



FOR IMMEDIATE RELEASE

November 1, 2022

Contact: CMS Media Relations

[CMS Media Inquiries](#)

HHS FINALIZES PHYSICIAN PAYMENT RULE STRENGTHENING ACCESS TO BEHAVIORAL HEALTH SERVICES AND WHOLE-PERSON CARE

Rule includes expanded cancer screening coverage in support of President Biden's Cancer Moonshot and promotes innovation and coordinated care in Medicare

Today, the U.S. Department of Health and Human Services (HHS), through its Centers for Medicare & Medicaid Services (CMS), is expanding access to behavioral health care, cancer screening coverage, and dental care. The Calendar Year 2023 Physician Fee Schedule (PFS) final rule announced today also promotes innovation and coordinated care in the Medicare program through Accountable Care Organizations (ACOs). This rule directly supports [President Biden's Cancer Moonshot Goal](#) to cut the death rate from cancer by at least 50% and also supports the Administration's commitment of strengthening behavioral health, which the President outlined in his first State of the Union Address and the comprehensive strategy to tackle the nation's mental health crisis, which HHS leaders have furthered through the [National Tour to Strengthen Mental Health](#).

"The Biden-Harris Administration is committed to expanding access to vital prevention and treatment services," said HHS Secretary Xavier Becerra. "Providing whole person support and services through Medicare will improve health and wellbeing for millions of Americans and even save lives."

"Access to services promoting behavioral health, wellness, and whole-person care is key to helping people achieve the best health possible," said CMS Administrator Chiquita Brooks-LaSure. "The Physician Fee Schedule final rule ensures that the people we serve will experience coordinated care and that they have access to prevention and treatment services for substance use, mental health services, crisis intervention, and pain care."

"Together, we are building a stronger Medicare program," said Deputy Administrator and Director for the Center for Medicare, Dr. Meena Seshamani. "No matter who you are, or what diagnoses you have, these changes will help ensure that Medicare treats the whole person—caring for physical health, behavioral health, and social needs that are integral to health—and ensuring access to the high-quality care all people deserve."

Coverage for Behavioral Health Services and Opioid Use Disorder Treatment

In line with the [2022 CMS Behavioral Health Strategy](#), CMS is strengthening access to vital behavioral health services. CMS is making it easier for Medicare beneficiaries to get

behavioral health services, by allowing behavioral health clinicians like licensed professional counselors and marriage and family therapists to offer services under general (rather than direct) supervision of the Medicare practitioner. Medicare will pay Opioid Treatment Programs that use telecommunications with patients to initiate treatment with buprenorphine. CMS is also clarifying that Opioid Treatment Programs can bill for opioid use disorder treatment services provided through mobile units, such as vans, in accordance with Substance Abuse and Mental Health Services Administration (SAMHSA) and Drug Enforcement Administration (DEA) guidance. These policies may increase access in rural and other underserved areas.

CMS is also finalizing policies to pay for clinical psychologists and licensed clinical social workers to furnish integrated behavioral health care as part of a primary care team. Finally, Medicare will provide a new monthly payment for comprehensive treatment and management services for patients with chronic pain. These new services offer a whole-person approach to care.

Expanding and Enhancing Accountable Care

CMS is finalizing changes to the Medicare Shared Savings Program, the nation's largest Accountable Care Organization program, covering more than 11 million people with Medicare and including more than 500,000 health care providers. These policies represent some of the most significant reforms since the program was established in 2011, and the first Accountable Care Organizations (ACOs), which are groups of health care providers who come together to give coordinated, high-quality care to people with Medicare, began participating in 2012. Through these policies, which are central to the [Medicare Value-Based Care Strategy](#), CMS will take important steps toward our 2030 goal of having 100% of Traditional Medicare beneficiaries in an accountable care relationship with their healthcare provider by 2030. CMS is finalizing proposals to incorporate advance shared savings payments to certain new ACOs that can be used to support their participation in the Shared Savings Program, including hiring additional staff or addressing social needs of people with Medicare. CMS is also finalizing a health equity adjustment to an ACO's quality score, revising the benchmarking methodology, and allowing longer periods of time for ACOs to become accustomed to accountable care before being liable for downside risk, all of which are expected to increase participation in rural and underserved areas.

CONTINUED...

INSIDE THIS ISSUE:

Inside Medicare	Pg 2-3
Terminology	Pg 4
Elder LGBTQ	Pg 5
Note from Director	Pg 6
Volunteer Spotlight	Pg 7
Fraud in the News	Pg 8
Scams	Pg 9
FFF and Podcast	Pg 10
Phone Nmbrrs/Websites	Pg 11
SMP Mission/Partners	Pg 12

INSIDE MEDICARE —

What's new in 2023?

Your Medicare coverage and costs can change each year, so it is important to understand and review your benefits. Here is an overview of what's new in 2023.

First, let's look at the new Medicare costs for 2023.

Part A costs	
Part A premium	Free if you've worked 10 years or more \$278 per month if you've worked 7.5 to 10 years \$506 per month if you've worked fewer than 7.5 years
Part A hospital deductible	\$1,600 each benefit period
Part A hospital coinsurance	\$0 for the first 60 days of inpatient care each benefit period \$400 per day for days 61-90 each benefit period \$800 per lifetime reserve day after day 90 in a benefit period (You have 60 lifetime reserve days that can only be used once. They're not renewable.)
Skilled nursing facility insurance	\$0 for the first 20 days of inpatient care each benefit period \$200 per day for days 21-100 each benefit period

Part B costs	
Part B premium (For individuals with incomes below \$97,000 or couples with incomes below \$194,000)	\$164.90 is the standard premium
Part B deductible	\$226 per year
Part B coinsurance	20% for most services Part B covers

Part D costs	
National average Part D premium	\$32.74 per month
Part D maximum deductible	\$505 per year
Coverage gap begins	\$4,660
Catastrophic coverage begins	\$7,400

Because of the Inflation Reduction Act, all Part D-covered vaccines, including the shingles vaccine, will be \$0 beginning in January 2023. Additionally, copays for each Part D-covered insulin product will be limited to \$35. Insulin products that may be covered by Part D include insulin that is not used with a pump, along with medical supplies used to inject insulin, like syringes, gauzes, and alcohol swabs.

Thanks to the Inflation Reduction Act, you will also pay no more than a \$35 copay for each Part B-covered insulin product, starting in July of 2023. Insulin products that may be covered by Part B include a pump and the insulin that is used with the pump.

2023 also brings some changes to the Medicare enrollment periods.

The Initial Enrollment Period, also called the IEP, is the seven-month period including the three months before, the month of, and the three months following your 65th birthday month. In the past, if you enrolled later in your IEP, you would have to wait longer for your Medicare to start. Beginning in 2023, though, your Medicare will start the month after you enroll, but no earlier than the first of your 65th birthday month. This change gets rid of or shortens the gap in coverage for those who enroll later during their IEP.

The General Enrollment Period, also called the GEP, runs from January 1 through March 31 of each year. In the past, if you enrolled during the GEP, your Medicare would not start until July. Beginning in 2023, though, when you use the GEP your Medicare will begin the first of the month after you enroll. For example, if you enrolled on January 1 in past years, you would have to wait until July 1 for your Medicare to start. With these changes, if you enroll using the GEP in January, for example, your coverage will instead start on February 1.

5 NEW Special Enrollment Periods, also called SEPs, are periods of time outside normal enrollment periods when you can enroll in Medicare or change your coverage. SEPs are sometimes triggered by specific life circumstances. Beginning in 2023, new SEPs have been created for people who:

- Lose Medicaid
- Are in an area with a disaster or emergency
- Are released from incarceration
- Make an enrollment mistake based on misinformation from their employer
- Experience other exceptional circumstances

These additional SEPs will expand enrollment opportunities, reduce gaps in coverage, and prevent late enrollment penalties. Contact your AR SHIP to see if you are eligible for an SEP by calling 800-224-6330.

New Part B Immunosuppressive Drug Benefit:

It may also be helpful to learn about Medicare's new, limited immunosuppressant coverage.

After getting a kidney transplant, people with End-Stage Renal Disease (ESRD), need to take immunosuppressant drugs for the rest of their life to prevent their body from rejecting their donor organ. Medicare covers these drugs differently depending on the circumstances of the transplant. If you have Medicare only because of ESRD, Part B may cover your immunosuppressants for 36 months after the month of your transplant, at which time your ESRD Medicare ends. Beginning in 2023, if you lose your ESRD Medicare 36 months after your transplant and don't have other health insurance, you will be eligible for the new immunosuppressive drug benefit. This is also called the Part B-ID benefit.

Part B-ID may not be your best choice if any other insurance is available, because it only covers immunosuppressant drugs and does not include any other Part B benefits or services. You must pay a premium for the Part B-ID benefit, which is set at a percentage of the standard Part B premium. However, you can apply for the Medicare Savings Program for help with your Part B-ID costs. You can be eligible for Part B-ID even if your ESRD Medicare eligibility expired before 2023.

Still have questions?

Your Arkansas Insurance Department Senior Health Insurance Information Program (SHIIP) is here for you! For Medicare-related questions or concerns, you can contact SHIIP counselors, who are government funded to provide trusted, unbiased Medicare counseling at no cost to you — AR SHIIP — **800-224-6330**.



TERMINOLOGY— SERUM SODIUM

DO YOU DRINK ENOUGH WATER?

Below taken in part from....

U.S. Department of Health and Human Services NATIONAL INSTITUTES OF HEALTH NIH News National Heart, Lung, and Blood Institute (NHLBI) <<https://www.nhlbi.nih.gov>>

For Immediate Release: Tuesday, January 3, 2023
CONTACT: nhlbi_news@nhlbi.nih.gov, 301-496-5449,
<[e-mail:nhlbi_news@nhlbi.nih.gov](mailto:nhlbi_news@nhlbi.nih.gov)>

Adults who stay well-hydrated appear to be healthier, develop fewer chronic conditions, such as heart and lung disease, and live longer than those who may not get sufficient fluids, according to a National Institutes of Health study published in eBioMedicine <[https://www.thelancet.com/journals/ebiom/article/PIIS2352-3964\(22\)00586-2/fulltext](https://www.thelancet.com/journals/ebiom/article/PIIS2352-3964(22)00586-2/fulltext)>.

"The results suggest that proper hydration may slow down aging and prolong a disease-free life," said Natalia Dmitrieva, Ph.D., a study author and researcher in the Laboratory of Cardiovascular Regenerative Medicine <<https://www.nhlbi.nih.gov/science/cardiovascular-regenerative-medicine>> at the National Heart, Lung, and Blood Institute (NHLBI), part of NIH.

The findings don't prove a causal effect, the researchers noted. Randomized, controlled trials are necessary to determine if optimal hydration can promote healthy aging, prevent disease, and lead to a longer life. However, the associations can still inform clinical practice and guide personal health behavior.

"On the global level, this can have a big impact," Dmitrieva said. "Decreased body water content is the most common factor that increases serum sodium, which is why the results suggest that staying well hydrated may slow down the aging process and prevent or delay chronic disease."

Normal serum sodium levels are between approximately 135 and 145 mEq/liter (135 - 145 mmol/L). A serum sodium level of less than 135 mEq/L qualifies as *hyponatremia*, which is considered severe when the serum sodium level is below 125 mEq/L.

This research was supported by the Division of Intramural Research at NHLBI. The ARIC study has been supported by research contracts from NHLBI, NIH, and the Department of Health and Human Services.



**CONTINUED from Pg 1
CMS NEWSROOM**

Reducing Barriers and Expanding Coverage for Colon Cancer Screening

Colon and rectal cancers continue to be a leading cause of death in the United States with even higher new cases and death rates for Black Americans, American Indians, and Alaska Natives. Medicare will now reduce the minimum age for colorectal cancer screening from 50 to 45 years, in alignment with recently revised policy recommendations by the U.S. Preventive Services Task Force. Additionally, Medicare will now cover as a preventive service a follow-on screening colonoscopy after a non-invasive stool-based test returns a positive result, which means that beneficiaries will not have out-of-pocket costs for both tests.

Finalizing Payment for Dental Services that are Integral to Covered Medical Services

CMS is codifying current policies in which Medicare Parts A and B pay for dental services when that service is integral to treating a beneficiary's medical condition. Medicare will also pay for dental examinations and treatments in more circumstances, such as to eliminate infection preceding an organ transplant and certain cardiac procedures beginning in CY 2023 and prior to treatment for head and neck cancers beginning in CY 2024. Finally, CMS is establishing an annual process to review public input on other circumstances when payment for dental services may be allowed.



FOREVER STAMPS — Introduced in 2007, Forever Stamps (all first-class one-ounce stamps) are the equivalent to the current price of a first-class stamp.

As the name suggests, Forever Stamps can be used to mail a one-ounce letter regardless of when the stamps are purchased or used, and no matter how prices may change in the future.

Starting January 2023, the price of a Forever Stamp will be \$.63

DID YOU KNOW?

The U.S. Postal Service is the only delivery service that visits every address in the nation, 146 million homes and businesses, six days a week. It has 37,000 retail locations and relies on the sale of postage, products, and services to pay for operating expenses, not tax dollars. The Postal Service has annual revenues of \$75 billion and delivers nearly half the world's mail.

Source: <https://about.usps.com/news/fact-sheets/forever-stamp-facts.htm>



www.facebook.com/arsmp

PLEASE NOTE—Unfortunately, the SMP Facebook page was hacked. Please be patient as we create a new page and be on the lookout for our friend invites!

Elder LGBTQ Information

Here are 6 of the top 22 LGBTQ news stories of 2022

SOURCE: <https://www.nbcnews.com/nbc-out/out-news/are-22-top-lgbtq-new-stories-2022-rcna63517>

1. At least 35 LGBTQ athletes compete at Beijing Olympics, a Winter Games record

[Click for full story](#)

At least 35 openly LGBTQ athletes competed in the Winter Olympic Games in Beijing, which ran from Feb. 4 - Feb. 20, more than double the amount of queer athletes in the 2018 Winter Games, according to the LGBTQ sports website [Outsports](#).

2. Percentage of LGBTQ adults in U.S. has doubled over past decade, Gallup finds

[Click for full story](#)

The percentage of LGBTQ adults in the U.S. has doubled over the last decade, from 3.5% in 2012 to 7.1%, in part due to younger generations increasingly identifying as LGBTQ, according to [a Gallup poll](#) released Feb. 17.

3. Texas governor calls on citizens to report parents of transgender kids for abuse

[Click for full story](#)

Texas Gov. Greg Abbott called on “licensed professionals” and “members of the general public” to report the parents of transgender minors to state authorities if it appears the minors are receiving gender-affirming medical care in a directive issued Feb. 23.

The Texas Department of Family and Protective Services, the state’s child welfare agency, [began investigating families](#) shortly thereafter. Some of the investigations have since been [blocked by federal courts](#), but the [threat of investigation](#) has led many families [with transgender children](#) to [flee the state](#).

4. Lia Thomas becomes 1st transgender woman to win NCAA championship

[Click for full story](#)

Former University of Pennsylvania senior Lia Thomas [made international headlines](#) when she began competing on the women’s swim team in the fall of 2021. Despite [division among her](#) teammates, she continued to compete and went on to become the first transgender woman to win an NCAA championship when she won the 500-yard freestyle March 17.

5. Florida Gov. Ron DeSantis signs bill limiting LGBTQ classroom instruction (“Don’t Say Gay” Bill)

[Click for full story](#)

Florida Gov. Ron DeSantis signed the controversial Parental Rights in Education law — or what critics have [dubbed the “Don’t Say Gay” bill](#) — on March 28. The measure prohibits “classroom instruction by school personnel or third parties on sexual orientation or gender identity” in kindergarten through grade 3 “or in a manner that is not age appropriate or developmentally appropriate for students in accordance with state standards.”

6. 'It's already having an impact': LGBTQ people fear abortion rights reversal

[Click for full story](#)

In May, LGBTQ people anticipated that the reversal of Roe v. Wade would disproportionately impact them due to barriers that they already face to health care and the [impact that the decision could have on other precedents](#), such as Obergefell v. Hodges, which requires states to recognize same-sex marriages.

FOR MORE INFORMATION ON ALL 22 NEWS STORIES CLICK THIS LINK:

[Here are 22 of the top LGBTQ news stories of 2022 \(nbcnews.com\)](#)



A Note from AR SMP Program Director, Kathleen Pursell

The 2022 holiday season was fraught with proliferation of scams by mail, phone, text, and email, which has prompted my first New Year's resolution. The AR SMP will expand outreach and education to help our seniors recognize fraud and scams, resist the temptation to click on that enticing link, or say "yes" to offers of free stuff in exchange for their Medicare numbers.

We will need more volunteers to wage war on fraudsters and scammers; educate Medicare beneficiaries and their families and caregivers on emerging fraud and scam trends; and protect, detect, and report healthcare fraud, waste and abuse in our state.

We hope that you will join us in our efforts and come forth to volunteer for this very worthy cause.

If you are interested in joining our team, please call **866-726-2916**.

"FRAUD & SCAM FREE IN 2023!"



866-726-2916

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.**

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

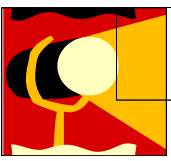
SMP projects serve every state, Guam, Puerto Rico, the U.S. Virgin Islands, and Washington, D.C. To find your SMP, use the locator at www.smpresource.org or call 1-877-808-2468.



866-726-2916

SUPPORTED BY GRANT # 90AMPIC0002 FROM ACL





SMP VOLUNTEERS IN THE SPOTLIGHT!

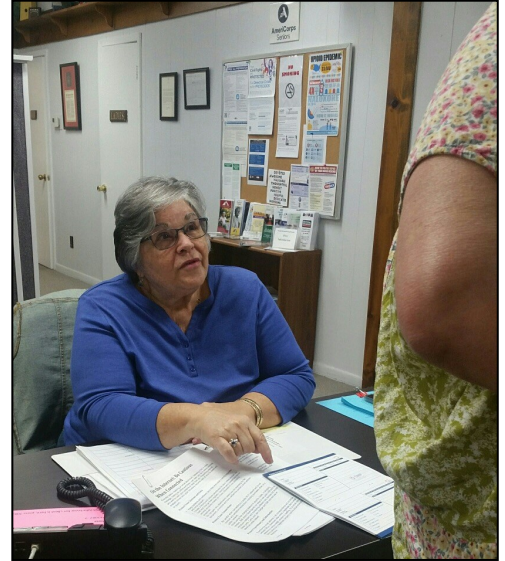
Really Special and Valuable People!

PROTECT | **DETECT** | **REPORT**
your information | errors | fraud

If you are a Medicare beneficiary or a SHIP counselor, you are aware that Medicare's Open Enrollment Period (OEP), that runs each year from November 15—December 7, has just passed! I know there are a lot of wonderful staff and volunteers who are weary from the long hours and hard work assisting beneficiaries during this time period!

**WE THANK YOU AND WE LOVE YOU
FOR ALL YOU DO EACH YEAR!
THANK YOU!!**

I thought it was appropriate to show you SMP Volunteer-in-Action **Gretchen West** (AmeriCorps Seniors El Dorado Connections RSVP) who is, in this photo taken during an OEP counseling session, explaining to a beneficiary about our "My Health Care Tracker" and the benefits of using one for personal medical record keeping. **Great Job Gretchen!** Thank you for spreading the SMP message of Protect, Detect and Report!



WHAT A GREAT TIME WE HAD AT THE WOODLAND HEIGHTS HALLOWEEN/FALL CARNIVAL this past October. The AR SMP bought a new "WHEEL OF FRAUD" and it was a big success! As you can see from the pictures, everyone enjoyed spinning their luck!

Thank you JUNE BROWN, AR SMP Volunteer! What great help you were training each visitor on how to spin the wheel and helping them find just the perfect prize out of the box! We all had fun!

Thank you Woodland Heights for a great time!



Ambulance Company Settles Allegations

11/30/22

ILLINOIS — HealthOne Critical Care Transport Service Inc., doing business as MedicOne Medical Response, has agreed to pay more than \$302,000 in a civil settlement agreement resolving allegations the company improperly billed Medicare for scheduled, non-emergency ambulance transportation. The government alleges many of MedicOne's nonemergency ambulance transports did not meet Medicare requirements for coverage because the services were not medically necessary, particularly when the patients safely rode in other forms of transportation — such as personal vehicles, medical transport cars, and wheelchair vans — to medical appointments and social outings. Read a Department of Justice [press release](#).

<https://www.justice.gov/usao-sdil/pr/ambulance-company-settles-allegations-billing-medicare-unnecessary-non-emergency>

Medical Equipment CEO Sentenced

12/8/22

NORTH CAROLINA — Tanya Grant will serve 80 months in prison for a health care fraud scheme in which she purchased lists of Medicare patient names from companies overseas. She then billed Medicare for purportedly supplying these patients with durable medical equipment. In many cases, Medicare was billed even though no equipment was shipped. Grant forged physician orders if no such order existed in her files to support her billings. Read a [story](#) from WRAL and a Department of Justice [press release](#).

<https://www.justice.gov/usao-ednc/pr/ceo-raleigh-healthcare-company-sentenced-90-months-prison-multi-million-dollar>

Senate Reveals Deceptive Marketing Practices

11/14/22

Senate Finance Committee Chair Ron Wyden revealed new information about an increase in deceptive marketing practices targeting seniors with Medicare Advantage plans. The report exposes numerous tactics used by insurance companies, brokers, and third-party marketers to push seniors to sign up for their plans, including deceptive mail advertisements, misleading claims about increasing Social Security benefits, aggressive in-person marketing tactics, and enrolling beneficiaries, particularly those dually eligible for Medicare and Medicaid, in a new plan without their consent. Read a [press release](#), which includes a link to the report, from the United States Senate Committee on Finance.

More information about Medicare Advantage advertisement complaints can be found in a [story](#) from Healthcare Finance.

<https://healthcarefinancenews.com/news/some-states-see-more-medicare-advantage-advertisement-complaints>

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**

SOCIAL SECURITY IMPERSONATOR SCAM



Some bad actors use the holidays to take advantage of people's generous spirits. Scammers frequently target communities.

They pretend they are from Social Security or another government agency to steal your money or personal information.

Caller ID, texts, or documents sent by email may look official, but they are not. Fraudsters are calling to verify information about the 2023 cost-of-living adjustment for people who get benefits.

Remember, this adjustment is automatic and a beneficiary does not need to verify anything. Social Security won't ask you to provide information or money to get your benefit increase. Know that how we do business with you doesn't change because it's the holidays. We may email or text you about programs and services, but we will never ask for personal information via email or text.

Recognizing the signs of a scam can help you avoid falling victim to one. These scams primarily use the telephone to contact you, but scammers may also use email, text messages, social media, or U.S. mail. Scammers **pretend** to be from an agency or organization you know to gain your trust. Scammers say there is a **problem with your Social Security number or account**. Scammers **pressure** you to act immediately. Scammers tell you to **pay** in a specific way.

Know what to look for and be alert. Scammers don't take days off and neither should you... when it comes to making sure you identify suspicious communications and report it.

If you receive a questionable call, text, or email, hang up or don't respond and report it at oig.ssa.gov/report. Scammers frequently change their methods with new tactics and messages to trick people. Stay up to date by following SSA's Office of the Inspector General (SSA OIG) on [LinkedIn](#), [Twitter](#), and [Facebook](#) or subscribing to receive [email alerts](#).

SOURCE: Social Security Administration <subscription.service@subscriptions.ssa.gov>

THE 'NEW' MEDICARE CARD SCAM

Scams about NEW Medicare cards continue! We have seen this scam cover our entire state during 2022, and it has not stopped. It is going rampant nationwide.

You should know that **YOU WILL NOT BE GETTING A NEW MEDICARE CARD!** Scammers are calling, emailing, and texting trying to convince beneficiaries that Medicare is sending a new Medicare card, and all they need to do is give them their Medicare number to receive the new one. For example, scammers may falsely tell you that Medicare is issuing new cards—perhaps a plastic one, gold/metal one, a chipped card, or black and white COVID-19 cards. They may even tell you that your Medicare card is **EXPIRING** and you need a new one! Remember, your Medicare card **DOES NOT EXPIRE!** The scammers often tell you that in order for them to send your new Medicare card, you need to verify your identity, which may include your Medicare number. This is an attempt to gain your personal or financial information. Do not give your Medicare number to an unsolicited caller.

Beware of unsolicited calls or texts from anyone claiming to work for Medicare or anyone who needs you to verify your identity so they can send you a new, updated Medicare card.



If you believe you have been a victim of a New Medicare Card Scam or any other scam contact the AR SMP — 866-726-2916.



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 month. 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 or call **866-726-2916**. We will need your email address or phone number to send you the link.

2022 FRAUD FACT FRIDAY TOPICS:

- ◆ SS—Guard Your Card
- ◆ COVID-19 At-Home Test Kit Scams
- ◆ COVID-19 Free Test Kits
- ◆ Annual Wellness Visit Phone Questionnaire
- ◆ February Romance Scam
- ◆ Pharmacy and Prescription Drug Fraud Alert
- ◆ Medicare Flex Card
- ◆ New Medicare Card Scam
- ◆ Cardiovascular Genetic Testing Fraud
- ◆ Money Mule Scam Alert
- ◆ DME Fraud and Scams
- ◆ Law Enforcement Impersonator Scam
- ◆ Top 10 Scams
- ◆ Recap of MFPW
- ◆ Providers receiving scam faxes
- ◆ 4 Signs It's a Scam
- ◆ NIS National Immunization Survey (NORC)
– It's legitimate
- ◆ Wanted Wednesday's – Ag's Office
- ◆ Western Union Refund Deadline
- ◆ Census Bureau Survey – It is legitimate
- ◆ CMS Medicare Current Beneficiary Survey (MCBS) 2022 First Round
- ◆ Text Scams – Genetic Testing
- ◆ Protecting Loved Ones From Computer Scams
- ◆ 5 Ways to Prevent Medical Identity Theft
- ◆ The Best Defense to Avoid Being Scammed
- ◆ 5 Things to do to Protect Yourself Online
- ◆ BOLO for Free Tests Scams
- ◆ OEP Marketing Violation



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 / or go to www.ar.gov/SMP.

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

NEW YEAR! NEW BEGINNINGS! THINGS TO DO TO START THE NEW YEAR RIGHT! (click on underlined words for more information):

- **GET YOUR FREE "MY HEALTH CARE TRACKER"** - A journal to keep track of your doctor appointments and any questions and instructions - call AR SMP **866-726-2916**.
- Stay on top of your health in 2023 by scheduling Medicare-covered preventive and screening services. These services can help keep you from getting sick, and can help find health problems early when treatment is most likely to work best.
- Create a secure Medicare account to see a personalized list of current and upcoming preventive services. If you don't already have an account, **it's free — and easy — to sign up.**
- **Review your new 2023 MEDICARE & YOU handbook!**

AR SMP BY THE NUMBERS — 2022

⇒ Number of Active SMP Team Members	72
⇒ Number of Active SMP Team Hours	3,317
⇒ Number of Group Presentation and Vendor Booths	196
⇒ Estimate Number of People Reached	4,941
⇒ Number of Individual Interactions	576
⇒ Cost Avoidance on Behalf of Medicare, Medicaid or a Beneficiary	\$ 931.75

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**
SHIP (Senior Health Ins. Info Program) **1-800-224-6330**
SMP Locator—(locate an SMP outside AR) **1-877-808-2468**
SSA (Social Security Administration) **1-800-772-1213**
Little Rock Office **1-866-593-0933**
SSA Fraud Hotline **1-800-269-0271**
South Central Center on Aging **1-866-895-2795**
South East AR Center on Aging **1-870-673-8584**
Texarkana Regional Center on Aging **1-870-773-2030**
Tri-County Rural Health Network **1-870-338-8900**
UALR Senior Justice Center **501-683-7153**
UofA Cooperative Extension Service **501-671-2000**

HELPFUL WEBSITES:

ADRC—AR Aging & Disability Resource Center (DHS)—
www.choicesinliving.ar.gov/
AR Advocates for Nursing Home Residents
(AANHRR)—www.aanhr.org; e-mail: Info@aanhr.org
AR Long Term Care Ombudsman Program—
www.arombudsman.com
Arkansas Aging Initiative—<http://aging.uams.edu/?id=4605&sid=6>
Arkansas Attorney General—www.arkansasag.gov
Arkansas Attorney General Consumer Protection Division—e-mail: consumer@ag.state.ar.us
Area Agencies on Aging—www.daas.ar.gov/aaamap.html
Arkansas Foundation for Medical Care—www.afmc.org
Arkansas SMP—www.ar.gov/smp
BBB (Better Business Bureau)—scams and alerts—
<https://www.bbb.org/scamtracker/arkansas/>
CMS (Medicare) Centers for Medicare and Medicaid Services—
www.cms.hhs.gov
Do Not Call—www.donotcall.gov
Do Not Mail—www.DMAchoice.org
Elder Tree / Spinsterhaven—Spinsterhaven@gmail.com
Elder Care Locator—www.eldercare.gov
H.E.A.T—www.stopmedicarefraud.gov/
(Healthcare Fraud Prevention and Enforcement Action Team)
LGBT—National Resource Center on LGBT Aging
<https://www.lgbtagingcenter.org/about/updatesProcess.cfm>
MEDICAID—www.Medicaid.gov
MEDICAID INSPECTOR GENERAL (OMIG)—
<http://omig.arkansas.gov/fraud-form>
MEDICARE—www.medicare.gov
Medicare Interactive Counselor—
www.medicareinteractive.org
Hospital Compare—www.hospitalcompare.hhs.gov
MyMedicare.gov—www.mymedicare.gov
(Access to your personal Medicare claims information)
MyMedicareMatters.org (National Council on Aging)
Office of Long Term Care—[http://](http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx)
humanservices.arkansas.gov/dms/Pages/oltcHome.aspx
Office of Inspector General (OIG)—email:
HHSTips@oig.hhs.gov
Pharmaceutical Assistance Program—
medicare.gov/pap/index.asp
Physician Compare—www.medicare.gov/find-a-doctor
AR SHIP—<https://insurance.arkansas.gov/pages/consumer-services/senior-health/>
SMP Locator—SMPResource.org (locate an SMP outside of AR)
Social Security Administration (SSA)—www.ssa.gov
SSA OIG—Report SS Fraud—<https://oig.ssa.gov/report>
TAP—www.arsinfo.org (Telecommunications Access Program)
UofA Cooperative Extension Service—www.uaex.edu

SENIOR MEDICARE PATROL (SMP) MISSION

“To empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, error, and abuse through outreach, counseling, and education.”



TO PREVENT HEALTHCARE FRAUD—

Protect Personal Information

- * Treat Medicare/Medicaid and Social Security numbers like credit card numbers.
- * Remember, Medicare will not call or make personal visits to sell anything!
- * READ and SAVE Medicare Summary Notices (MSN) and Part D Explanation of benefits (EOB), but **shred** before discarding.

Detect Errors, Fraud, and Abuse

- * Always review MSN and EOB for mistakes.
- * Compare them with your Personal Health Care Journal.
- * Visit www.mymedicare.gov to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered and/or you never received.

Report Mistakes or Questions

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

TO RECRUIT & TRAIN VOLUNTEERS—

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

To receive the **Arkansas SMP Newsletter** electronically
email: kathleen.pursell@dhs.arkansas.gov

Current and archived newsletters available at:
<https://humanservices.arkansas.gov/divisions-shared-services/aging-adult-behavioral-health-services/reports-publications/#smp-newsletter-archive>

AR SMP PARTNERS

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



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

Podcast: Alert Arkansas

Report Medicare Fraud, Error & Abuse

Toll-Free **Helpline** 8:00am—4:30pm

1-866-726-2916