



HHS Secretary and Attorney General host seventh Regional Health Care Fraud Prevention Summit in Chicago

**A**t a Chicago summit highlighting a new high-tech war against health care fraud, Health and Human Services (HHS) Secretary Kathleen Sebelius and Attorney General Eric Holder discussed how the Affordable Care Act and the Obama administration's Health Care Fraud Prevention and Enforcement Action Team (HEAT) are helping fight Medicare fraud. The Chicago

summit is the seventh regional health care fraud prevention summit hosted by the Department of Justice and HHS.

The regional summits bring together a wide array of public and private partners, and are part of the HEAT partnership between HHS and the Department of Justice to prevent and combat health care fraud. The Obama administration's HEAT efforts have resulted in record-breaking health care fraud recoveries. In fiscal year 2011, for the second year in a row, the department's anti-fraud activities resulted in more than \$4 billion in recoveries, an all-time high.

"We have a simple message to criminals thinking about committing Medicare fraud: don't even try," said Secretary Sebelius.

"Thanks to health reform and our administration's work, we have new tools and resources to catch criminals and stop Medicare fraud before it happens."

"This Administration continues to move aggressively in protecting patients and consumers and bring-

ing health care fraud criminals to justice," said Attorney General Holder. "Through HEAT, we have achieved unprecedented, record-breaking successes in combating health care fraud and as a result of the Affordable Care Act, we have additional critical resources, tools and authorities to continue this great success."

New tools provided by the Affordable Care Act are strengthening the Obama administration's efforts to fight health care fraud. As a result of Affordable Care Act provisions:

- Criminals face tougher sentences for health care fraud, 20-50 percent longer for crimes that involve more than \$1 million in losses;
- Contractors that police Medicare for waste, fraud, and abuse will expand their work to Medicaid, Medicare Advantage, and Medicare Part D programs;

"This new fraud prevention system has changed the equation for any criminal. But we also know that neither law enforcement, nor federal officials are going to stop fraud alone. And no law or technology is as effective at preventing fraud as consumers who are educated and informed.

So with the support of partner organizations across the country, thousands of Senior Medicare Patrol volunteers are giving their friends and neighbors the tools to recognize, resist, and report fraud."

—HHS Secretary, Kathleen Sebelius

- Government entities, including states, the Centers for Medicare & Medicaid Services (CMS), and law enforcement partners at the Office of the Inspector General (OIG) and DOJ, have greater abilities to work together and share information so that CMS can prevent money from going to bad actors by using its authority to suspend payments to providers and suppliers engaged in suspected fraudulent activity.

Increased collaboration has yielded significant results through the HEAT partnership. Since the creation of HEAT in 2009, the

Medicare Fraud Strike Force operations have expanded from two to nine locations throughout the United States, including Chicago. Strike Force operations expanded to Chicago in February 2011 and since that time, charges have been filed against more than 35 defendants in the Northern District of Illinois for offenses related to health care fraud. Overall, in fiscal year 2011, strike force operations in nine locations charged a total of more than 320 defendants for allegedly billing more than \$1 billion in false claims.

In February, as a result of HEAT and strike force actions, a Dallas-area physician and the office manager of his medical practice, along with five owners of home health agencies, were arrested on charges related to their alleged participation in a nearly \$375 million health care scheme involving fraudulent claims for home health services. In conjunction with this action, CMS imposed payment suspensions against 78 home health agencies in the Dallas area.

The Obama administration also announced more progress from its anti-fraud efforts, beyond the nearly \$4.1 billion recovered last year:

- In the early phase of revalidating the enrollment of providers in Medicare, 234 providers were removed from the program because they were deceased, debarred or excluded by other federal agencies, or were found to be in false storefronts or otherwise invalid business locations;
- In 2011, HHS revoked 4,850 Medicaid providers and suppliers and deactivated 56,733 Medicare providers and suppliers as it took steps to close vulnerabilities in Medicare;

- In 2011, HHS saved \$208 million through pre-payment edits that stop implausible claims before they are paid;
- Prosecutions are up: the number of individuals charged with fraud increased from 797 in fiscal year 2008 to 1,430 in fiscal 2011 – nearly a 75 percent increase;
- In the first few weeks of enhanced site visits required under the ACA screening requirements, HHS found 15 providers and suppliers whose business locations were non-operational and terminated their billing privileges;
- Through outreach and engagement efforts more than 49,000 complaints of fraud from seniors and people with disabilities reported to 1-800-MEDICARE were referred for further evaluation;
- A recent re-design of the quarterly Medicare Summary Notices received by Medicare beneficiaries makes it easier to spot and report fraud.

HHS Press Office  
April 4, 2012

HHS, Department of Justice highlight Obama administration efforts, Health Reform tools to combat Medicare fraud

<http://www.hhs.gov/news/press/2012pres/04/20120404a.html>

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“LIKE” US ON **FACEBOOK!**

<https://www.facebook.com/#!/pages/Arkansas-Senior-Medicare-Patrol-SMP/324866374216598>

**How much do you know about Medicare?**

TEST YOUR KNOWLEDGE! The Kaiser Family Foundation has a quick 10-question quiz to test your knowledge about the Medicare program.

TAKE THE QUIZ!—<http://quiz.kff.org/medicare/medicare-quiz.aspx>



Get Your FREE Copy of  
**HOW TO READ YOUR  
MEDICARE  
SUMMARY  
NOTICE**  
**1-866-726-2916**

**DID YOU KNOW?**

**Special Enrollment Period (SEP)**

You may be eligible for an SEP if you or your spouse had group health coverage through a *current* employer at the time you became eligible for Medicare.

In such cases, you can typically enroll in Medicare without penalty at any time while you still have group health coverage from a *current* employer, and for eight months after you lose your group health coverage or you or your spouse stop working, whichever comes first.

Register at [www.MyMedicare.gov](http://www.MyMedicare.gov) to print an “On the Go” report to share with your provider.

(Report lists your current medications, past treatments, etc.)

If you are registered on **MYMEDICARE.GOV**, you may have noticed **NEW improvements to your Medicare Summary Notice (MSN)!**

If you are not registered, this may be a good time to do so!

Register by logging on to [www.mymedicare.gov](http://www.mymedicare.gov) click on ‘Create an Account’ - then answer a few short questions. If you would like assistance registering, or if you would like to obtain a free brochure showing you how to register—please call the Arkansas SMP—**866-726-2916**.

*See Page 3 for more details!*

**Final Ruling.....**

2013 **Medicare Advantage (MA) Plan** benefit limits:  
Part D deductible (\$325)  
Initial coverage limit (\$2,970)  
Maximum Out-of-pocket limit (\$4,750)

**HEALTH CARE FRAUD PREVENTION AND ENFORCEMENT EFFORTS RESULT IN RECORD-BREAKING RECOVERIES TOTALING NEARLY \$4.1 BILLION**

02/14/2012 10:00 AM EST

**WASHINGTON** –Attorney General Eric Holder and the Department of Health and Human Services (HHS) Secretary Kathleen Sebelius released a new report showing that the government’s health care fraud prevention and enforcement efforts recovered nearly \$4.1 billion in taxpayer dollars in Fiscal Year (FY) 2011. **This is the highest annual amount ever recovered from individuals and companies who attempted to defraud seniors and taxpayers or who sought payments to which they were not entitled.**

READ THE FACT SHEET:

<http://www.healthcare.gov/news/factsheets/2012/02/medicare-fraud02142012a.html>

The SMPs are mentioned in the Fact Sheet as follows:

**Senior Medicare Patrols:** As a part of the new resources dedicated to fighting fraud, the Obama Administration has significantly expanded funding for Senior Medicare Patrols – groups of senior citizen volunteers to educate and empower their peers to identify, prevent and report health care fraud. The 75 percent increased funding from FY 2008 to FY 2011 has helped thousands of Medicare beneficiaries host thousands of community meetings and educational events to increase awareness of fraud among people with Medicare and to solicit their help in preventing fraud.



## Billing Statements That Beneficiaries Can Understand

### CMS NEWS

#### Medicare redesigns claims and benefits statement

#### Empowers seniors with clear information on health care services used

As part of National Consumer Protection Week, the Acting Administrator of the Centers for Medicare & Medicaid Services (CMS), Marilyn Tavenner, announced the redesign of the statement that informs Medicare beneficiaries about their claims for Medicare services and benefits. The redesigned statement, known as the **Medicare Summary Notice (MSN)**, will be available online and, starting in 2013, mailed out quarterly to beneficiaries.

This MSN redesign is part of a new initiative, “Your Medicare Information: Clearer, Simpler, At Your Fingertips,” which aims to make Medicare information clearer, more

accessible, and easier for beneficiaries and their caregivers to understand. CMS will take additional actions this year to make information about benefits, providers, and claims more accessible and easier to understand for seniors and people with disabilities who have Medicare. This MSN redesign reflects more than 18 months of research and feedback from beneficiaries to provide enhanced customer service and respond to suggestions and input.

To see a side-by-side comparison of the former and redesigned MSNs, please visit: [www.cms.gov/apps/files/msn\\_changes.pdf](http://www.cms.gov/apps/files/msn_changes.pdf)

The redesign of the MSN includes several features not currently available to Medicare beneficiaries with the current MSN:

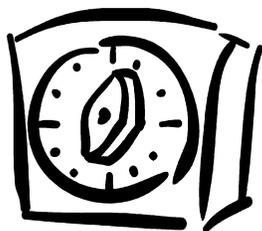
- ✦ A clear notice on how to check the form for important facts and potential fraud;

- ✦ An easy-to-understand snapshot of the beneficiary’s deductible status, a list of providers they saw, and whether their claims for Medicare services were approved.
- ✦ Clearer language, including consumer-friendly descriptions for medical procedures;
- ✦ Definitions of all terms used in the form;
- ✦ Larger fonts throughout to make it easier to read;
- ✦ Information on preventive services available to Medicare beneficiaries.

The redesigned MSN is now available to beneficiaries on [mymedicare.gov](http://mymedicare.gov), Medicare’s secure online service for personalized information regarding Medicare benefits and services; and, in early 2013, paper copies of the redesigned MSN will start to replace the current version being mailed.

Click here to read the full CMS press release issued 3/7: <http://www.cms.gov/apps/media/press/release.asp?Counter=4298>.

To see a **side-by-side comparison** of the former and redesigned MSNs, please visit: [http://www.cms.gov/apps/files/msn\\_changes.pdf](http://www.cms.gov/apps/files/msn_changes.pdf)



The Senior Health Insurance Information Program (SHIIP) has a new grassroots marketing campaign called **MEDICARE MINUTES**. SHIIP is working to recruit volunteers throughout the state to participate in the campaign.

**Medicare Minutes** is a 5-7 minute canned presentation that you, as a SHIIP volunteer, would read to an audience of Medicare beneficiaries and/or their caregivers.

#### Here’s how it works —

If you agree to volunteer to read a **Medicare Minutes** script, you will be given the script, a handout, and FAQ page for each monthly topic.

The requirements to participate are as follows:

- 1 Complete a 30-45 minute orientation.
- 2 Participate in a 30-45 minute monthly conference call to be held the first Wednesday of each month at 10 a.m. During this call you will review the current month’s **Medicare Minutes** topic. (A recording of this call will be available for those unable to attend at the specified time.)
- 3 Commit to a minimum of 2 speaking engagements per month.. You are responsible for scheduling the location and time of each presentation.
- 4 Submit a form to SHIIP upon completion of each **Medicare Minutes** presentation.

FOR MORE INFORMATION ON THIS  
**VOLUNTEER OPPORTUNITY**  
CONTACT THE SHIIP OFFICE — 1-800-224-6330



### Older American’s Month - May 2012—Never Too Old to Play

The Administration on Aging has announced the theme for Older Americans Month—MAY 2012. This year’s theme is “Never Too Old to Play” and is designed to encourage older Americans to stay engaged, active, and involved in their own lives and in their communities.

[NCOA.org](http://NCOA.org)  
NCOA Week is published by the  
National Council on Aging



**California** —*Wheelchair Fraud*: A doctor in San Francisco along with two medical supply company owners and two alleged patient recruiters were arrested for filing \$2.4 million worth of Medicare claims for wheelchairs and accessories from 2006-2011 for which they received \$1.2 million in reimbursement from Medicare. Cash payments were made for prescriptions and patient referrals - patients who did not need or want the wheelchairs and accessories.

<http://www.nbcbayarea.com/news/health/Doctor-Accused-of-12-Million-Medicare-Wheelchair-Fraud-139154419.html>

**California** —*DME Fraud*: The pastor of a church in Los Angeles who owned several fraudulent DME supply companies which employed several of his parishioners, was ordered to pay \$6.7 million in restitution for a \$14.2 million Medicare scheme wherein he and his wife, along with an employee, fraudulently billed Medicare for items that were medically unnecessary or were never provided such as orthotics and high-end power wheelchairs at the rate of approximately \$6,000 per chair.

*Article by Allan Lengel was Posted On January 11, 2012 on*  
**www.ticklethewire.com**

<http://www.ticklethewire.com/2012/01/11/pastor-aint-going-to-heaven-any-time-soon-gets-15-years-in-medicare-fraud-scam/>

**North Carolina** —*Assisted Living Fraud*: A North Carolina woman deceived two assisted living facilities by posing as a licensed speech therapist and defrauding the facilities and Medicare for \$142,000 in false claims in 2010. She will pay restitution in the amount of \$194,000 and was sentenced to 34 months in prison.

GOOGLE ALERTS  
 February 13, 2012

<http://www.mcknights.com/was-it-something-she-said-speech-therapist-sent-to-prison-fined/article/227378/>

**Texas** —*Mental Health Care Fraud—Kickbacks*: A Houston area hospital administrator is charged with allegedly fraudulently billing Medicare \$116 million. The Administrator recruited Medicare beneficiaries (providing cash, cigarettes, food, etc.) to serve as patients for mental health treatments which were either never provided or not appropriate for the patients being treated, and paid recruiters with connections to group homes and assisted living facilities.

Frank A. Rubino's Criminal Law Blog, posted in [Medicare and Medicaid Fraud](#) on Friday, February 10, 2012  
[http://www.miamifederalcriminaldefenseattorney.com/mt-bin/mt-search.cgi?blog\\_id=6064&tag=Medicare%20Fraud&limit=20](http://www.miamifederalcriminaldefenseattorney.com/mt-bin/mt-search.cgi?blog_id=6064&tag=Medicare%20Fraud&limit=20)

**Risperdal Settlement Over Illegal Marketing Reached for \$1 Billion—and Kickback Charges**: Johnson & Johnson will pay the U.S. government more than \$1 billion to settle claims that it illegally marketed the antipsychotic drug Risperdal. The U.S. Department of Justice (DOJ) has been investigating Johnson & Johnson's marketing of Risperdal since 2004, when it began looking into an alleged kickback scheme between the drug maker and Omnicare, the nation's largest provider of drugs to nursing homes. In 2009 Omnicare reached a settlement with DOJ investigators indicated that Johnson & Johnson paid millions to push off-label use of Risperdal to nursing home doctors and hid the kickbacks as fees. Louisiana, Texas and South Carolina are currently pursuing lawsuits on their own against Johnson & Johnson.

January 9th, 2012 / [AboutLawsuits.com](#)

### MCDANIEL LAUNCHES "GOT YOUR BACK, ARKANSAS" INITIATIVE

On March 5, 2012, Arkansas Attorney General Dustin McDaniel announced the launch of a new consumer education and awareness initiative, "Got Your Back, Arkansas," to equip Arkansans with the information they need to avoid scams and fraud. The initiative features a new website, [GotYourBackArkansas.org](http://GotYourBackArkansas.org).

McDaniel said the launch of "Got Your Back, Arkansas," will raise awareness of the Consumer Protection Division and its benefits to all Arkansas consumers. The Consumer Protection Division works every day to help Arkansans who have fallen victim to scams or have complications resulting from legitimate business dealings.

For more information about consumer-related issues, or to file a complaint, visit [GotYourBackArkansas.org](http://GotYourBackArkansas.org) or call the Consumer Protection Division's hotline at (800) 482-8982.

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

## **CMS Fraud Alert – Tax Fraud and Identity Theft**

On February 16, 2012 the Centers for Medicare & Medicaid Services (CMS) was made aware of information involving groups of individuals engaged in a scheme to commit tax refund fraud using the stolen identities of Medicare beneficiaries.

According to information received from two Medicare Advantage Organizations and the Federal Bureau of Investigations (FBI), individuals are obtaining the identities of beneficiaries through employers, schools, hospitals, and prisons. Typically, the information stolen is the member's name, Social Security Number, address, and date of birth.

The individuals use a beneficiary's information to electronically file (e.g. Turbo Tax) a fraudulent tax claim. The tax refund is loaded onto a Green Dot Card, which is a prepaid MasterCard or Visa debit card. The true taxpayer is not aware of the scam until they are rejected when they attempt to file their taxes. Due to the allegation of tax fraud, the Internal Revenue Service (IRS), Secret Service, FBI, and Postal Inspection Service are involved in the investigation of these reported cases.

If you have information related to this scheme contact Health Integrity at 1-877-7SAFERX. Any questions on this subject should be directed to Martina Gilly of the NBI MEDIC at gillym@healthintegrity.org.

**MARYLAND SMP**—A caller, usually having a foreign accent, contacts the beneficiary verifying their name, address date of birth, and says they are issuing new Medicare cards. The Caller then asks for bank account information *where the Social Security check is deposited* so they can take out a one time **fee of \$40** to issue the new Medicare card! Unfortunately, one beneficiary gave her bank information and money was taken out of her account.

**NEBRASKA SMP**—A Medicare beneficiary received a call from a guy named “Jake” who said he was representing Medicare and made an appointment with her to go over “the changes in the new Medicare & You book”. He wanted to go over the new book and answer any questions she may have since “they can’t mail out the books anymore.” Beneficiary was advised to not open the door when the caller showed up for the appointment.

**DELAWARE SMP**— A beneficiary received a call (caller ID showed a number from California) from a person with a broken eastern European accent who said they were calling to verify that the beneficiary was enrolled in a Medicare Part D program . They asked the beneficiary to verify their personal address and phone number and assured the beneficiary that they had applied for the Medicare Part D program. Then the caller said they needed bank information. The Beneficiary refused to give the information. Then the caller repeated the entire conversation again **as if reading from a script** . When they asked again about the beneficiary's bank information the beneficiary said “no” and hung up the phone. A couple weeks later the beneficiary and a friend received a missed call from a California number—the caller did not leave a message.

## **JURY DUTY SCAM**

The caller identifies himself as an officer of the court (or a juror coordinator). He says you failed to report for jury duty and that a **warrant is out for your arrest**. You say you never received a notice. To clear it up, the caller says he'll need some information for "verification purposes" - your birth date, Social Security number, maybe even a credit card number. This is when you should hang up the phone. **It's a scam**. However, when facing threat of arrest, some victims are caught off guard and may be quick to give the information requested. When this happens, your identity is stolen.

This scam is particularly insidious because the caller uses intimidation to try to bully people into giving information by pretending they are with the court system.

While this scam has been around since approximately 2005, SMPs nationwide have seen a resurgence of this scam in recent months. You need to know that court officers generally correspond with prospective jurors **via mail**. **Protect Yourself:** *Never* give out personal information when you receive an unsolicited phone call.

**Oklahoma City (Indian Health Service)—Wal-Mart Gift Card Scam**—Several beneficiaries reported phone calls received from the “Wal-Mart Promotion Center,” stating that they had just won a \$1,000 Wal-Mart gift card. All they needed to do to claim their prize was to confirm their name, e-mail address, and cell phone number. Also, they said that they were out of gift cards but, with a **bank account number** they would be able to deposit the \$1,000 into their account today, or the person could enter this information on their Promotional website at: <http://promocenter.ws/walmart>.

Lord, keep Your arm around my shoulder and Your hand over my mouth!

*Legitimate companies don't ask for personal information via email!*

The Arkansas SMP staff would like to thank our volunteers for sharing their skills, education and time unselfishly serving the older adults of our state! It is because of their dedication and commitment that Arkansas's senior community is aware of current local and national scams, empowered to be proactive in preserving the Medicare trust fund from errors, waste and abuse, and is informed of the various money-saving programs available to them. **WE APPRECIATE ALL YOU DO!**

**National Volunteer Week**  
**April 15-21, 2012**

At the Charlotte Hall Senior Center (Maryland), Derick Rill of the Federal Trade Commission entertained the audience with a series of "raps" to help them remember how to handle potential fraud, including:

**QUICK TIPS-**

- "When in doubt, check it out,"
- "If you don't initiate, you should investigate," and
- "If you are paying money up front, you might as well punt."

Rill said with the economy the way it is scammers are prospering. He said a basic rule of thumb, which he learned during his time as a journalist, "**Get two trusted sources**" for every situation. An example of a trusted source is an **expert in the field with no money at stake in the issue.**

**HealthCare.gov**

SMPs are listed under the anti-fraud accomplishments under the Affordable Care Act as one of the **New Tools to Fight Fraud, Strengthen Federal Health Programs, and Protect Taxpayer Dollars.**

For the entire fact sheet, go to <http://go.usa.gov/QpD>

**EACH OF US IS A VITAL THREAD IN ANOTHER PERSON'S TAPESTRY;  
OUR LIVES ARE WOVEN TOGETHER FOR A REASON.**

Look for this article:

"Freeze Out Fraud—*Arkansas SMP volunteers teach ways to spot, avoid Medicare scams*" in the newsletter published by the Arkansas Foundation for Medical Care (AFMC) entitled **MEDICAREtalk**—the October-December 2011 issue.

[http://qio.afmc.org/portals/1/documents/benefolder/medicaretalk/mt\\_oct-dec2011.pdf](http://qio.afmc.org/portals/1/documents/benefolder/medicaretalk/mt_oct-dec2011.pdf)

**Issues To Consider In Expanding Medicaid Managed Care for People With Disabilities**

As many states expand their use of managed care in Medicaid, a growing number of beneficiaries with disabilities are being enrolled in risk-based managed care arrangements for at least some of their care.

Further growth in managed care is expected in 2014, when the Affordable Care Act expands Medicaid eligibility to many uninsured low-income adults, including those with disabilities.

Kaiser Family Foundation  
[[emails@kff.org](mailto:emails@kff.org)]  
February 13, 2012

**Q:** How can you increase the heart rate of your 60-year-old husband?

**A:** Tell him you're pregnant!



**JUST FOR LAUGHS!**

**Do you read your MSN?** CMS has redesigned the Medicare Summary Notice for Part B claims making them easier to understand! The Summary Notice includes information on Part B claims and benefits, what services were rendered, the amount Medicare paid, etc.

Always read your MSN to look for fraud, errors and abuse.

# TEXARKANA REGIONAL CENTER ON AGING

The **Texarkana Regional Center on Aging** recruited and trained their first class of volunteers! These volunteers received Certificates of Completion after a one-day SMP volunteer training seminar on February 7, 2012 at the office of the Center on Aging in Texarkana, AR.

## CONGRATULATIONS TEXARKANA REGIONAL CENTER ON AGING!



# OAKLAWN CENTER ON AGING

## CONGRATULATIONS OAKLAWN CENTER ON AGING!

The **Oaklawn Center on Aging** recruited and trained their first class of SMP volunteers! These Senior Companion members received Certificates of Completion after a one-day SMP volunteer training seminar on March 23, 2012 at the Garland County RSVP office in Hot Springs, AR.



**“Do not regret growing older. It is a privilege denied to many.”**

Author Unknown

— A favorite quote of Judy Washington, SMP Volunteer, Texarkana AR

**SMP**

**VOLUNTEER**

**TRAININGS**

**COMPLETED!**

**THANK YOU  
to our new  
SMP  
Volunteers!**

## MEDICARE SAVINGS PROGRAMS (MSP)

Call 1-866-801-3435 / 1-800-224-6330

MSP is a state program that helps folks on limited incomes save money.

It may pay your Medicare deductible and coinsurance too!

**Even if you think you may not qualify—apply anyway!**

### FRAUD or ABUSE?

Is it considered Fraud or Abuse when health care providers or suppliers don't follow good medical practices, resulting in unnecessary costs to Medicare, improper payment, or services that aren't medically necessary?

—SEE Answer on Back Cover

### SOMETHING YOU SHOULD KNOW!

If you are enrolled in Original Medicare, Medicare will pay for you to see a doctor to get a second opinion if a doctor has recommended that you have surgery or a "major diagnostic" or therapeutic procedure.

Medicare will pay for a third opinion if the first and second opinions you received were different.

## FRAUD PREVENTION TIP!

**YOU SHOULD ONLY SHARE YOUR MEDICARE NUMBER WITH PEOPLE YOU TRUST:**

Doctors  
Health care providers  
Plans approved by Medicare  
Your insurance company (Medigap or Employer/Union)  
SHIIP (Senior Health Insurance Information Program)  
Social Security, Medicaid and Medicare

Starting **January 1, 2013** beneficiaries who reach the prescription drug coverage gap will pay 47.5 percent of the cost of brand name medications and 79 percent of the cost of generic medications—an *increased discount* from this year's rates.

**STARTING 2013** Medicare is making improvements to the printed MSNs you receive in the mail. Please remember that the version Medicare *mails* to you is your *official* MSN.

"A hug is like a bandage to a hurting wound."  
~Author Unknown  
Have you hugged someone today?



The screenshot shows the Medicare.gov homepage. At the top, there's a search bar and navigation links. Below that, a 'Getting Started' section features a photo of an elderly couple and a 'Create an account' link. A red arrow points from the text on the right to this link. Other sections include 'Secure Sign In', 'What's New?' (with a 'Blue Button Download My Data' link), 'Registration Information', 'MyMedicare.gov Help', and 'Privacy and Security'.

### MYMEDICARE.GOV

The website [www.MyMedicare.gov](http://www.MyMedicare.gov) is Medicare's free, secure, online service that provides you with access to your personal information so you can track your Medicare claims or view electronic MSNs at any time. You must 'Create an Account' on the site to be able to view eligibility, entitlement and preventive service information; check personal Medicare information, including Medicare claims **as soon as they are processed so you can identify fraudulent claims - you don't have to wait for your Medicare Summary Notice (MSN)**; check your health prescription drug enrollment information, your Part B deductible information; and manage your prescription drug list.

## **Fraud Alert for People with Diabetes**

Criminals who plot to defraud the government and steal money from the American people have a new target: people with diabetes. Although the precise method may vary, the scheme generally involves someone pretending to be from the government, a diabetes association, or even Medicare, calling you. The caller offers "free" diabetic supplies, such as glucose meters, diabetic test strips, or lancets. The caller may also offer other supplies such as heating pads, lift seats, foot orthotics, or joint braces, in exchange for the beneficiaries' Medicare or financial information, or confirmation of this type of personal information. Additionally, you may receive items in the mail that you did not order.

The call is a scam.

If you receive such a call, OIG recommends the following actions:

**YOU CAN ALSO REPORT THIS SCAM TO YOUR LOCAL ARKANSAS SMP — 866-726-2916**

### **1. Protect Your Medicare and Other Personal Information**

Do not provide your Medicare number or other personal information. Be suspicious of anyone who offers free items or services and then asks for your Medicare or financial information. These calls are not coming from Medicare, diabetes associations, or other similar organizations. While the caller says the items are "free," the items are still billed to Medicare. Once your Medicare information is in the hands of a dishonest person or supplier, you are susceptible to further scams. Alert others about this scheme, and remind them not to provide strangers Medicare numbers or other personal information.

### **2. Report the Call to Law Enforcement**

Report the call to the OIG Hotline at 1-800-HHS-TIPS or online at [www.OIG.HHS.gov/fraud/hotline](http://www.OIG.HHS.gov/fraud/hotline). As part of your report, provide the name of the company that called you, the company's telephone number and address, and a summary of your conversation with the caller.

### **3. Check Your Medicare Summary Notice and Medicare Bills**

Check your Medicare Summary Notice and other medical information to see if you were charged for items you did not order or did not receive. Also, check for items that were billed multiple times, such as glucose meters, diabetes test strips and lancets, and other supplies. Report any irregular activity to your health care provider and the OIG Hotline at 1-800-HHS-TIPS or online at [www.OIG.HHS.gov/fraud/hotline](http://www.OIG.HHS.gov/fraud/hotline).

### **4. Do Not Accept Items That You Did Not Order**

You are under no obligation to accept items that you did not order. Instead, you should refuse the delivery and/or return to the sender. Keep a record of the sender's name and the date you returned the item(s) to help OIG catch any future illegal billing.

*Source: <http://oig.hhs.gov/newsroom/news-releases/2012/alert20120309.asp>*

*The Department of Health and Human Services, Office of Inspector General (OIG) fights fraud in Government programs. As part of this effort, the OIG relies upon alert citizens to help them catch those who steal from American taxpayers.*

## **TERMINOLOGY**

### **ADVANCED BENEFICIARY NOTICE (ABN):**

A notice that a doctor or supplier should give a Medicare Beneficiary when furnishing an item or service for which Medicare is expected to deny payment. If you do not get an ABN before you get the service from your doctor or supplier, and Medicare does not pay for it, then you probably do not have to pay for it. If the doctor or supplier does give you an ABN that you sign before you get the service, and Medicare does not pay for it, then you will have to pay your doctor or supplier for it. ABNs only apply if you are in the Original Medicare Plan. They do not apply if you are in a Medicare Managed Care Plan or Private Fee-for-Service Plan.

## **ARKANSAS SMP: 2011-A YEAR IN REVIEW**

108 Community Events/SMP Presentations—reaching 4,722 people with the SMP Message  
308 inquiries/counseling sessions were conducted  
27 Trained, Active Volunteers  
580.32 Volunteer Work Hours

**The MEDICAID program is growing.**

**By 2014, all Americans who earn less than 133% of the Federal Poverty Level will be eligible to enroll.**

To locate facilities & doctors go to:

**<http://www.medicare.gov/default.aspx>**

On this website you can:

- ✦ **Find a Doctor**
- ✦ **Compare Hospitals**
- ✦ **Compare Nursing Homes**
- ✦ **Compare Home Health Agencies**
- ✦ **Plan for Your Long-Term Care Needs**

## **FRAUD TIP!**

Be wary of providers who tell you "This service is not usually covered by Medicare, but I know how to bill Medicare!"

## 2012 SMP CALENDAR OF EVENTS:

### ***SMP PRESENTATIONS and EVENTS***

***Call the Arkansas SMP if you would like us to come speak to your group! 1-866-726-2916***

- APRIL 9** — SMP PRESENTATION — N.A.R.F.E. (National Association of Retired Federal Employees)  
10:45 am / St. Vincent North  
North Little Rock, AR
- APRIL 12** — SMP PRESENTATION — SEARCY HEALTHCARE CENTER  
6:30 pm / Skyline Family Council Meeting  
Searcy, AR
- APRIL 15** — SMP PRESENTATION — RETIRED HIGHWAY DEPARTMENT EMPLOYEES  
12:00 pm / China King Restaurant  
Batesville, AR
- APRIL 24** — SMP PRESENTATION — POINSETT COUNTY EHC SPRING COUNCIL MEETING  
1:00 pm / First Baptist Church  
Harrisburg, AR
- MAY 1** — SMP VOLUNTEER TRAINING — SOUTH CENTRAL CENTER ON AGING  
8:30am—3:30pm  
Pine Bluff, AR
- MAY 15** — SMP PRESENTATION — North Metro Medical Center Hospital Auxiliary / Wilson Education Bldg.  
Jacksonville, AR
- MAY 24** — SMP PRESENTATION — PHILLIPS COUNTY AARP CHAPTER MEETING  
2:00 pm  
West Helena, AR
- JUNE 19** — SMP ADVISORY COUNCIL MEETING — DHS  
10 am  
Little Rock, AR

### **PROTECTING ARKANSANS**

***Protecting Arkansans*** is an educational, town hall-type seminar sponsored by AARP in partnership with the Office of the Arkansas Attorney General, Arkansas Securities Department, Arkansas Insurance Department, and Arkansas Department of Human Services, ***bringing state government to you with the message of consumer protection and fraud awareness.***

Go to [www.daas.ar.gov/asmp.html](http://www.daas.ar.gov/asmp.html) or call **1-866-726-2916** for updates on **2012** events.

- APRIL 26** HOT SPRINGS, AR  
8:15 am / First United Methodist Church, Christian Life Center  
Pratt Street
- APRIL 27** MENA, AR  
8:15 am / First Baptist Church  
Port Arthur
- MAY 10** EUREKA SPRINGS, AR  
8:15 am — 11:30 pm  
FAYETTEVILLE, AR  
Chamber of Commerce (Steve Clark)  
1:30 pm — 3:30 pm
- JUNE 12** FAIRFIELD BAY  
8:15 am / Fairfield Bay Baptist Church
- JUNE 13** CHEROKEE VILLAGE (TBD)

## **IMPORTANT PHONE NUMBERS:**

<b>AANHR</b> —AR Advocates for Nursing Home Residents	<b>501-450-9619</b>
<b>AFMC</b> —AR Foundation for Medical Care	<b>1-888-354-9100</b>
<b>Area Agency on Aging</b>	<b>1-800-986-3505</b>
<b>Arkansas Attorney General</b> Consumer Protection Division	<b>1-800-482-8982</b>
<b>APS</b> —Adult Protective Services (DHS)	<b>1-800-482-8049</b>
<b>AR-GetCare</b> —(Directory of Community-Based Services)	<b>1-866-801-3435</b>
<b>Arkansas Rehabilitation Services</b>	<b>1-800-981-4463</b>
<b>AR SMP</b> (Healthcare Fraud Complaints)	<b>1-866-726-2916</b>
<b>Better Business Bureau (BBB)</b>	<b>501-664-7274</b>
<b>CMS</b> —(Medicare)— (Centers for Medicare and Medicaid Services) (1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Community Health Centers of AR</b>	<b>1-877-666-2422</b>
<b>Coordination of Benefits</b>	<b>1-800-999-1118</b>
<b>DHS</b> (Customer Assistance Unit)	<b>1-800-482-8988</b>
<b>Do Not Call Registry</b>	<b>1-888-382-1222</b>
<b>Elder Care Locator</b>	<b>1-800-677-1116</b>
<b>Federal Trade Commission</b> Report STOLEN IDENTITY	<b>1-800-438-4338</b>
<b>ICan</b> —Increasing Capabilities Access Network	<b>501-666-8868</b>
<b>Medicaid</b> —(Claims Unit)	<b>1-800-482-5431</b>
<b>Medicaid Fraud Control Unit</b>	<b>1-866-810-0016</b>
<b>MEDICARE</b> (CMS 1-800-MEDICARE)	<b>1-800-633-4227</b>
<b>Medicare Part D</b>	<b>1-877-772-3379</b>
<b>Medicare Rights Center</b>	<b>1-800-333-4114</b>
<b>National Consumer Technical Resource Center</b>	<b>1-877-808-2468</b>
<b>National Medicare Fraud Hotline</b> (1-800-HHS-TIPS) Office of Inspector General	<b>1-800-447-8477</b>
<b>OLTC</b> —Office of Long Term Care	<b>1-800-LTC-4887</b>
<b>OLTC</b> —Abuse Complaint Section	<b>501-682-8430</b>
<b>Ombudsman</b> —Statewide Office of Long Term Care	<b>501-682-8952</b>
<b>Resource Center (ADRC)</b> (DHS'S Choices in Living Resource Center)	<b>1-866-801-3435</b>
<b>Senior Circle</b> (Northwest Health System)	<b>1-800-211-4148</b>
<b>SHIP</b> (Senior Health Insurance Information Program)	<b>1-800-224-6330</b>
<b>SMP Locator</b> —(locate an SMP outside AR)	<b>1-877-808-2468</b>
<b>SSA</b> (Social Security Administration) Little Rock Office	<b>1-800-772-1213</b> <b>1-866-593-0933</b>
<b>SSA Fraud Hotline</b>	<b>1-800-269-0271</b>
<b>South Central Center on Aging</b>	<b>1-866-895-2795</b>
<b>Tri-County Rural Health Network</b>	<b>1-870-338-8900</b>
<b>UALR Senior Justice Center</b>	<b>501-683-7153</b>
<b>UofA Cooperative Extension Service</b>	<b>501-671-2000</b>

## **HELPFUL WEBSITES:**

<b>ADRC</b> —AR Aging & Disability Resource Center (DHS)— <a href="http://www.choicesinliving.ar.gov/">www.choicesinliving.ar.gov/</a>
<b>AR-GetCare</b> — <a href="http://www.ARGetCare.org">www.ARGetCare.org</a> (Directory of Community-Based Services)
<b>AR Advocates for Nursing Home Residents</b> — <a href="http://www.aanhr.org">www.aanhr.org</a> ; e-mail: <a href="mailto:Info@aanhr.org">Info@aanhr.org</a>
<b>AR Long Term Care Ombudsman Program</b> — <a href="http://www.arombudsman.com">www.arombudsman.com</a>
<b>Arkansas 2-1-1</b> — <a href="http://www.arkansas211.org">www.arkansas211.org</a> (Get Connected. Get Answers)
<b>Arkansas Aging Initiative</b> — <a href="http://aging.uams.edu/?id=4605&amp;sid=6">http://aging.uams.edu/?id=4605&amp;sid=6</a>
<b>Attorney General</b> — <a href="http://www.arkansasag.gov">www.arkansasag.gov</a>
<b>Arkansas Attorney General Consumer Protection Division</b> —e-mail: <a href="mailto:consumer@ag.state.ar.us">consumer@ag.state.ar.us</a>
<b>Area Agencies on Aging</b> — <a href="http://www.daas.ar.gov/aaamap.html">www.daas.ar.gov/aaamap.html</a>
<b>Arkansas Foundation for Medical Care</b> — <a href="http://www.afmc.org">www.afmc.org</a>
<b>Arkansas SMP</b> — <a href="http://www.daas.ar.gov/asmp.html">www.daas.ar.gov/asmp.html</a>
<b>BBB (Better Business Bureau)</b> — scams and alerts— <a href="http://arkansas.bbb.org/bbb-news/">http://arkansas.bbb.org/bbb-news/</a>
<b>CMS (Medicare-Centers for Medicare and Medicaid Services)</b> — <a href="http://www.cms.hhs.gov">www.cms.hhs.gov</a>
<b>Do Not Mail</b> — <a href="http://www.DMAchoice.org">www.DMAchoice.org</a>
<b>Elder Care Locator</b> — <a href="http://www.eldercare.gov">www.eldercare.gov</a>
<b>H.E.A.T</b> — <a href="http://www.stopmedicarefraud.gov/">www.stopmedicarefraud.gov/</a> (Healthcare Fraud Prevention and Enforcement Action Team)
<b>ICan AT4ALL</b> — Tools for Life— <a href="http://www.ar-ican.org">www.ar-ican.org</a>
<b>MEDICAID</b> — <a href="http://www.Medicaid.gov">www.Medicaid.gov</a>
<b>MEDICARE</b> — <a href="http://www.medicare.gov">www.medicare.gov</a>
<b>Medicare Interactive Counselor</b> — <a href="http://www.medicareinteractive.org">www.medicareinteractive.org</a>
<b>Hospital Compare</b> — <a href="http://www.hospitalcompare.hhs.gov">www.hospitalcompare.hhs.gov</a>
<b>MyMedicare.gov</b> — <a href="http://www.mymedicare.gov">www.mymedicare.gov</a> (Access to <u>your personal</u> Medicare claims information)
<b>MyMedicareMatters.org</b> (National Council on Aging)
<b>Office of Long Term Care</b> — <a href="http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx">http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx</a>
<b>Office of Inspector General</b> —e-mail: <a href="mailto:HHSTips@oig.hhs.gov">HHSTips@oig.hhs.gov</a>
<b>Pharmaceutical Assistance Program</b> — <a href="http://medicare.gov/pap/index.asp">medicare.gov/pap/index.asp</a>
<b>Physician Compare</b> — <a href="http://www.medicare.gov/find-a-doctor">www.medicare.gov/find-a-doctor</a>
<b>SMP Locator</b> — <a href="http://SMPResource.org">SMPResource.org</a> (locate an SMP outside of AR)
<b>Social Security Administration</b> — <a href="http://www.ssa.gov/dallas/state_ar.html">www.ssa.gov/dallas/state_ar.html</a>
<b>TAP</b> — <a href="http://www.arsinfo.org">www.arsinfo.org</a> (Telecommunications Access Program)
<b>Tri-County Rural Health Network</b> — <a href="http://communityconnecting.net/home.html">communityconnecting.net/home.html</a>
<b>UofA Cooperative Extension Service</b> — <a href="http://www.uaex.edu">www.uaex.edu</a> (or) <a href="http://www.arfamilies.org">www.arfamilies.org</a>
<b>Working Disabled</b> — <a href="http://www.workingdisabled-ar.org">www.workingdisabled-ar.org</a>



## OUR MISSION

### TO EMPOWER SENIORS

- \* Medicare/Medicaid beneficiaries
- \* People with disabilities
- \* Nursing home residents & their families
- \* Caregivers



### TO PREVENT HEALTH-CARE 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 to prescription drug receipts and record them in 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 by your doctor, etc.

#### **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
- \* Retired professionals, *e.g.*, teachers, accountants, attorneys, investigators, nurses

## SMP PARTNERS

**EI Dorado Connections RSVP**  
El Dorado, AR

**EOA of Washington County RSVP**  
Springdale, AR

**Texarkana RSVP**  
Texarkana, AR

**RSVP of Central Arkansas**  
Little Rock, AR

**Tri-County Rural Health Network, Inc.**  
Helena, AR

**UALR Senior Justice Center**  
Little Rock, AR

**Literacy Council of Jefferson County**  
Pine Bluff, AR

**Senior Health Insurance Information Program (SHIIP)**  
Little Rock, AR

**UAMS Arkansas Aging Initiative Centers on Aging**

**Arkansas Foundation for Medical Care (AFMC)**  
Fort Smith, AR

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

Current and archived newsletters available at:  
[www.daas.ar.gov/asmpnl.html](http://www.daas.ar.gov/asmpnl.html)

**ABUSE!**  *Fraud* is when someone **INTENTIONALLY** falsifies information or deceives Medicare.



P. O. Box 1437 Slot S530  
Little Rock, AR 72203-1437  
<http://www.daas.ar.gov/asmp.html>

To Report Fraud, Waste & Abuse  
Call the Toll-Free **Helpline**  
8:00am-4:30pm: **1-866-726-2916**