



Announcement of a new organization within the U.S. Department of Health and Human Services – the "Administration for Community Living" (ACL)

On April 16th, Secretary Kathleen Sebelius announced a new organization within the Department of Health and Human Services – the “Administration for Community Living” (ACL). The ACL’s goal is to increase access to community supports and full participation, while focusing attention and resources on the unique needs of older Americans and people with disabilities.

A Statement from Secretary Sebelius on the Administration for Community Living

All Americans – including people with disabilities and seniors – should be able to live at home with the supports they need, participating in communities that value their contributions – rather than in nursing homes or other institutions.

The Obama administration and my department have long been committed to promoting community living and finding new mechanisms to help ensure that the supports people with disabilities and seniors need to live in the community are accessible.

For more information, please visit—

- <http://www.hhs.gov/news/press/2012pres/04/20120416a.html>
- www.hhs.gov/acl

SOURCE: www.hhs.gov/news/press/2012pres/04/20120416a.html

“For too long, too many Americans have faced the impossible choice between moving to an institution or living at home without the long-term services and supports they need. The goal of the new Administration for Community Living will be to help people with disabilities and older Americans live productive, satisfying lives.”

—Secretary Kathleen Sebelius

Today [April 16, 2012], with the creation of the new Administration for Community Living (ACL), we are reinforcing this commitment by bringing together key HHS organizations and offices dedicated to improving the lives of those with functional needs into one coordinated, focused and stronger entity.

The Administration for Community Living will bring together the Administration on Aging, the Office on Disability and the Administration on Developmental Disabilities into a single agency that supports both cross-cutting initiatives and efforts focused on the unique needs of individual groups, such as children with developmental disabilities or seniors with dementia. This new agency will work on increasing access to community supports and achieving full community participation for people with disabilities and seniors.

The Administration on Community Living will seek to enhance and improve the broad range of supports that individuals may need to live with respect and dignity as full members of their communities. These support needs go well beyond health care and include the availability of appropriate housing, employment, education, meaningful relationships and social participation.

Building on President Obama’s Year of Community Living, the ACL will pursue improved opportunities for older Americans and people with disabilities to enjoy the fullest inclusion in the life of our nation. ●

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Tenet to pay \$43 million in Medicare fraud settlement

Tenet Healthcare Corp., a Dallas-based company operating various facilities and units throughout the U.S., over-charged Medicare from 2005-2007 by admitting patients for inpatient rehabilitation services when they qualified for acute-care hospitals or skilled nursing facilities, services which are reimbursed by Medicare at a much lower rate. Tenet has agreed to pay \$43 million to settle the allegations.

The Justice Department says this settlement is the largest-ever recovery for allegations relating to inpatient rehab billings under the False Claims Act.

Source: Modernhealthcare.com
By Joe Carlson

A New Step Forward in Fighting Food Stamp Fraud

The U.S. Department of Agriculture recently announced a proposed rule that will provide States with additional tools to maintain integrity in the Supplemental Nutrition Assistance Program (SNAP), also known as food stamps. The proposed rule will help States identify and prevent fraud by allowing them to request client contact when there are excessive Electronic Benefit Transfer (EBT) card replacement requests by SNAP households.

These new tools are important because excessive card replacement requests by SNAP recipients may indicate that the client does not know how to use the card properly and needs additional help or training, or that fraudulent activity may be occurring that warrants further investigation by the State.

The rule also further clarifies the definition of what constitutes trafficking.

To learn more about these new rules, go to:

www.whitehouse.gov/blog/2012/05/24/new-step-forward-fighting-food-stamp-fraud

SOURCE: enews@aoa.hhs.gov

Be aware of the following SCAM(S):

ARKANSAS SMP— Caller Offers Free Glucose Monitor!

This scam has been going on for a few months now all around Arkansas as well as nationwide. The caller, usually having a foreign accent, asks if there is a diabetic in the home. The caller may even say they are with Medicare or give a fictitious name of a diabetic supply company. When the person who answers the phone replies “yes,” they offer to send a free glucose monitor (or something along on those lines) for a Medicare number. Once the Medicare number is given, the victim may or may not receive the free monitor—and may even receive a lot more than that! The caller may continually send unwanted and unneeded diabetic supplies that are delivered far too often, and the unused supply builds up in a garage or a corner of the house! The scamster is probably using your Medicare number to bill Medicare for these supplies, even if they don’t deliver them. *Reminder:* NEVER give out your Medicare number over the phone to an unsolicited caller!

If you happen to fall victim to this scam and give out your Medicare/Social Security Number to the caller, please follow this advice:

- ◆ **REFUSE THE PACKAGE WHEN IT ARRIVES IN THE MAIL**—tell the mailman to take it back.
- ◆ If the package is dropped off, take it to the post office and return it and get a return receipt for your records.
- ◆ **MONITOR YOUR MEDICARE SUMMARY NOTICE (MSN)** for charges for items you did not order or receive.
- ◆ **REPORT CHARGES** on your MSN for items you did not order or receive to the Arkansas SMP at 1-866-726-2916.

NEW MEXICO SMP— Stolen Rx Pad

A physician’s office in New Mexico reported that a prescription pad was stolen from their practice, and forgeries for Oxycodone have been presented at pharmacies. They are requesting that suspicious prescriptions for quantities of more than #90 be reported to the physician’s office for verification or to contact their local police.

What Is Medical Identity Theft?

Medical identity theft occurs when someone steals your personal information (like your name, Social Security number, or Medicare number) to obtain medical care, buy drugs, or submit fake billings to Medicare in your name. Medical identity theft can disrupt your life, damage your credit rating, and waste taxpayer dollars. The damage can be life-threatening to you if wrong information ends up in your personal medical records.

Protect Your Personal Information

- ◆ Guard your Medicare and Social Security numbers carefully. Treat them like you would treat your credit cards.
- ◆ Be suspicious of anyone who offers you free medical equipment or services and then requests your Medicare number. If it's free, they don't need your number!
- ◆ Do not let anyone borrow or pay to use your Medicare ID card or your identity. It's illegal and it's not worth it!
- ◆ If your Medicare card is lost or stolen, report it right away—Call Social Security at 1-800-772-1213 (TTY 1-800-325-0778) for a replacement.

Watch Out For These Common Fraud Schemes

- ◆ Just walk away if someone approaches you in parking lots, shopping centers, or other public areas and offers you free services, groceries, transportation, or other items in exchange for your Medicare number.
- ◆ Simply hang up the phone if someone calls you and asks for your Medicare number.
- ◆ Do not let anyone borrow or pay to use your Medicare ID card or your identity. It's illegal and it's not worth it!
- ◆ Don't give information to telephone marketers who pretend to be from Medicare or Social Security and ask for payment over the phone or internet. They may want to steal your money.

Check All Your Medical Bills, Medicare Summary Notices, Explanation of Benefits, and Credit Reports

- Were you charged for any medical services or equipment that you didn't get?
- Do the dates of services and charges look unfamiliar?
- Were you billed for the same thing twice?

- Does your credit report show any unpaid bills for medical services or equipment you didn't receive?
- Have you received any collection notices for medical services or equipment you didn't receive?

Report Medicare Fraud and Medical Identity Theft

If you spot unusual or questionable charges, contact your health care provider. It may just be a mistake.

If your complaint is not resolved by your provider, report the questionable charges to Medicare — 1-800-633-4227 (1-800-MEDICARE).

If you think someone is misusing your personal information, contact the **Federal Trade Commission's Identity Theft Hotline** 1-877-438-4338 (1-877-ID-THEFT) / FTC.gov/idtheft.

You can also contact your **Arkansas Senior Medicare Patrol** who works locally to empower seniors to fight health care fraud and resolve errors — 1-866-726-2916.

"If you think you are too small to be effective, you have never been in bed with a mosquito." ~Betty Reese

TIPS FOR PROTECTING YOURSELF FROM CERTAIN SCAM ARTISTS!

Telemarketers

In most cases, it's best to simply hang up on telemarketers after asking to be removed from their call lists. Enroll in the National Do Not Call Registry to prevent many of these calls. At a minimum, request that the information be mailed to you before you make any decisions.

Advertisements

Just because a company advertises on radio or television or in the newspaper doesn't necessarily mean that it's legitimate.

E-mails

Don't believe anything you read in an unsolicited e-mail, and never respond to requests for personal information such as account numbers, Social Security numbers or your date of birth. Legitimate companies don't ask for this type of information by e-mail.

Mail solicitations

If you don't recognize the company, don't bite. Even if you do, proceed with caution. Read the fine print, and if you don't understand it all, ask a trusted family member or adviser to help.

For additional information take the quiz: *Is It a Scam or Is It Real?* on the AARP website at: www.aarp.org/money/scams-fraud/info-09-2011/is-it-scam-or-real-quiz.html?cmp=NLC-WBLTR-MACTRL-052512-FT1-85&USEG_ID=.

**YOU CAN Help Fight Medicare Fraud!
Join the Arkansas Senior Medicare Patrol!**

**CALL FOR
VOLUNTEER OPPORTUNITIES**

—1-866-726-2916—

HAVE YOU HEARD THIS TERM?

“Graying America” - referring to the high number of baby boomers reaching retirement and Medicare age.

QUICK TIP- REPORT IT!

Older Americans are less likely to report a fraud because:

- ◆ they don't know who to report it to;
- ◆ are too ashamed at having been scammed;
- ◆ or don't know they have been scammed.

We are here to help you!

Call 1-866-726-2916

SMP VOLUNTEER(S) IN ACTION



CAROLYN POLLETT,
SMP VOLUNTEER for
the RSVP of Central AR,
shares the SMP fraud
prevention message with
approximately
22 people at
St. Jude's Church
in Jacksonville, AR



St. Jude's Church, Jacksonville, AR

Arkansas SMP- Empowering Seniors to Prevent Healthcare Fraud

The Arkansas SMP is reaching out to seniors bringing the message of Medicare fraud awareness and prevention.

Volunteer Program

The Arkansas SMP offers volunteers the opportunity to make a difference in the fight against health care fraud!

YOU can help by sharing the message of
“protect, detect and report” in your community!

Training is provided to all volunteers!

Volunteer Participation:

Presenting the SMP message to large or small groups - either through their own acquaintances, or by soliciting speaking engagements anywhere seniors gather such as senior centers, church groups, club affiliations, etc. These presentations on health care fraud topics can range from 5 minutes to 1 hour or more—all information and materials are provided;

Disseminating SMP materials to local entities such as physicians' offices, pharmacies, libraries, senior centers, club affiliations;

Hosting an exhibit booth at a local health fair and distributing SMP materials helping to give the SMP logo and message statewide visibility;

Working through a local partner with clerical work in the office, or by answering the phone assisting other seniors with Medicare issues (training for this type of work is available).

Sharing the message with family, friends, and neighbors – educate, educate, educate!

If you are interested in learning more about the SMP program and how you can participate in the fight against Medicare fraud, please contact the SMP Volunteer Coordinator:

1-866-726-2916

QUOTABLE QUOTES—

“I FEEL
WE SHOULD ALL
GIVE OF
OURSELVES
AS LONG AS
WE CAN!”

—Norma Haralson,
Incoming President, 2012-2013
North Metro Medical Center
Hospital Auxiliary

1 REASON YOU SHOULD VOLUNTEER:

When you stay home you get too many telemarketing calls!

Source: Joy Pople, Baldwinsville Volunteer Center, Baldwinsville, NY
<http://www.energizeinc.com/reflect/joke.html>



Social Security and Death Information



In early February, Commissioner [Michael J.] Astrue testified before Congress about the collection and use of the agency's Death Master File (DMF). Each year, Social Security receives about 2.5 million reports of death.

Since deceased individuals generally have no privacy rights, death information contained in the DMF is available to requestors under the Freedom of Information Act. A variety of entities, including federal and state agencies, banks, hospitals, insurance companies, and genealogical services use this information to prevent fraud.

"Identity theft is a spreading plague on our nation," Commissioner Astrue said. "The federal government must do all it can to curtail this problem, and we certainly should not make it worse.

Unfortunately, public access to the DMF has created opportunities for criminals."

In an effort to strike the right balance between preventing fraud and protecting individuals from identity theft, Social Security is submitting a legislative proposal to Congress that would require entities to demonstrate a legitimate need to immediately access the public DMF. In addition, the proposal would expand the federal government's ability to use the DMF for such purposes as law enforcement, tax administration, and curbing improper payments.

Learn more about the DMF by reading some of the related Frequently Asked Questions on the subject at ssa-custhelp.ssa.gov/app/answers/detail/a_id/149.

Source: www.socialsecurity.gov/newsletter/

March 2012

TERMINOLOGY

Improper Payments

Improper payments are defined by the Improper Payments Information Act of 2002 as:

- ✦ Payments that should not have been made or payments made in an incorrect amount (including overpayments and underpayments)
- ✦ Payments to an ineligible recipient
- ✦ Payments for an ineligible service
- ✦ Any duplicate payments
- ✦ Payments for services not received
- ✦ Payments for an incorrect amount

NOT ALL improper payments are fraudulent! While improper payments may include fraudulent claims, some improper payments may be due to errors – honest mistakes.

Section 6411 of the Affordable Care Act of 2010 requires states and territories to establish Medicaid Recovery Audit Contractor (RAC) programs which are tasked with identifying and recovering Medicaid overpayments and identifying underpayments.

The Mission of the Recovery Audit Contractors (RACs) Program:

- To detect and correct past improper payments so that CMS, and others can implement actions that will prevent future improper payments;
- Providers can avoid submitting claims that do not comply with Medicare rules;
- CMS can lower its error rate;
- Taxpayers and future Medicare beneficiaries are protected.

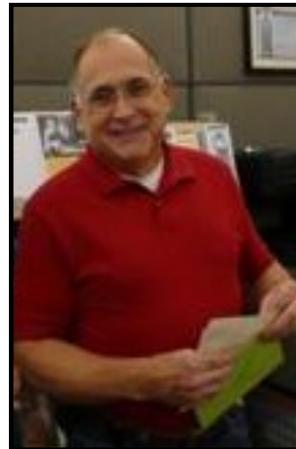
For more information please log onto the RAC website: www.cms.hhs.gov/RAC

U.S. Treasury Requiring Electronic Federal Benefit Payments

If you are a federal benefit recipient and are getting your payments by paper check, your paper check payments are being phased out by March 1, 2013. The US Treasury Department is requiring you to get your payments electronically one of two ways. You **MUST** choose: (1) **direct deposit** to a bank or credit union account; or (2) **Direct Express**® Debit MasterCard® card account. If you do not choose one of these options by March 1, 2013, you will receive your payments through the **Direct Express**® card account.

PLEASE NOTE: THIS CHANGE WILL NOT AFFECT YOU if you are already receiving your payments electronically!

For more information or to switch now, go to <http://godirect.org/>.



JOHN POLLETT RETIRING!

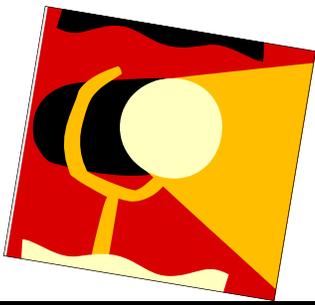
Yes, regrettably, it is true. John's last day as Program Director with the Department of Human Services Division of Aging & Adult Services is August 31, 2012.

John has been Director of the Arkansas SMP Program since 2006 and has lead the program to great heights during this time!

While we will miss John greatly, we are proud and happy for him! We wish him and his wife, Carolyn, much happiness and joy while traveling and also spending time with their four children and seven grandchildren!

If you would like to bid John farewell – 501-682-8504 or john.pollett@arkansas.gov. He would love to hear from you!

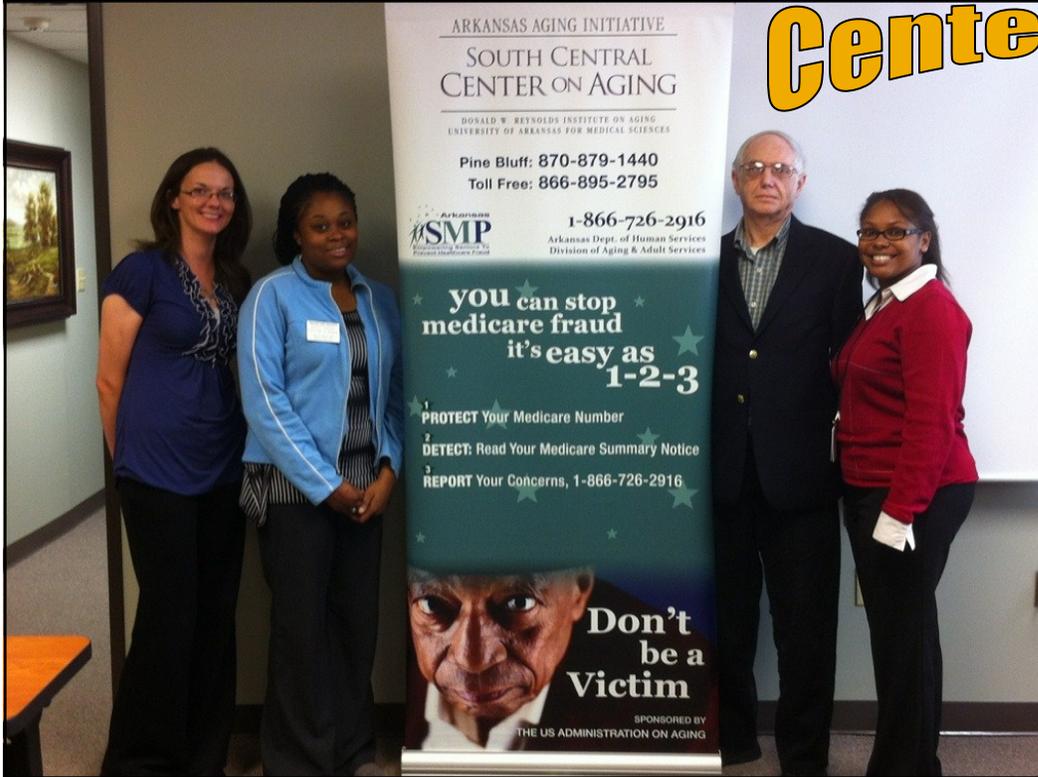
Stay Tuned!John will have a few words to say to you in the October-December issue of the SMP Quarterly Newsletter.



IN THE SPOTLIGHT! . . .

Really Special and Valuable People!

South Central Center on Aging



Left to Right: Charlotte Clausen, Lakesha Stidum, Robert Rosen and LaToya Wright.

Our new partner and subgrantee, the SOUTH CENTRAL CENTER ON AGING, housed in Pine Bluff, held their first SMP volunteer training on May 1. While the group was small, much was learned by the staff and volunteers, and we are excited about the work the Center has planned for the SMP program!



Meet LaToya Wright!

LaToya came on board with the SMP team as Administrative Specialist II on April 16. Her hometown is Pelahatchie, Mississippi (close to Jackson) but she has lived in Arkansas since November 2001. Her last position was with the Arkansas Heart Hospital Clinic here in Little Rock, and among the many responsibilities she held at the clinic, one in particular—reviewing Medicare billing for errors—as you can imagine, will be a valuable asset here with the SMP program!

LaToya values the close and loving relationship she shares with her 16-year-old daughter, Kierra. She likes doing “anything fun” with family and friends because she loves laughing and having a good time—as she says, “I’m just a big ‘ole goof ball!” Photography is one of her favorite pastimes.

You may hear LaToya’s voice on the other end of the line when you call our Helpline, so you now have a face to put with the voice!

LaToya has already proven that her experience and genuine compassion for our seniors will contribute to furthering the success of our program, and we are thrilled to have her!

"I'm a walking economy."

JUST FOR LAUGHS!



"How so?"

"My hair line is in **recession**, my stomach is a victim of **inflation**, and both of these together are putting me into a deep **depression!**"

Insurance Department's SHIP Division Assists in Using American Sign Language for Medicare Website



LITTLE ROCK, ARKANSAS (January 26, 2012) — A 27-minute video which includes information about who can get Medicare, how to enroll, Medicare benefits, and programs to help with costs for people with limited incomes is now available in American Sign Language (ASL), on the Arkansas Insurance Department's website: www.insurance.arkansas.gov/Seniors/divpage.htm. The video is designed to be helpful to a variety of audiences beyond those who use ASL.

The video came about after members of the Deaf Workgroup of the Make Medicare Work Coalition, a partnership of AgeOptions, the Progress Center for Independent Living and Health & Disability Advocates, observed that people they serve were often unaware of important Medicare information because it was not provided in a format they could use. They worked with the Centers for Medicare and Medicaid Services (CMS) to produce the video which presents information on the basics of Medicare in ASL and with large-type captions and voiceover narration.

The video is designed to reach people with difficulty seeing or reading, as well as those who just prefer to get information through a video format. Videos are a great tool as ASL is a visual language that includes expression in hands, face and body to get a message across. The video was produced by the Centers for Medicare and Medicaid Services in collaboration with the Make Medicare Work Coalition. Funding was provided by the Michael Reese Health Trust, the Retirement Research Foundation and the Illinois Senior Health Insurance Program, with additional support from Arkansas Senior Health Insurance Information Program.

Julie Ann Chavez, a counselor with Arkansas-based Julie Ann and Associates, appears in the video. Chavez serves as a volunteer SHIP counselor where she is available to help persons with disabilities with their Medicare needs.

NEWS RELEASE

For more information contact: Alice Jones, Public Information Manager
(501) 371-2835 alice.jones@arkansas.gov
<http://www.youtube.com/watch?v=eskZVAg7v0o>



OPEN ENROLLMENT DATES COMING UP FOR MAKING ANY CHANGES TO YOUR PART C AND PART D PLANS!

**OCTOBER 15
THRU
DECEMBER 7**

FOR MORE INFORMATION OR FOR ASSISTANCE IN MAKING SURE YOU ARE IN THE PLAN THAT IS RIGHT FOR YOU—

**CALL SHIP
1-800-224-6330**

Medicare Summary Notice (MSN)

If you get a Medicare-covered service, you'll get a Medicare Summary Notice (MSN) in the mail every 3 months. **This notice isn't a bill.** Review the MSN for any discrepancies!

How to Review Your MSN

If you have other insurance, check to see if it covers anything that Medicare didn't.

Keep your receipts and bills, and compare them to your notice to be sure you got all the services, supplies, or equipment listed.

If you paid a bill before you got your notice, compare your notice with the bill to make sure you paid the right amount for your services.

If an item or service is denied, call your doctor's or other health care provider's office to make sure they submitted the correct information. If not, the office may resubmit. If you disagree with any decision made, you can **file an appeal.**

Check Your MSN on MyMedicare.gov

You don't have to wait for your MSN to view your Medicare claims. Visit **www.MyMedicare.gov** to track your Medicare claims or view electronic MSNs. Your claims will generally be available within 24 hours after processing.

How to Change the Address on Your MSN

Contact **Social Security** to change the address on your MSN. If you get RRB benefits, call the RRB at 1-877-772-5772.

For a free copy of **HOW TO READ YOUR MEDICARE SUMMARY NOTICE** call the Arkansas SMP at 1-866-726-2916

Would you like the Arkansas SMP to come speak to your group?

The ASMP offers group presentations, one-on-one counseling, and also provides a variety of educational materials and fraud prevention tools such as:

Personal Healthcare Journal; Personal Medical Record; How to Read Your Medicare Summary Notice; and a quarterly SMP Newsletter.

The ASMP believes that educated consumers are “empowered” to protect themselves, and the Medicare trust fund, from being taken advantage of!

The ASMP has a toll-free *HELPLine* – **1-866-726-2916** – for reporting suspected Medicare and Medicaid fraud, waste and abuse; to schedule a fraud presentation in your area; or to request materials.



JOHN POLLETT, SMP Program Administrator, speaking at the N.A.R.F.E. Chapter meeting in North Little Rock, AR on April 9, 2012.



A large crowd listens to the SMP message at the AARP-SPONSORED **PROTECTING ARKANSANS** event held in Hot Springs on April 27, 2012



KATHLEENPURSELL, Program and Volunteer Coordinator, speaking to the Silver Sneakers class at the White River Medical Center in Batesville, AR on June 15, 2012

Did you know
you could receive **help paying**
for your **Medicare**
prescription drug costs?

http://www.insurance.arkansas.gov/Seniors/MSP_LIS.pdf

CALL YOUR LOCAL SHIP OFFICE FOR MORE INFORMATION OR ASSISTANCE — 800-224-6330

FRAUD TIP!

Avoid wiring money to anyone outside the country. Verify “emergencies” with other family or friends before you wire money. Once the money is sent, it is virtually impossible to cancel the transaction and recover your money.

“LIKE” US
ON **FACEBOOK!**
facebook.com/ARSMP

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

**CURRENT
MEDICARE SUMMARY NOTICE**
For Part B (Medical Insurance)

Page 1

CMS Medicare Summary Notice
November 3, 2009

Facility Name
Beneficiary Name
Street address
City, State 12345-6789

CUSTOMER SERVICE INFORMATION
Your Medicare Number: XXX-XX-1234A
If you have questions, call:
1-800-MEDICARE
(1-800-633-4227) (t)13202
Ask for Doctor's Services
TTY for hearing impaired: 1-877-486-2048
Appeals Address: Please see the
Appeals Information - Part B Section.

BE INFORMED: Treat your Medicare Card as you would a credit card.

This is a summary of claims processed on 10/08/2009.

PART B MEDICAL INSURANCE - ASSIGNED CLAIMS

Date of Service	Services Provided	Amount Charged	Medicare Approval	Medicare Paid Provider	You May Be Billed	See Notes Section
09/23/09	1.0 Office/outpatient visit (99214)	6116.00	6101.39	661.11	920.28	
09/23/09	1.0 Prescription not gen at encounter (G8447)	9.51	0.00	0.00	0.00	a
09/23/09	1.0 Electrocardiogram complete (93000)	27.81	6.00	0.00	0.00	b,c
09/23/09	1.0 Flu vaccine, 3 yrs & >, im (90G54-070)	15.00	13.23	13.23	0.00	d
09/23/09	1.0 Immunization admin (90471)	27.85	26.22	19.38	0.00	
09/23/09	1.0 Pro device eval in person (93280)	56.81	49.40	39.52	9.88	
	Claim Total	9246.00	6108.23	6193.33	930.00	

THIS IS NOT A BILL - Keep this notice for your records.

**REDESIGNED
MEDICARE SUMMARY NOTICE**
For Part B (Medical Insurance)

Page 1

Medicare Summary Notice
for Part B (Medical Insurance)
The Official Summary of Your Medicare Claims from the Centers for Medicare & Medicaid Services

Facility Name
Your Name Here
Street Address
City, State 12345-6789

THIS IS NOT A BILL

Notice for Your Name
Medicare Number XXX-XX-1234A
Date of This Notice September 16, 2011
Claims Processed Between June 15 - September 15, 2011

Your Claims & Costs This Period
Did Medicare Approve All Services? NO
Number of Services Medicare Denied 2
See claims starting on page 3. Look for NO in the "Service Approved" column. See the last page for how to handle a denied claim.
Total You May Be Billed \$150.86

Your Deductible Status
Your deductible is what you must pay for most health services before Medicare begins to pay.
Part B Deductible: You have now met \$85 of your \$162 deductible for 2011.

Be informed!
Register at www.MyMedicare.gov for direct access to your Original Medicare claims, track your preventive services and print an "On the Go" report to share with your provider. Visit the Web site to sign up and access your personal Medicare information.

Providers with Claims This Period
June 18, 2011
June 28, 2011
June 29 - June 30, 2011
John Doe, M.D.
John Doe, M.D.
Any Doctor, M.D.

(Si usted puede recibir este aviso y otro tipo de avisos de Medicare en español, llame y hable con un agente en español. 如果您能收到此通知，您也可以收到其他类型的通知，请致电“988”或“1-800-MEDICARE (1-800-633-4227)”。

On the Go Report

The On the Go Report available through MyMedicare.gov allows you create and print your own health management report which you can share with your healthcare providers.

You can click on the Create On the Go Report link at the top of any MyMedicare.gov page. You can then select the specific information that you would like displayed on the report.

The information displayed on the Health Management Summary tab can be selected to show on your On the Go Report, which includes: Basic Health Information, Self-Reported Medical Conditions, Allergies, Implantable Devices, Favorite Providers, Drugs, and Pharmacies. You may also include your Emergency Contacts, Preventive Services and Health Plan-related information to be displayed on the report.

DID YOU KNOW THE LOOKS OF THE MEDICARE SUMMARY NOTICE (MSN) WILL BE CHANGING IN 2013? Above is a sample of what you can expect to see in 2013. The Centers for Medicare and Medicaid Services (CMS) have listened to you! Because they know the importance of reading your MSN, they have modified the MSN making it easier to read and understand. You will already see these changes if you have registered on MyMedicare.gov.

TO VIEW ALL THE SAMPLE PAGES OF THE UPDATED MSN, GO TO:
http://www.cms.gov/apps/files/msn_changes.pdf

Arkansas State Long Term Care Ombudsman Program

The Arkansas State Long Term Care Ombudsman program became part of the Older Americans Act in 1978. A Long-Term Care Ombudsman advocates for residents in Skilled Nursing Homes (SNF), Residential Care Facilities (RCF), and Assisted Living Facilities (ALF). Funding is provided to the Area Agencies on Aging throughout the state to support local Ombudsman programs.

Regional Ombudsmen investigate and resolve complaints presented to them by residents and by others on behalf of a resident.

Ombudsmen educate, empower and become the voice for residents regarding such issues as finances, Medicaid eligibility, restraints, guardianship, food quality, transfers or discharges, room temperature, social activities, rights restrictions, abuse, neglect, and financial exploitation.

In addition, another piece of our program is the Certified Volunteer LTC Ombudsman (CVO). CVOs are assigned to a specific facility to visit the residents on a weekly basis. They become the "eyes and ears" for the Regional Ombudsmen to help reach out to those we serve. The Arkansas LTC Ombudsman program currently has over 600 CVOs! What a wonderful opportunity for Arkansans to make a difference in the lives of those that have served us.

Please check out the Arkansas LTC Ombudsman website at www.arombudsman.com to obtain additional information regarding the program and how you can become a part of the Ombudsman family. You may also contact your local Area Agency on Aging or Kathie Gately (Arkansas State Ombudsman) directly at 501.682.8952.

How to Optimize Your Sleep

Avoid watching TV or using your computer close to bedtime;
Sleep in complete darkness, or as close to it as possible;



Keep the temperature in your bedroom no higher than 70 degrees;
Take a hot bath 90 to 120 minutes before bedtime;
Move alarm clocks and other electrical devices away from your bed—preferably at least 3 feet.

2012 SMP CALENDAR OF EVENTS:

SMP PRESENTATIONS and EVENTS

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

JULY 6	— SMP VOLUNTEER TRAINING	UAMS/Schmieding Center for Senior Health & Education/ Center on Aging 9:00 am—4:00 pm Springdale, AR
JULY 9	— SMP PRESENTATION	Arkansas Advocates for Nursing Home Residents (AANHR) 11:00 am / Assembly of God Church North Little Rock, AR
JULY 12	— SMP PRESENTATION	Independence County Senior Citizens Program 10:30 am Batesville, AR
JULY 17	— SMP PRESENTATION	Lincoln Senior Center 10:00 am Lincoln, AR
JULY 18	— SMP PRESENTATION	SENIOR CIRCLE LUNCH & LEARN Northwest Medical Center Cafeteria Room B & C. 2:00 pm Springdale, AR
JULY 19	— SMP PRESENTATION	SENIOR CIRCLE LUNCH & LEARN Northwest Medical Center Classroom A & B 1:00 pm Bentonville, AR
JULY 26	— SMP VOLUNTEER TRAINING	South Arkansas Center on Aging / El Dorado Connections / and MCSA Senior Circle 9:00 am—3:30 pm / The Ellis Center El Dorado, AR
AUGUST 24	— SMP PRESENTATION	Bull Shoals Volunteer Fire Department Auxiliary 12:00 pm / Theatre Bull Shoals, AR
AUGUST 27-31	— SMP REGIONAL CONFERENCE	Grand Rapids, MI
SEPTEMBER 20	— SENIOR HEALTH FAIR	AN APPLE A DAY Senior Health Fair 8:00 am—1:00 pm / Marvin Vinson Multipurpose Building Clarksville, 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 or call **1-866-726-2916** for more information.

AUGUST 1 STUTTGART, AR 8:00 am / Grand Prairie Center—Phillips Community College
(This will be the last *Protecting Arkansans* Event for 2012)

IMPORTANT PHONE NUMBERS:

AANHR —AR Advocates for Nursing Home Residents	501-450-9619
AFMC —AR Foundation for Medical Care	1-888-354-9100
Area Agency on Aging	1-800-986-3505
Arkansas Attorney General Consumer Protection Division	1-800-482-8982
APS —Adult Protective Services (DHS)	1-800-482-8049
AR-GetCare —(Directory of Community-Based Services)	1-866-801-3435
Arkansas Rehabilitation Services	1-800-981-4463
AR SMP (Healthcare Fraud Complaints)	1-866-726-2916
Better Business Bureau (BBB)	501-664-7274
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	1-800-999-1118
DHS (Customer Assistance Unit)	1-800-482-8988
Do Not Call Registry	1-888-382-1222
Elder Care Locator	1-800-677-1116
Federal Trade Commission Report STOLEN IDENTITY	1-800-438-4338
ICan —Increasing Capabilities Access Network	501-666-8868
Medicaid —(Claims Unit)	1-800-482-5431
Medicaid Fraud Control Unit	1-866-810-0016
MEDICARE (CMS 1-800-MEDICARE)	1-800-633-4227
Medicare Part D	1-877-772-3379
Medicare Rights Center	1-800-333-4114
National Consumer Technical Resource Center	1-877-808-2468
National Medicare Fraud Hotline (1-800-HHS-TIPS) 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 —Statewide Office of Long Term Care	501-682-8952
Resource Center (ADRC) (DHS'S Choices in Living Resource Center)	1-866-801-3435
Senior Circle (Northwest Health System)	1-800-211-4148
SHIP (Senior Health Insurance Information Program)	1-800-224-6330
SMP Locator —(locate an SMP outside AR)	1-877-808-2468
SSA (Social Security Administration) Little Rock Office	1-800-772-1213 1-866-593-0933
SSA Fraud Hotline	1-800-269-0271
South Central Center on Aging	1-866-895-2795
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-GetCare — www.ARGetCare.org (Directory of Community-Based Services)
AR Advocates for Nursing Home Residents — www.aanhr.org ; e-mail: Info@aanhr.org
AR Long Term Care Ombudsman Program — www.arombudsman.com
Arkansas 2-1-1 — www.arkansas211.org (Get Connected. Get Answers)
Arkansas Aging Initiative — http://aging.uams.edu/?id=4605&sid=6
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.daas.ar.gov/asmp.html
BBB (Better Business Bureau) — scams and alerts— http://arkansas.bbb.org/bbb-news/
CMS (Medicare-Centers for Medicare and Medicaid Services) — www.cms.hhs.gov
Do Not Mail — www.DMAchoice.org
Elder Care Locator — www.eldercare.gov
H.E.A.T — www.stopmedicarefraud.gov/ (Healthcare Fraud Prevention and Enforcement Action Team)
ICan AT4ALL — Tools for Life— www.ar-ican.org
MEDICAID — www.Medicaid.gov
MEDICARE — www.medicare.gov
Medicare Interactive Counselor — www.medicareinteractive.org
Hospital Compare — www.hospitalcompare.hhs.gov
MyMedicare.gov — www.mymedicare.gov (Access to <u>your personal</u> Medicare claims information)
MyMedicareMatters.org (National Council on Aging)
Office of Long Term Care — http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx
Office of Inspector General —e-mail: HHSTips@oig.hhs.gov
Pharmaceutical Assistance Program — medicare.gov/pap/index.asp
Physician Compare — www.medicare.gov/find-a-doctor
SMP Locator — SMPResource.org (locate an SMP outside of AR)
Social Security Administration — www.ssa.gov/dallas/state_ar.html
TAP — www.arsinfo.org (Telecommunications Access Program)
Tri-County Rural Health Network — communityconnecting.net/home.html
UofA Cooperative Extension Service — www.uaex.edu (or) www.arfamilies.org
Working Disabled — www.workingdisabled-ar.org



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

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

Current and archived newsletters available at:
www.daas.ar.gov/asmpnl.html

SMP PARTNERS

El Dorado Connections RSVP
El Dorado, AR

EOA of Washington County RSVP
Springdale, AR

Texarkana RSVP
Texarkana, AR

RSVP of Central Arkansas
Little Rock, AR

Garland County RSVP
Hot Springs, AR

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

UALR Senior Justice Center
Little Rock, 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



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**