



NEWSLETTER

Editor, Kathleen Pursell—AR SMP Director

National Health Care Fraud Enforcement Action Results in Charges Involving over \$1.4 Billion in Alleged Losses

The Department of Justice announced [September 1, 2021] criminal charges against 138 defendants, including 42 doctors, nurses, and other licensed medical professionals, in 31 federal districts across the United States for their alleged participation in various health care fraud schemes that resulted in approximately \$1.4 billion in alleged losses.

The charges target approximately \$1.1 billion in fraud committed using telemedicine (the use of telecommunications technology to provide health care services remotely), \$29 million in COVID-19 health care fraud, \$133 million connected to substance abuse treatment facilities, or “sober homes,” and \$160 million connected to other health care fraud and illegal opioid distribution schemes across the country.

“This nationwide enforcement action demonstrates that the Criminal Division is at the forefront of the fight against health care fraud and opioid abuse by prosecuting those who have exploited health care benefit programs and their patients for personal gain,” said Assistant Attorney General Kenneth A. Polite Jr. of the Justice Department’s Criminal Division. “The charges announced today send a clear deterrent message and should leave no doubt about the department’s ongoing commitment to ensuring the safety of patients and the integrity of health care benefit programs, even amid a continued pandemic.”

Today’s enforcement actions were led and coordinated by the Health Care Fraud Unit of the Criminal Division’s Fraud Section,

in conjunction with its Health Care Fraud and Appalachian Regional Prescription Opioid (ARPO) Strike Force program and its core partners, the U.S. Attorneys’ Offices, Department of Health and Human Services Office of Inspector General (HHS-OIG), FBI, and Drug Enforcement Administration (DEA), as part of the department’s ongoing efforts to combat the devastating effects of health care fraud and the opioid epidemic. The cases are being prosecuted by Health Care Fraud and ARPO Strike Force teams from the Criminal Division’s Fraud Section, in coordination with 31 U.S. Attorneys’ Offices nationwide, and agents from HHS-OIG, FBI, DEA, and other federal and state law enforcement agencies.

“Health care fraud targets the vulnerable in our communities, our health care system, and our basic expectation of competent, available care,” said Assistant Director Calvin Shivers of the FBI’s Criminal Investigative Division. “Despite a continued pandemic, the FBI and our law enforcement partners remain dedicated to safeguarding American taxpayers and businesses from the steep cost of health care fraud.”

“We have seen all too often criminals who engage in health care fraud — stealing from taxpayers while jeopardizing the health of Medicare and Medicaid beneficiaries,” said Deputy Inspector General for Investigations Gary L. Cantrell of HHS-OIG. “Today’s announcement should serve as another warning to individuals who may be considering engaging in such illicit activity: our agency and its law enforcement partners remain unrelenting in our commitment to rooting out fraud, holding bad actors accountable, and protecting the millions of beneficiaries who rely on federal health care programs.”

“Holding to account those responsible for health care fraud and diversion of prescription drugs is a priority for DEA,” said DEA Administrator Anne Milgram.

“These fraudulent activities prey on our most vulnerable – those in pain, the substance-addicted, and even the homeless – those who are most susceptible to promises of relief, recovery, or a new start. Not only do these schemes profit from desperation, but they often leave their victims even deeper in addiction. We are grateful to our partners who stand with us to keep our communities safer and healthier through our collective efforts to prevent the misuse and over-prescribing of controlled medications.”

“Every dollar saved is critical to the sustainability of our Medicare programs and meeting the needs of seniors and people with disabilities,” said Centers for Medicare & Medicaid Services (CMS) Administrator Chiquita Brooks-LaSure. “CMS has taken actions against 28 providers on behalf of people with Medicare coverage and to protect the Medicare Trust Fund. Actions like this to combat fraud, waste and abuse in our federal programs would not be possible without the successful partnership of Centers for Medicare & Medicaid Services, the Department of Justice and the U.S. Department of Health and Human Services, Office of Inspector General.”

SOURCE: [National Health Care Fraud Enforcement Action Results in Charges Involving over \\$1.4 Billion in Alleged Losses](#) | OPA | Department of Justice

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INSIDE MEDICARE —

Medicare Open Enrollment

OCTOBER 15—DECEMBER 7

Your chance to review your current coverage and make changes for the next year!

Medicare health and prescription drug plans can make changes each year. Your current plan may not even be offered next year. Medicare Open Enrollment (October 15-December 7) is your chance to compare your current coverage with different options, and possibly make changes for the next year. The Annual Notice of Change (ANOC) is sent to plan members late September. Contact your plan if you do not receive one.

During this time you can • join a new Medicare Advantage Plan or Part D prescription drug plan • switch from Original Medicare to a Medicare Advantage Plan • Drop a Medicare Advantage Plan and switch to Original Medicare (with or without a Part D plan).

If you decide to make a change, your new coverage will begin January 1, 2022. However, if you are satisfied with your current coverage, the plan still meets your need for the next year, and it is still being offered — you don't need to do anything!

To avoid enrollment problems, call **Medicare** at **1-800-633-4227** or the **AR SHIIP** at **800-224-6330** for assistance.

Deceptive Marketing

Deceptive marketing is the use of false and/or misleading information to persuade you/buyers into a business transaction that will not typically be beneficial to you!

If you receive an offer that is too good to be true, it probably is!

If someone calls you and says they are calling from Medicare, hang up. Medicare does not call beneficiaries to offer them any goods or services.

If someone calls you with insurance offers, tell them to send you the information in writing, or just hang up and call the **AR SHIIP** at **800-224-6330** for assistance in helping you decide if a new plan is best for you. Even if you do not plan to change your coverage, you should check to see if there is another plan in your area that will offer better health or drug coverage at a more affordable price.

ALLOWED Unsolicited Marketing Activities:

Conventional mail or other print media
Advertisements and direct mail
Email – however, all emails must contain an opt-out function

PROHIBITED Unsolicited Marketing Activities:

Door-to-door solicitation
Approach in common areas (hallways, sidewalks, parking lots)
Telephone solicitation (text, leaving voice message)

DID YOU KNOW:

Documents for new enrollees must be provided no later than 10 calendar days or the last day of the month before the effective date of the new plan, whichever is later.



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

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

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

Call AR SHIIP 1-800-224-6330

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](https://www.facebook.com/arsmp)

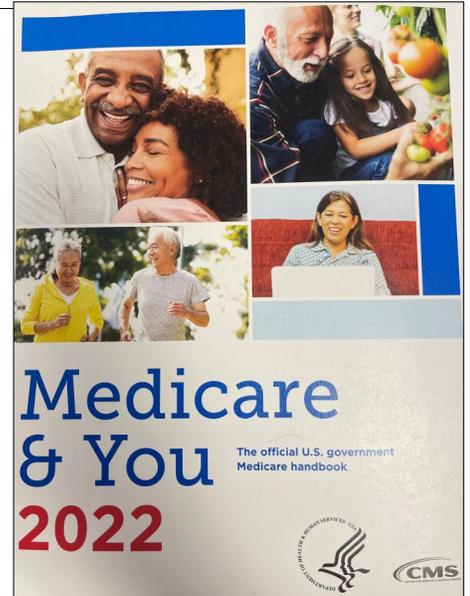


Attend SMP's
FRAUD FACT FRIDAY
to hear the latest
fraud and scam alerts!

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

If you have Original Medicare you should have received your new 2022 Medicare & You handbook by October. You should read the handbook or visit www.medicare.gov for updated Medicare information.

- The handbook is mailed to all Medicare households each September.
- The handbook should review any changes to Medicare's costs and coverage for the upcoming year.
- If you don't receive the handbook, call 1-800- MEDICARE and request a copy.
- ◆ You can also download a general version of the handbook at Medicare.gov.



ARE YOU A CAREGIVER? *Why Self-Care Isn't Selfish*

Caring for an aging parent or loved one is incredibly meaningful, but the daily duties of caregiving can still prompt isolation and neglect.

Click on link below for 6 tips to help you begin to be empowered to incorporate self-care into your day. It is one of the best things you can do to help someone you're caring for:

<https://www.homeinstead.com/care-resources/caregiver-support/self-care-not-selfish/>



**INTRODUCING AR SMP's NEWEST PARTNER,
ARKANSAS STATE INDEPENDENT LIVING COUNCIL (ARSILC)**
and Executive Director DR. FRANSHA' ANDERSON,
promoting independent living among citizens who live with a disability.

The Arkansas State Independent Living Council is an education, advocacy, and referral agency that works to provide information to the public throughout the state about the Independent Living Philosophy, civil rights, technology and services.

The Council envisions an Arkansas where all its citizens have equal rights and opportunities. Therefore, the mission of the ARSILC is to promote independence including freedom of choice and full inclusion into the mainstream of society for all Arkansans with all types of disabilities.

We are excited to partner with Sha' and the ARSILC! This partnership will extend SMP educational and informational outreach statewide. See below for a better understanding of disability in the United States and the need for advocacy:

Disability in the United States — 1 in 4 adults in the United States has a disability.

What is a disability?

A disability occurs when a person's body, mind and/or emotional functions intersect with a environment that results in a limitation in activities or restrictions in full participation for the person. People with disabilities are a diverse group of individuals with a wide-range of healthcare and support needs.

The Relationship Between Disability and Health

People with disabilities are more likely to report poorer health:

40.9% of people with a disability report fair or poor self-rated health compared to 9.1% of people without a disability.

Individuals with disabilities have experienced poorer health when compared to those without disabilities:

- 15.8% of people with a disability have had diabetes compared to 7.2% of those without a disability
- 6.6% of people with a disability have had a stroke compared to 1.5% of those without a disability
- 13.2% of people with a disability have had COPD compared with 3.1% of those without a disability
- 9.0% of people with a disability have had cancer, compared with 5.3% of those without a disability
- 42.0% of those with a disability have had depression, compared to 11.6% of those without a disability

Health Care Access Challenges

People with disabilities have less access to adequate health care due to factors such as:

Costs:

26.7% of people with a disability could not see a doctor due to cost in the past 12 months compared to 10.1% of people without a disability.

Health care provider stereotypes about disabilities:

82.4% of U.S. physicians reported that people with significant disability have worse quality of life than nondisabled people;

Only 56.5% strongly agreed that they welcomed patients with disability into their practice.

Lack of appropriate provider training:

Only 40.7% of physicians were very confident about their ability to provide the same quality of care to patients with a disability.

Lack of accessible medical facilities and equipment:

Exam tables and chairs may not be adjustable; Scales may fail to accommodate wheelchairs or require a step up;

People with visual disabilities or intellectual/developmental disabilities may not be able to access patient portals.

Communication barriers:

Care after a medical visit may be hindered by materials that are not available in plain language or braille;

Lack of accommodations, such as sign language interpreters.

TERMINOLOGY—

Telefraud vs. Telehealth – Is it Really Telemedicine Fraud?

In September, the [Department of Justice \(DOJ\)](#) [filed formal charges](#) against 138 defendants in multiple health care fraud cases.

The largest fraud, resulting in \$1.1 billion in allegedly false and fraudulent claims, has been categorized by many news outlets, and even in the DOJ press release as ‘telemedicine fraud’.

The actual fraud involved telemedicine company executives paying doctors and nurse practitioners to order unnecessary durable medical equipment (DME) and other testing without a patient interaction, or just based on a brief telephonic conversation. Although the DOJ summary claims that medical professionals billed Medicare for sham telehealth consultations, from what has been made public of the fraud being prosecuted, **much of it appears unrelated to the telehealth visit itself, and more to do with the ordering of the DME and testing.**

READ THE ENTIRE DOJ PRESS RELEASE OF THE CASE:

<https://www.justice.gov/opa/pr/national-health-care-fraud-enforcement-action-results-charges-involving-over-14-billion>



Access and Affordability of Technology

While older adults are more digitally connected now than ever before, gaps still remain. New technology may not be in an older adult’s budget.

In fact, the Pew Research Center found that younger, relatively affluent, and highly educated older adults are adopting technology at a much faster pace than the older adult population as a whole.

Options for free or reduced technology that are available to older adults include:

- Local United Way (211) is available 24/7 for people seeking social services. Simply dial ‘211’ or go to: <https://www.fcc.gov/consumers/guides/dial-211-essential-community-services>
- SafeLink is a government benefit program that provides free cellular service as a result of the Emergency Broadband Benefit (EBB), a federal program providing temporary service to eligible customers.

Apply by going to the following link and entering your zip code—phone numbers are available after you enter your zip code: <https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome>

- Assurance is a government benefit program that provides wireless lifeline services. <https://www.assurancewireless.com/>

The Assurance Wireless offer provides eligible low-income customers free monthly data, unlimited texting, and free monthly minutes. Plus a free phone.

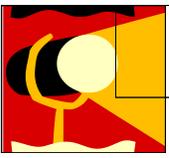
- Assistive Technology Act (AT Act) programs provide device demonstration, device loan, reutilization (reuse), and financing services. <https://www.at3center.net/stateprogram>

- Veterans Affairs provides veterans with free videoconferencing software for visits with health providers. <https://www.va.gov/opa/pressrel/pressrelease.cfm?id=5426>

- Free Wi-Fi hotspots are often offered by cities in the parking lots of schools and public libraries as well as by some private technology companies such as Comcast—800-934-6489.

**DID YOU NOTICE OUR
LOGO CHANGE?!**





SMP VOLUNTEERS IN THE SPOTLIGHT!

Really Special and Valuable People!



It is with the heaviest heart that I tell you of the passing of a dear friend and exemplary SMP Volunteer, Evelyn Canady. Evelyn was promoted to SMP Volunteer Ambassador with the Retired Nurses Group at Woodland Heights, and had been with our program since 2012. While this is part of working with elderly volunteers, it never gets any easier, and this loss is particularly difficult. Evelyn was very special and will be missed by all who knew her. —Kathleen Pursell

Evelyn (Dugger) Canady

March 8, 1931 ~ July 26, 2021

Obituary:

Evelyn Canady, age 90, was called to be with our Lord on July 26, 2021, where she was greeted by her Savior at Heaven's gates. The daughter of Laverna and Daniel Dugger and granddaughter of Dr. Charles and Ethyl Sloan, Evelyn was born on March 8, 1931, in North Little Rock, Arkansas.

Evelyn loved her family and friends more than anything in the world. She is survived by her loving husband, Bill Canady; beloved daughter, Sharon "Sherri" Barnard (Steve); grandsons, Bryson Huff (Jamie) and Clark Huff (Martha); two great-grandchildren, Brooklyn and Grayson Huff (Bryson); as well as countless friends.

Evelyn graduated in 1949 from North Little Rock High School. She then attended Baptist School of Nursing where she graduated as a Registered Nurse in 1952. She proudly served as a nurse at UAMS for 47 years. While working in the Hematology Clinic, she oversaw the treatment of patients with the then unidentified immunodeficiency virus, later identified as AIDS. She also worked in many other ambulatory clinics throughout UAMS.

In retirement, she was an ambassador and volunteer for SMP, an association that educates seniors on avoiding Medicare fraud. After moving to the Woodland Heights retirement community, Evelyn once again put her nursing skills to work and helped form the Retired Nurses Club. Here she assisted and implemented practices for residents that included posting their medical history and medications in each resident's apartment in the event of emergency personnel being called. Evelyn also had a way of making everyone feel important and was known for faithfully delivering birthday cards to each resident and friend that surrounded her.

Evelyn was a faithful member of the First Baptist Church in North Little Rock, Tyler Street Baptist Church, as well as the First Baptist Church of Little Rock for the last 45 years. She served on many committees and enjoyed decorating for the senior adult club, SAGA.

Bill and Evelyn's marriage of 69 years, was a true testament of love, devotion, and loyalty, to everyone who knew them. WE LOVE YOU AND MISS YOU EVELYN!



Pictured above: Margaret Ross, Steve Splawn and Cheryl Splawn Giving healthcare fraud the old 1-2 punch!

**HELP FIGHT
MEDICARE FRAUD!**

BE A SMP VOLUNTEER



Pictured: Rosalind Stone, AR SMP Volunteer with partner organization, Tri Co Rural Health Network of Helena, hosting an SMP vendor booth at the Community Health Fair August 31, 2021 Helena



Pictured: June Brown, AR SMP Volunteer with partner organization, AmeriCorps Seniors RSVP of Central AR, hosting a SMP vendor booth at the We Care health fair. —July 17, 2021— Wrightsville

Elder LGBTQ Information

How to spot extortion scams on LGBTQ+ dating apps

Consumer Education Specialist, FTC / September 13, 2021

Looking for love on LGBTQ+ dating apps? Scammers are too!

We're hearing about scams targeting people on LGBTQ+ dating apps, like Grindr and Feeld. And they aren't your typical I-love-you, please-send-money romance scams. They're extortion scams.

They usually work something like this: a scammer poses as a potential romantic partner on an LGBTQ+ dating app, chats with you, quickly sends explicit photos, and asks for similar photos in return. If you send photos, the blackmail begins. They threaten to share your conversation and photos with your friends, family, or employer unless you pay — usually by gift card. To make their threats more credible, these scammers will tell you the names of exactly who they plan to contact if you don't pay up. This is information scammers can find online by using your phone number or your social media profile.

Other scammers threaten people who are “closeted” or not yet fully “out” as LGBTQ+. They may pressure you to pay up or be outed, claiming they'll “ruin your life” by exposing explicit photos or conversations.

Whatever their angle, they're after one thing — your money. If you're looking for love on dating apps, here are some ways to avoid these scams:

- **Check out who you're talking to.** Do a reverse image search of the person's profile picture to see if it's associated with another name or with details that don't match up — those are signs of a scam.
- **Don't share personal information with someone you just met on a dating app.** That includes your cell phone number, email address, and social media profile.
- **Don't pay scammers to destroy photos or conversations.** There's no guarantee they'll do it. In fact, the FBI advises against paying extortion demands, which could support criminal activity. And remember that, once you share photos, you can't take them back.

If you think someone is trying to extort you:

If you live in the U.S. and someone is using your own photos to extort you, call the Cyber Civil Rights Initiative's crisis hotline: 844-878-CCRI (2274) for help or advice.

Contact your local FBI field office or the Internet Crime Complaint Center (IC3).

Report it to the FTC at ReportFraud.ftc.gov.

Are you under 25 and looking to connect with a counselor at an LGBTQ+ organization about what happened? Reach out to The Trevor Project. They have free counselors, available 24/7, who can talk to you through their phone, chat and text services.

Remember, Medicare covers the flu shot, so you pay nothing out-of-pocket.

Stopping
the flu
starts
with
you.



It's time for your flu shot. The CDC warns **this upcoming flu season could be severe**, so it's more important than ever to protect yourself against the flu. The best way to protect yourself and keep you from spreading the flu to others is to get vaccinated.

The CDC recommends **getting your flu shot by the end of October** to stay protected throughout flu season. And, you can get a flu shot and a COVID-19 vaccine at the same time.

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



DOJ Announces Coordinated Law Enforcement Action to Combat Health Care Fraud Related to COVID-19

Federal charges involve wire fraud and money laundering related to the theft of federal healthcare funds

May 26, 2021

Lavaca, Arkansas—A Lavaca (Sebastian County) man was involved in an alleged healthcare fraud scheme designed to exploit the COVID-19 pandemic. Multiple defendants offered COVID-19 tests to Medicare beneficiaries at senior living facilities, drive-through COVID-19 testing sites, and medical offices to induce the beneficiaries to provide their personal identifying information and a saliva or blood sample. The defendants are alleged to have then misused the information and samples to submit claims to Medicare for unrelated, medically unnecessary, and far more expensive laboratory tests, including cancer genetic testing, allergy testing, and respiratory pathogen panel tests.

The U.S. was defrauded of over \$88 million, including over \$42 million in false and fraudulent claims during the COVID-19 health emergency that were billed in combination with claims submitted for testing for COVID-19 and other respiratory illnesses. Beneficiary and medical provider information from prior lab testing orders were used by two testing laboratories (Vitas Laboratories LLC and Beach Tox LLC) to submit fraudulent claims for urine drug tests and other laboratory tests including respiratory pathogen panel and COVID-19 tests, that were not ordered or performed. Hundreds of claims were submitted for beneficiaries after they had died. More information is available on the link below:

SOURCE: <https://www.justice.gov/usao-wdar/pr/doj-announces-coordinated-law-enforcement-action-combat-health-care-fraud-related-covid>

AG files suit against Conway eye clinic

August 23, 2021

Little Rock—Arkansas Attorney General Leslie Rutledge filed a civil lawsuit against Dr. Charles Todd, Jr., Karen Todd and Conway Eye Care/Todd Eye Clinic following an investigation that they committed Medicaid fraud by routinely billing the Arkansas Medicaid Program for more than four years (between March 2013-September 2019) by falsifying documents and filing over 700 claims over that time period for optometric services, for which the defendants fraudulently received over **\$800,000** pay.

In September 2019 the Medicaid Fraud Control Unit reviewed the billing data from Todd Eye Clinic and Conway Eye Care and found Dr. Todd had the highest Medicaid crossover paid amounts in Arkansas compared to other optometrist providers between 2015-2019.

To report Medicaid fraud or abuse or neglect in residential care facilities, contact the attorney general's Medicaid fraud hotline at (866) 810-0016 or at oag@arkansasag.gov.

SOURCE: https://arkansasag.gov/news_releases/rutledge-files-lawsuit-seeking-over-800000-in-restitution-following-conway-eye-care-clinic-medicaid-fraud/

Two Arkansas Physicians Sentenced to a Total of 150 Months in Federal Prison for Prescription Fraud

May 27, 2021

Fort Smith/Rogers—Two licensed physicians in the state of Arkansas (Fort Smith and Rogers) were sentenced on one count each of Distribution of a Controlled Substance without an Effective Prescription.

The Fort Smith physician, also Owner and Operator of Hinderliter Pain Clinic in Barling and Gaby Medical Clinic in Fort Smith, pleaded guilty to acting and intending to act outside the usual course of professional practice without a legitimate medical purpose in dispensing a Schedule II controlled substance namely, oxycodone, to an individual, thereby causing the death of the individual. From 2016 through 2018, several of the physician's patients died of drug overdose or related causes.

From January 2016 through November 2018, the physician issued more than 11,000 prescriptions for opioids and/or benzodiazepines; prescribed approximately 1,156,044 dosage units of Schedule II controlled substances to 347 patients (3,332 pills per patient over the course of 2 years); 98% of the patients were prescribed at least one opioid (hydrocodone, oxycodone, methadone, etc.); 94% of the patients received either multiple narcotics or a combination of narcotics and sedatives; and 27% of the patients were age 40 or younger. Sentence: 120 months in federal prison and 3 years supervised release.

The Rogers Physician admitted to fraudulently writing prescriptions for Schedule II opioid medications, one while meeting with patient in parking lot of restaurant, having not been written in conjunction with an appropriate medical exam and issues outside the course of legitimate medical practice. Sentence: 30 months in federal prison and 3 years supervised released.

“The abuse of prescription drugs remains a significant problem in our communities. This abuse often leads to addiction, shattered lives, and even death. For the health and safety of our citizens, DEA and our law enforcement partners in Arkansas and beyond will continue to target those who illegally distribute these potentially dangerous drugs. It is particularly disappointing when trusted medical professionals are engaged in the diversion of controlled substances. We hope that the convictions and sentencing of these Physicians will serve as a reminder to anyone who might illegally divert pharmaceuticals that they will be held accountable for the harm they cause,” said DEA Special Agent in Charge Brad L. Byerley.

SOURCE: <https://www.justice.gov/usao-wdar/pr/two-arkansas-physicians-sentenced-total-150-months-federal-prison-prescription-fraud>

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

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

New Medicare Card **SCAM**

The AR SMP started receiving reports of this scam in 2020 and have received numerous reports of scammers contacting Medicare recipients offering new Medicare cards. These are scammers trying to entice you to give your Medicare number and other personal information. **Don't give it to them!** Unfortunately, a lot of Medicare recipients have fallen victim! *Let's be sure to tell our friends and family members about this scam—you just may keep them from becoming a victim!*

Examples of what the scammer may say:

- “Medicare is sending new 2021 Medicare cards, and I just need your Medicare number in order to send you your new card.”
- “Medicare is sending a new card because your old card is expiring”.
- They state they are with your doctor’s office and they often have your doctor’s name.
- They state they are with Medicare and need you to verify your new Medicare number so you will continue to receive benefits.
- They state your Medicare card has been compromised and you will be getting a new one.
- They call offering a new PLASTIC Medicare card for a fee.
- They offer a new Medicare card with a ‘chip’ and all you have to do is scan it at the doctor’s office.

Here's what you should know:

- ◆ Medicare IS NOT sending new 2021 Medicare cards.
- ◆ Your Medicare card does not ‘expire’.
- ◆ There is no plastic Medicare card.
- ◆ There is no ‘micro-chipped’ Medicare card.
- ◆ Medicare WILL NOT call you and ask for personal information.
- ◆ Even though the caller has some information about you, like your doctor’s name or your name and address, it does not mean the call is legitimate!
- ◆ Scammers ‘spoof’ Caller ID to show any number or name they need to in order to FOOL YOU and make you believe the call is legitimate.

If you fall victim and give your Medicare number to a scam caller, report it to the AR SMP at 866-726-2916.

You will need to read your Medicare Summary Notice (MSN) to look for charges for things you did not receive, and that your doctor did not order, like charges for braces (knee, back, wrist); or lab tests (especially COVID-19 related).

SMP SCAM WATCH **Cardiac Genetic Testing**

Scammers are offering Medicare beneficiaries cardiac genetic testing to obtain their Medicare information for fraudulent billing purposes or possibly medical identity theft.

REPORT THIS SCAM TO THE SMP AT 866-726-2916

The graphic features a red banner with the SMP logo and 'SCAM WATCH' text. Below it, a medical form titled 'Cardiac Marker - Test' is shown with various lab tests listed, including AST, ALT, Alkaline Phosphatase, CPK, CK-MB, LDH, Sodium, Potassium, and Chloride. A blue ribbon is tied around the form.

Your doctor did not ask someone to call you to offer you braces or a cardiac genetic testing kit.

Report it to the AR SMP — 866-726-2916 —

The image shows an elderly man with glasses talking on a mobile phone. The background is a dark teal color with white text.

Beneficiaries who fall victim to Medicare scams can experience long-term negative consequences impacting their finances, health, and long-term medical identity.



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.

WORD SEARCH



DETECT	SCAM	MEDICARE
PROTECT	FRAUD	SENIORS
BACK BRACE	REPORT	GENETIC
SMP	ERRORS	TESTING

WHAT IS SMP?



Watch this video to find out more:

<https://www.facebook.com/SMPNationalResourceCenter/videos/1904339313074497>



www.facebook.com/arsmp
www.Facebook.com/Medicare

Report Medicare FRAUD

866-726-2916

Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling, and education.

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**
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/
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 SHIIP—<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

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

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

Report Medicare Fraud, Error & Abuse

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

1-866-726-2916