



## \$4 MILLION RECOVERY IN DR. STACEY JOHNSON MATTER

Harrison, Arkansas—

Conner Eldridge, United States Attorney for the Western District of Arkansas, announced today a recovery of property in excess of \$4,000,000.00, resulting from a claim filed in the Probate Estate of Stacey M. Johnson, deceased, in Baxter County, Arkansas, and through a civil forfeiture action filed in United States District Court. Both actions were filed by the U.S. Attorney's Office in September 2013. The Probate Court has entered an Order directing that \$3,480,000.00 of the assets of the Estate will go to the United States.

According to the affidavit filed with the civil forfeiture, Dr. Johnson was a licensed cardiologist in the State of Arkansas. From November 14, 1980, to December 30, 2009, Dr. Johnson owned and operated the Physicians' Medical Center of the Ozarks, a medical practice and outpatient surgical center, and Physicians' Surgical Center of the Ozarks, an outpatient surgical center, both located in Mountain Home, Arkansas. In 2006, an investigation into Dr. Johnson's practice was launched after it was discovered that Dr. Johnson had a significant increase in billings to Medicare for the period of 2001

through 2006 and an increase in CT scans from 2004 to 2005. According to the pleadings in the forfeiture action, the investigation determined that Dr. Johnson had ordered numerous tests for his patients that were not medically supported and ordered unnecessary tests that were duplicative in nature, and had falsely billed the Medicare and Tricare programs.

Dr. Johnson passed away in March 2013. According to a Petition for Probate of Will and Appointment of Personal Representative filed by his estate on March 14, 2013, in the Circuit Court of Baxter County, Probate Division, Dr. Johnson's estate was valued at approximately \$3,500,000.00 in real and personal property. The U.S. Attorney's Office filed a Claim against the Estate on behalf of the United States Department of Health and Human Services for Medicare overpayment in the amount of \$14,716,191.00. According to documents filed with the Claim, the overpayment amount was established by a Post-Payment Review of Medicare services billed by Dr. Johnson from January 2004 to June 2006 and

January 2007 to June 2009. As a result of the audit, it was determined that Dr. Johnson, individually and, doing business as Stacy M. Johnson M.D., F.A.C.P, and as president and sole stockholder of Physicians' Medical Center of the Ozarks and Physicians' Surgical Center of the Ozarks was indebted to the United States for the overpayment.

"Medicare fraud, especially of this magnitude, has a direct effect on each and every taxpayer in the State of Arkansas. This doctor built his fortune by scheming to defraud a healthcare program that was designed to benefit some of the most vulnerable people in our society, the elderly and young people facing end of life illnesses. I applaud the investigative efforts in unraveling this elaborate scheme. Our office will do everything possible to ensure that this type of criminal activity is exposed and that the victims of these crimes are recompensed for their losses."

—U.S. Attorney  
Conner Eldridge

Under the terms of the Order entered by Judge Gary Isbell in the state Circuit Court Probate case, based on an agreement with the Personal Representative of the Estate, the United States will be paid the proceeds of a promissory note owing to Dr. Johnson in the amount of \$2,500,000.00, and the United States will take title to five real properties owned by Dr. Johnson with a value of \$980,000.00. The personal representative will receive the balance of the Estate valued at \$366,400.00. The real properties will be sold and the proceeds of sale and those from the promissory note will be recouped by the United States Medicare Program.

The Complaint filed in the forfeiture action alleged that property named in the action was constructed with proceeds derived from Dr. Johnson's illegal billings to the Medicare and Tricare Programs. Under federal forfeiture laws, the government is authorized to seek the forfeiture of any property with a requisite nexus to criminal activity, regardless of the owner of record. The Mountain Home residence that is the subject of the government forfeiture was owned at the time of the filing of the Complaint by Dr. Johnson's ex-wife. She surrendered \$600,000.00 from the residence. The residence was also encumbered by other liens.

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# SMP PROGRAM...BY THE NUMBERS!

The June 2014 Performance Report of the U.S. DHHS Office of Inspector General reveals the numbers of the national SMP program for the year 2013. This study was conducted in accordance with the *Quality Standards for Inspection and Evaluation issued by the Council of the Inspectors General on Integrity and Efficiency*. These numbers reflect the work of all 54 SMP projects.

It is not always possible to track referrals to Medicare contractors or law enforcement from beneficiaries who have learned to detect fraud, waste and abuse from the projects. The projects are unable to track substantial savings derived from the sentinel effect whereby fraud and errors are reduced by Medicare beneficiaries' scrutiny of their bills.

In 2013, expected Medicare and Medicaid recoveries that were attributable to the projects were \$9.1 million, a 50-percent increase from 2012; and cost avoidance on behalf of Medicare, Medicaid, beneficiaries and others increased by 26 percent, from \$113,692 in 2012 to \$143,282 in 2013.

Summary of Overall Performance of Projects in 2013	
PERFORMANCE MEASURES	Total for 2013
Total number of active volunteers	5,406
Total number of volunteer training hours	43,303
Total number of volunteer work hours	105,235
Number of media airings	181,143
Number of community outreach education events conducted	10,545
Estimated number of people reached by community outreach education events	1,048,039
Number of group education sessions for beneficiaries	14,924
Number of beneficiaries who attended group education sessions	501,405
Number of one-on-one counseling sessions held with or on behalf of a beneficiary	148,235
Total number of simple inquiries received	114,625
Total number of simple inquiries resolved	114,387
Number of inquiries involving complex issues received	1,674
Number of inquiries involving complex issues referred for further action	698
Total dollar amount referred for further action	\$976,409
Number of complex issues resolved	1,526
Number of complex issues pending further action	2,606
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$143,282
Expected Medicare recoveries attributable to the projects	\$9,047,393
Expected Medicaid recoveries attributable to the projects	\$52,873
Actual savings to beneficiaries attributable to the projects	\$41,150
Other savings attributable to the projects(e.g. Supplemental Insurance)	\$568
Total savings attributable to the projects	\$9,141,984

Performance Data for the Senior Medicare Patrol Projects: June 2014 Performance Report (OEI-02-14-00140)

## MEDICAID...

### What is Medicaid Fraud?

#### Fighting Fraud. Improving Integrity and Quality. Saving Taxpayer Dollars

The Office of Medicaid Inspector General (OMIG) detects schemes of fraud, curbs unacceptable practices, and improves quality of care as it relates to Medicaid fraud, waste, and abuse. Investigations focus on finding those providers who commit fraud and abuse to ensure that these individuals will no longer be

able to participate in the State's Medicaid program. Fraud and abuse discoveries result in the initiation of an administrative action or a referral for civil and criminal prosecution. Administrative actions include the exclusion or termination of providers from the Medicaid Program, monetary penalties, recovery of Medicaid funds, and suspension of Medicaid privileges for a specified period of time. Provider issues that could result in criminal prosecution are referred to the Arkansas Attorney General's Medicaid Fraud Control Unit (MFCU) for possible criminal prosecution.

Investigations are also conducted on allegations related to Medicaid consumer eligibility, misuse of benefits cards, and cases where consumers lend or rent their benefits cards to others to obtain medical benefits for which they are not entitled.

OMIG also coordinates with local, state, and federal law enforcement to investigate consumers defrauding Medicaid and refers those consumers for prosecution.

If you suspect Medicaid fraud or abuse, call the Office of the Medicaid Inspector General—**1-855-527-6644**.

For information about the Office of Medicaid Inspector General (OMIG) or to report Medicaid fraud, please log on to: [omig.arkansas.gov](http://omig.arkansas.gov)

OR

Call the Medicaid OIG **HOTLINE** at:

**855-527-6644**

<http://omig.arkansas.gov/news/detail/arkansas-smp-newsletter-features-article-on-office-of-medicaid-inspector-ge>



**HUSBAND AND WIFE DOCTORS INDICTED FOR HEALTHCARE FRAUD**

**Little Rock, Arkansas —**

Christopher R. Thyer, United States Attorney for the Eastern District of Arkansas announced on April 2, 2014 that a Federal Grand Jury has indicted Dr. Robert Barrow, age 60, and Dr. Angela Barrow, age 50, of Little Rock charging both with one count of conspiracy to commit health care fraud and six counts of health care fraud. In addition, Dr. Robert Barrow

is also charged with four counts of making false statements in relation to health care matters.

According to the indictment, Dr. Robert Barrow and Dr. Angela Barrow were husband and wife physicians who together owned and operated Your Doctor’s Office, a medical clinic in Little Rock. It goes on to allege that the doctors affiliated with a local massage therapist, whose services were billed to health insurers as physical therapy and with whom the doctors would split the proceeds. Related claims to Medicare and Arkansas Blue Cross and Blue Shield alone

exceeded \$1.2 million during the alleged fraud. The indictment also claims that Dr. Robert Barrow billed for therapeutic ultrasounds that were never performed.

If convicted, the Barrows face up to ten years’ imprisonment on each of the six counts of health care fraud as well as ten years imprisonment for the overarching conspiracy. Dr. Robert Barrow also faces up to five years’ imprisonment on each count of making false statements in relation to health care matters.

[http://www.justice.gov/usao/are/news/2014/April/Barrow\\_indictment\\_healthcare\\_fraud\\_040214.html](http://www.justice.gov/usao/are/news/2014/April/Barrow_indictment_healthcare_fraud_040214.html)

**CANCER CON EARNS MAN 8 YEARS IN U.S. PRISON**

**Rogers, AR**

Jim Bolt of Rogers was sentenced to over eight years in federal prison, fined \$50,000 and ordered to pay more than \$2.5 million in restitution to the victims of at least five scams that used forged documents to obtain unclaimed property and cash under the guise of a purported cancer treatment center. Bolt pleaded guilty to one count each of wire fraud, mail fraud and of money laundering. Other charges in the 14-count indictment were dismissed as part of a plea bargain.

Judge Tim Brooks noted that Mr. Bolt had a 30-year criminal career, citing a mid-1980s case in which Bolt was convicted in Tulsa of a scam almost identical to the latest. Judge Brooks said Bolt pretended to have a doctorate, invented fictitious people and employees, forged signatures and led the victims to believe he was treating cancer patients at his clinic, which Brooks said appeared to be a front for the scams. The government contends Bolt took more than \$2.5 million from Community Medical Group in California and at least four other companies.

**Dr. Stacey Johnson  
CONTINUED from Pg 1**

U.S. Attorney Eldridge stated, “Medicare fraud, especially of this magnitude, has a direct effect on each and every taxpayer in the State of Arkansas. This doctor built his fortune by scheming to defraud a healthcare program that was designed to benefit some of the most vulnerable people in our society, the elderly and young people facing end of life illnesses. I applaud the investigative efforts in unraveling this elaborate scheme. Our office will do everything possible to ensure that this type of criminal activity is exposed and that the victims of these crimes are recompensed for their losses.”

“As the investigative arm of the Department of Defense - Office of Inspector General, one of the primary missions of the DCIS is the detection of fraud, especially the type that targets critical funding for healthcare for our warfighters, their families and military retirees,” said Janice M. Flores, Special Agent in Charge of the DCIS Southwest Field Office, Arlington, TX. “This investigation demonstrates the commitment of DCIS and our law enforcement partners from HHS-OIG in rooting out and stopping healthcare fraud and to recoup monies fraudulently obtained.”

Mike Fields, Special Agent-in-Charge, U.S. Department of Health and Human Services, Office of Inspector General, Dallas Regional Office emphasized that any time false claims are submitted for payment, the nation’s health insurance programs suffer.

HHS-OIG investigators will continue to work closely with our law enforcement partners to identify providers who deliberately manipulate the system to obtain crucial Medicare or Medicaid dollars.

The cases were investigated by agents of the U. S. Department of Health and Human Services, Office of Inspector General, and the Defense Criminal Investigative Service. Assistant United States Attorneys Benjamin Wulff and Debbie Groom represented the United States in these forfeiture and probate actions.

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Related court documents may be found on the Public Access to Electronic Records website [www.pacer.gov](http://www.pacer.gov)

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

## "IRS" PERVASIVE TELEPHONE SCAM—

### **How the scam works:**

The Internal Revenue Service warns consumers about a sophisticated phone scam targeting taxpayers, including recent immigrants, in nearly every state in the country.

Victims are told they owe money to the IRS, and it must be paid promptly through a pre-loaded debit card or wire transfer. The IRS toll-free number shows up on caller ID to make the call look legitimate. If the victim refuses to cooperate, the caller becomes hostile and insulting and may threaten with arrest, deportation or suspension of a business or driver's license. Scammers have even been known to hang up, and then others soon call back pretending to be from the local police or DMV, and the caller ID supports their claim. The caller will use fake names and IRS badge numbers. They may even be able to recite the last four digits of the victim's Social Security Number!

### **Best response?:**

**Do not give any information to the caller!** If you receive one of these calls and want to verify that you do not owe money to the IRS, please call the IRS at 1.800.829.1040 – do not give any information to the caller.

If you receive one of these scam calls report the incident to the Treasury Inspector General for Tax Administration at 1.800.366.4484.

## **PHONE SCAM PROTECTION TIPS:**

Be suspect of **ANY** un-requested telephone solicitation claiming to be affiliated with Medicare or other government agencies. Be especially wary of "ROBOCALLS!"

Always make sure the call back number or caller ID is in operation.

Be wary of any caller offering you something "free" in exchange for your Medicare number.

Do not provide **ANY** personal information to any company unless you have initiated contact with that company especially your Medicare number, Social Security number and bank account information.

Carefully review all medical bills, Medicare Summary Notices and insurance Explanation of Benefits!

**Never** sign blank Medicare insurance forms.

**Never** let emotion or fear overcome your common sense.

If you get a phone call or online appeal for money from a provider, verify everything.

## **TIPS TO AVOID BECOMING A VICTIM OF INTERNET SCAMS:**

- Don't open emails from unknown senders;
- Never click on unknown links; and
- Do not type your password anywhere that you haven't verified as a legitimate site. If you are unsure, go directly to the account's official page to verify facts.

**REPORT ALL SCAMS TO THE**

**ARKANSAS SMP**

**(Senior Medicare Patrol)**

**1-866-726-2916**



Kathleen Pursell, SMP Director and Elise Kirkpatrick, Interpreter

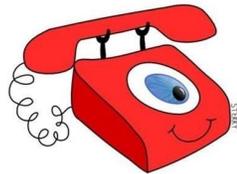
Our project to reach out to the Deaf and Hard of Hearing throughout the state with the SMP message of fraud prevention and scam alerts kicked off on May 10, 2014 at the NWA Deaf Club meeting held at the John Powell Senior Center in Springdale.

We enjoyed meeting new friends, celebrating Mother's Day by recognizing all the mothers and grandmothers present, and eating great food! Much thanks to Beth Christensen for inviting us to speak to the club!



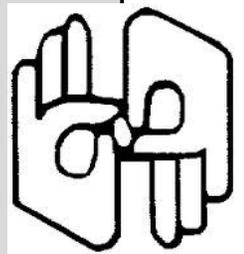
JulieAnn Chavez and Luke Bryan!

**YOU Can Help Fight Medicare Fraud!**  
**Join the Arkansas SMP!**  
**FOR VOLUNTEER OPPORTUNITIES CALL**  
**—1-866-726-2916—**



The EyePhone!

IF YOU KNOW OF A DEAF/  
 HARD OF HEARING  
 AUDIENCE THAT WOULD BENEFIT  
 FROM RECEIVING THE MESSAGE  
 OF HEALTHCARE FRAUD  
 PREVENTION, PLEASE CALL  
 ARKANSAS SMP  
 — 1-866-726-2916—



### Social Security Snippet...

Social Security has designated its Regional Communications Directors (RCD) (<http://www.ssa.gov/agency/rcds.html>) to serve as points of contact in receiving and addressing language access-related issues. Please contact the RCD with any input, including suggestions, concerns, and positive feedback about Social Security's language access services. They will use your feedback to make continuous enhancements.

For more information visit their [Multilanguage Gateway](http://www.ssa.gov/agency/rcds.html) webpage to view the latest updates.

<http://www.ssa.gov/agency/rcds.html>

Call us at **1-866-726-2916** to receive your copy of the quarterly **SMP Newsletter** in the mail or via email!

Be aware of the latest scams targeting seniors! Log on to our website at [www.daas.ar.gov/asmp.html](http://www.daas.ar.gov/asmp.html) and click on **SCAM ALERTS!**

[www.facebook.com/arsmp](http://www.facebook.com/arsmp)

Celebrate Senior Center Month — September 2014!  
 This year's theme is:  
*Senior Centers: Experts at Living Well.*

## Benefits & Services for Arkansas Seniors



The Division of Aging and Adult Services offers this directory of benefits and services for Arkansas seniors as a resource on aging programs, services and public benefits administered by the Department of Human Services, Area Agencies on Aging (AAA) and various federal agencies, on topics such as:

Alzheimer's organizations; Choices in Living Resource Center; DHS County Offices; Medicaid; Medicare Savings Programs; Organizations for Aging Adults; Social Security; Support Services for Seniors; Area Agencies on Aging; Community Action Programs; Medicare; Senior Volunteer Programs; Supplemental Security Income (SSI); Workers with Disabilities Medicaid.

To download the entire Benefits & Services guide, click on the following link: [Public Benefits for Seniors](#); Call the Division of Aging and Adult Services at (866) 801-3435 or (501) 682-2441; or browse the contents by county by clicking on the county of interest.

### HOW TO GET HELP FOR DENTAL, VISION, AND HEARING SERVICES

#### I cannot afford treatment. Where can I go for help?

Use the links and contact information below to see whether any of these programs can help you.

#### Dental

Some states offer stand-alone dental plans through the health insurance Marketplaces. People with Medicare are not eligible for subsidies to pay for these plans. Find your state Marketplace at [HealthCare.gov](http://HealthCare.gov) or call the Marketplace call center (available 24/7) at 1-800-318-2596.

[Community Health Centers](#) provide health services, including dental care, to those with limited incomes, usually on a sliding scale payment.

Local dental schools sometimes provide the community with lower cost services as a way of training new dentists and dental hygienists.

Search for a nearby school at the [American Dental Association](#) or the [American Dental Hygienists Association](#).

The [Dental Lifeline Network](#) runs a program offering free, comprehensive dental treatment to vulnerable people, including the elderly and those living with disabilities.

#### Vision

[EyeCare America®](#), a service of the Foundation of the American Academy of Ophthalmology, provides free eye exams and up to one year of care for low-income individuals who qualify.

[Mission Cataract USA](#) offers free cataract surgery to those without insurance (including Medicare/Medicaid).

[Vision USA](#), a program of the American Optometric Association, provides free eye exams for low-income Americans without insurance.

#### Hearing

[Sertoma](#) is a civic service organization that connects people with hearing assistance.

The Foundation for Sight and Sound, through its [Help America Hear Program](#), provides hearing aids for men, women, and children with limited financial resources.

The Better Hearing Institute maintains a comprehensive, free [Guide to Financial Assistance for Hearing Aids](#).

#### Where else can I find help paying my medical and other expenses?

Here are a few additional resources that can help you save money:

[BenefitsCheckUp®](#) is the nation's most comprehensive free, online service to screen seniors with limited income for benefits programs.

[EconomicCheckUp®](#) helps older adults improve their economic security by finding work, cutting spending, reducing debt, and using their home equity wisely.

See more at: [http://www.ncoa.org/enhance-economic-security/benefits-access/how-to-get-help-for-dental.html?utm\\_source=NCOAWeek\\_140422&utm\\_medium=newsletter&utm\\_campaign=NCOAWeek#sthash.2LI54e6f.dpuf](http://www.ncoa.org/enhance-economic-security/benefits-access/how-to-get-help-for-dental.html?utm_source=NCOAWeek_140422&utm_medium=newsletter&utm_campaign=NCOAWeek#sthash.2LI54e6f.dpuf)



—866-726-2916—

**MEDICARE AND MEDICAID LOSE  
BILLIONS OF DOLLARS EACH YEAR  
DUE TO FRAUD!**

**PROTECT** yourself from Medicare errors,  
fraud, and abuse;

Learn to **DETECT** potential errors, fraud, and  
abuse; and

**REPORT** if you suspect that you have been a  
target of errors, fraud, and abuse.

*Ways to Volunteer:*

- Contact local senior groups (churches, senior centers, clubs) to set up possible speaking engagements. Need Date/Time/Location/Contact Name;
- Distribute SMP materials (ex: Brochures/ Personal Health Care Journal/Personal Medical Record/Newsletters);
- Make presentations about SMP and answer questions at end of presentation;
- Direct beneficiary to the fraud coordinator if fraud is suspected;
- Invite/recruit other seniors to join SMP as new volunteers!

**CALL FOR MORE INFORMATION**

—866-726-2916—



**"One of the deep secrets of life is  
that all that is really worth the  
doing is what we do for others."**

— Lewis Carroll

Please join me in welcoming our newest partner, Linda Nickerson, Director of the Texarkana RSVP in Texarkana, Arkansas!

Many of you know that Ms. Ermer Pondexter, former Director of the Texarkana RSVP, retired at the end of 2013. The RSVP, under Ms. Pondexter's leadership, has been an SMP partner since the Arkansas SMP program started and while we all dearly miss Ermer, we are pleased to have Linda filling those big shoes!

Linda has approximately 20 years experience in non-profit management. She possesses a long history of experience including: grant writing, fundraising, event planning, presentations, speaking engagements, educational venues, team building and management of volunteers. Throughout her career, her favorite responsibilities have been those which include direct interface with the people she was serving.

Many years ago, Linda found a Lewis Carroll quote which has become the beacon by which she tries to live her life—*All in life worth the doing is that which we do for others.*

In the few short weeks Ms. Nickerson has been director of the RSVP, she has interviewed on two TV programs—KLF1 TV 10 "Heart to Heart" and "Out and About" with Joann Rice, speaking about the SMP program and recruiting volunteers. She has also scheduled 3 SMP presentations; hosted an SMP exhibit booth; and put SMP PSAs on 25 radio stations!

If you are in the Texarkana area and are interested in volunteering for the SMP program, please contact Linda Nickerson—870-779-4983; or the Arkansas SMP—866-726-2916.

Great Job Linda! **WELCOME ABOARD!**

# SMP VOLUNTEERS & PARTNERS IN ACTION

*"I alone cannot change the world, but I can cast a stone across the waters to create many ripples."*

*~Mother Teresa ~*



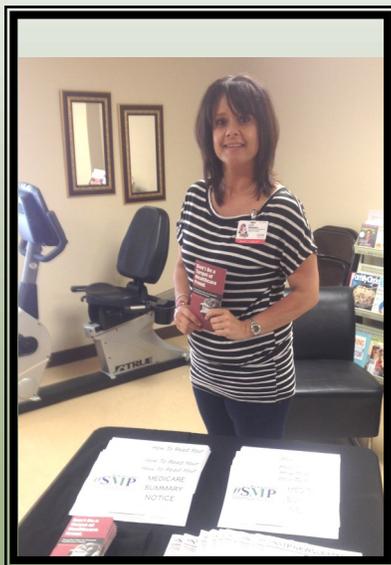
**WANDA BRYANT** has worked as an SMP volunteer for the past two years with the El Dorado Connections RSVP. She is a sweet lady who loves to help others. She is working the RSVP's income tax sign-in table. She has the opportunity, while manning the front desk, to speak with individuals regarding *protecting, detecting and reporting* Medicare fraud. She also speaks to these individuals about the SMP program and hands out SMP information.

**El Dorado Connections RSVP** and their Senior Medicare Patrol volunteers were at the Great Lakes Health Fair held at the El Dorado Conference Center, April 12, 20134.

SMP's mission is: "To empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, errors and abuse through outreach, counseling, and education."

To report fraud, waste and abuse call the toll-free helpline 8:00am—4:30pm at 1-866-726-2916 or El Dorado Connections RSVP at 870-864-7084.

*PICTURED: Sonnie Bell (RSVP / SMP Volunteer) assisting Wanda Cardinal with helpful SMP information.*



Lori DeWese, with SMP Partner **South Arkansas Center on Aging** in El Dorado, is pictured here at the National Women's Health Week Conference in Fordyce on May 15, 2014.

**For information on volunteering opportunities with the Arkansas SMP program or for an application, please contact SMP Volunteer Coordinator David Wray at 866-726-2916.**

## Know Who Pays First

If you have retiree insurance (insurance from former employment)...	Medicare pays first.
If you're 65 or older, have group health plan coverage based on you or your spouse's current employment, and the employer has 20 or more employees...	Your group health plan pays first.
If you're 65 or older, have group health plan coverage based on you or your spouse's current employment, and the employer has less than 20 employees...	Medicare pays first.
If you're under 65 and disabled, have group health plan coverage based on you're or a family member's current employment and the employer have 100 or more employees...	Your group health plan pays first.
If you're under 65 and disabled, have group health plan coverage based on you're or a family member's current employment and the employer have less than 100 employees...	Medicare pays first
If you have Medicare because of End – Stage Renal Disease (ESRD) (permanent kidney failure Requiring dialysis or kidney transplant)...	Your group health plan will pay first for the first 30 months after you become eligible to join Medicare. Medicare will pay first after this 30 month period.

**Important:** In some cases, your employer may join with other employers or unions to form a multiple employer plan. If this happens, only one of the employers or unions in the multiple employer plans has to have the required number of employees for the group health plan to pay first. For more information, contact your employer or union benefits administrator.

## Medicare Secondary Payer Recovery Portal (MSPRP) Issues

The Medicare Secondary Payer Recovery Portal provides a quick and efficient way to request case information and provide information to assist in resolving Medicare's recovery claim. With the use of this portal, you may submit a valid authorization, request an update to the conditional payment amount, submit settlement information and dispute claims.

For problems related to registration and other technical issues, please contact the Benefits Coordination & Recovery Center (BCRC) EDI Department at 1-646-458-6740. For questions related to a case or why an MSPRP option is unavailable (i.e., grayed out), please contact the Benefits Coordination & Recovery Center (BCRC) at 1-855-798-2627. Log on to: <https://www.cob.cms.hhs.gov/MSPRP/login>

**The Arkansas SMP would like to come to your area to speak about current scams and health care fraud prevention!**  
**Call 1-866-726-2916**  
**to schedule a presentation!**

## What do the letters after a Medicare number mean?

The Social Security number followed by one of these codes is often referred to as a Medicare claim number. Social Security assigns these codes once you apply for benefits. For example, if your Social Security number is 123-45-6789, then your Medicare claim number is 123-45-6789A once you are eligible for Medicare.

Code	Identification
A	Primary claimant (wage earner)
B	Aged wife, age 62 or over
B1	Aged husband, age 62 or over
B2	Young wife, with a child in her care
B3	Aged wife, age 62 or over, second claimant
B5	Young wife, with a child in her care, second claimant
B6	Divorced wife, age 62 or over
BY	Young husband, with a child in his care
C1-C9	Child - Includes minor, student or disabled child
D	Aged Widow, age 60 or over
D1	Aged widower, age 60 or over
D2	Aged widow (2nd claimant)
D3	Aged widower (2nd claimant)
D6	Surviving Divorced Wife, age 60 or over
E	Widowed Mother
E1	Surviving Divorced Mother
E4	Widowed Father
E5	Surviving Divorced Father
F1	Parent (Father)
F2	Parent (Mother)
F3	Stepfather
F4	Stepmother
F5	Adopting Father
F6	Adopting Mother
HA	Disabled claimant (wage earner)
HB	Aged wife of disabled claimant, age 62 or over
M	Uninsured – Premium Health Insurance Benefits (Part A)
M1	Uninsured - Qualified for but refused Health Insurance Benefits (Part A)
T	Uninsured - Entitled to HIB (Part A) under deemed or renal provisions; or Fully insured who have elected entitlement only to HIB

The below message is from **Evelyn Canady, SMP Volunteer and retired nurse**—and Co-Ordinator with the Nurses' Group at Woodland Heights Retirement Community. Evelyn posted the below letter in their community newsletter:

### **NURSES' CORNER**

Kathleen Pursell of Arkansas SMP began training the Nurses' Group to be local volunteers for the statewide program to 'Protect, Detect and Report' seniors from the ever-increasing health care fraud occurring statewide.

Ms. Pursell provided Personal Health Care Journals and Personal Medical Records to be distributed to all residents. The Journal is to be used to record all treatments, prescriptions and costs associated with health care professions of any kind. These records are to be compared with the potentially erroneous bills that arrive later. Your record in the Journal provides you with factual data when reviewing the errant bill with your provider.

The Health Card should be filled out with current information about your medications, allergies and contacts in emergencies. The small packet should be carried on your person so it will be available to first responders when an emergency occurs.

Please, for your own sake, do not set these aside. Fill them out promptly and store the Journal where you can find it for your next appointment. Then, find a way to carry the personal information packet with you when you go out. It's for your own safety!

**For your free copy of the Personal Health Care Journal and the Personal Medical Record card, please call 1-866-726-2916!**

### **A NUMBER OF FEDERAL AGENCIES HAVE JURISDICTION OVER SPECIFIC AREAS OF FRAUD, WASTE, AND ABUSE. IF YOUR COMPLAINT RELATES TO ANY OF THE FOLLOWING MATTERS, YOU SHOULD REPORT YOUR COMPLAINT DIRECTLY TO THE APPROPRIATE AGENCY LISTED BELOW:**

#### **Medicare Charges:**

If your complaint involves the cost charged on a Medicare Summary Notice (MSN), and you DID NOT RECEIVE the product or service, you should contact the Arkansas SMP at: **1-866-726-2916** or Medicare at **1-800-633-4227**.

#### **Medicare Charges:**

If your complaint involves the cost charged on a Medicare Summary Notice (MSN), and you DID RECEIVE the service, you should contact CMS (The Centers for Medicare & Medicaid Services) at: **1-800-633-4227** or on online at [www.medicare.gov](http://www.medicare.gov).

#### **Identify Theft:**

If your complaint involves identity theft, unrelated to Medicare, you should contact the FTC (Federal Trade Commission) at: **1-877-438-4338** or online at [www.consumer.gov/idtheft](http://www.consumer.gov/idtheft).

#### **Social Security Fraud:**

If your complaint involves Social Security Fraud, you should contact the Social Security Administration OIG at: **1-800-269-0271** or online at [www.ssa.gov/oig](http://www.ssa.gov/oig).

#### **Food Stamp Fraud:**

If your complaint involves Food Stamp Fraud, you should contact the U.S. Department of Agriculture OIG at: **1-800-424-9121** or online at [www.usda.gov/](http://www.usda.gov/)

### **TERMINOLOGY:**

**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); payment to an ineligible recipient; payment for an ineligible service; any duplicate payment.

Improper payments may include fraudulent claims, but not all improper payments are fraudulent. Improper payments may be due to errors – honest mistakes.

### **What Medicare Advantage Plans Cover—**

Medicare Advantage private plans must cover the same amount of services as Original Medicare does, but each has its own coverage policies and costs. If you have a Medicare Advantage plan, contact your plan to find out your hospital care costs and rules.

“A population that does not take care of the elderly and of children and the young has no future, because it abuses both its memory and its promise.”  
—**Pope Francis**



On July 30, 1965 President Johnson signed into law the bill providing low-cost hospitalization and medical insurance for America's seniors.

Though this is not a national awareness day, it is a date of historical significance and potential interest.

**HAPPY BIRTHDAY MEDICARE!**

Upcoming 2014 Events:

#### **SMP PRESENTATIONS:**

July 19 —AR Deaf/Blind Club—Bryant  
July 28— Goddard United Methodist Church—Ft. Smith

August 3— Mountain Home Deaf Club—Mtn. Home  
August 19-21— SMP National Training Meeting  
Washington D.C.

August 25 — Arkansas Fighting Fraud  
St. Bernard's Auditorium—Jonesboro

September 8 — Fayetteville Senior Center  
September 9 — Elmdale Baptist Church—Springdale  
September 25 — Robinson Avenue Church—Springdale

## **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>1-855-798-2627</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 Inspector General</b>	<b>1-855-527-6644</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 (1-800-HHS-TIPS)</b> 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 Advocates for Nursing Home Residents</b> — <a href="http://www.aanhr.org/">www.aanhr.org</a> ; <b>e-mail:</b> <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> — <b>e-mail:</b> <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> — <b>scams and alerts</b> — <a href="http://arkansas.bbb.org/bbb-news/">http://arkansas.bbb.org/bbb-news/</a>
<b>CMS</b> (Medicare-Centers for Medicare and Medicaid Services) — <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>Arkansas MEDICAID INSPECTOR GENERAL</b> — <a href="http://omig.arkansas.gov/fraud-form">http://omig.arkansas.gov/fraud-form</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> — <b>e-mail:</b> <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">www.ssa.gov</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—

“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 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](http://www.mymedicare.gov) to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered 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

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

**Texarkana RSVP**  
Texarkana, AR

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

**Tri-County Rural Health  
Network, Inc.**  
Helena, 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@dhs.arkansas.gov](mailto:kathleen.pursell@dhs.arkansas.gov)

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



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<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**