Hang up the phone and report the call to the AR Senior Medicare Patrol (AR SMP) — 866-726-2916.



## Paper or Plastic?

Medicare cards are only paper. Plastic cards are not really from Medicare and could cost you your identity.



Seniors, beware of calls from individuals posing as Medicare representatives stating that Medicare is sending out NEW MEDICARE CARDS! This is a SCAM!

Hang up the phone and report the call to the AR Senior Medicare Patrol (AR SMP) — 866-726-2916.

## Pharmacy and Prescription Drug Fraud

Due to the lucrative nature of prescription drug diversion and pharmacy scams, criminals continue to exploit Medicare Part D. Although there are many types of prescription drug schemes, pharmacy fraud primarily occurs when Medicare is billed for a medication that was not received or a beneficiary is intentionally given a different prescription drug than was prescribed.

### **TIPS:**

Count your pills to make sure you were not intentionally shorted.

Watch out for offers of "free" or "discounted" prescription drugs.

Don't accept payment for use of your Medicare number or to pick up your prescriptions on your behalf.

Be wary of giving your Medicare number at a public event, health fair, senior center, etc.

WATCH VIDEO: <https://youtu.be/0SCFjfN1yHU>

## 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 most Friday's at 10 a.m. each week. You will receive an invitation with link 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 scam 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 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.

ALERT ARKANSAS



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).

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

**JUNE 5—JUNE 11, 2023**

# Medicare Fraud Prevention Week

**MEDICARE FRAUD  
PREVENTION WEEK**

**6/5-6/11**



SUPPORTED BY GRANT # 90MPRC0002 FROM A.C.E.

Medicare Fraud Prevention Week focuses on the actions everyone can take to prevent Medicare fraud, errors, and abuse. Medicare Fraud Prevention Week starts on June 5, or 6/5, because most people become eligible for Medicare when they turn 65. Medicare Fraud Prevention Week is hosted by the Senior Medicare Patrol, known as the SMP.



## IMPORTANT PHONE NUMBERS:

**AANHRR**—AR Advocates for Nursing Home Residents **501-548-8423**  
**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 Improvmnt Org.)** **1-888-315-0636**  
**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**  
**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**  
**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/](http://www.choicesinliving.ar.gov/)  
**AR Advocates for Nursing Home Residents**  
(AANHRR)—[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**—<https://agingarkansas.org/>  
**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://](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)  
**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)

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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/El Dorado**  
El 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



**Preventing Medicare Fraud**

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)

**Podcast:** Alert Arkansas

Report Medicare Fraud, Error & Abuse

Toll-Free **Helpline** 8:00am—4:30pm

**1-866-726-2916**