



IN THE KNOW for August 2004

Headlines:

Hot Time: Join us in Hot Springs in November
Results count! Latest statistics on the SMPs
Fraud activity in Arkansas

Volunteers needed: On November 1st through the 3rd, the Arkansas Area Agencies on Aging and the Arkansas Division of Aging and Adult Services will co-host the “Aging Well, Living Well” conference in lovely Hot Springs, Arkansas. Activities for attendees include more than 40 workshops and a fun vendor’s fair. The Arkansas Medicare & Medicaid Senior Fraud Patrol will have a booth at the fair and is looking for at least six volunteers to greet visitors and discuss ASMP activities. Our goal is to have booth time limited to a manageable 2-3 hours per volunteer.



SIGN ME UP!

Monday, November 1st (two- hour slots from: 9:00 a.m. – 5:00 p.m.) or

Tuesday, November 2nd (two - hour slots from 9:00 a.m.– 12:00 p.m.)

Call Sharon Marcum at: 866-726-2916 to sign up.

Latest National Statistics for the Senior Patrol Project: The SMP’s are now found in all 50 states and in the last half of 2003 (most recent reporting period) chalked up these statistics:

Completed more than 78,000 training sessions

Handled more than 4,500 complaints

Recovered more than \$150,000 for the Medicare program

Recovered almost \$20,000 of beneficiaries out-of-pocket expenses

If the doctor happens to sign off on one of these faxes, the equipment is delivered without the caller’s authorization. One woman received a broken down, used wheelchair that was too large to fit in her doors but the company refused to come back and pick it up. She never asked for a wheelchair, she had called to get information on a chair lift – she already had a wheelchair that fit her needs.

Investigations have been opened in Texas and Florida, and are being considered in Arkansas. Here at DAAS we are gathering documentation together on several incidents to forward to the office of the Inspector General. The bottom line: **Buyer Beware.**

If you are just calling for information, please remember to do the following:

1. Do not give the company the name or number of your physician, tell them: “If or when I decide to do business with you, I’ll call you with that information. But until then, no.”
2. Do not give the company your Medicare number.
3. If you have a P.O. box number, give that rather than your street address – you can’t deliver a wheel chair to a P.O. box!

Do you know your Area (*anti-*)Fraud Coordinators?

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