



IN THE KNOW

Summer is a great time to get caught up on the latest news about ASMP and its volunteers.

Here are some interesting facts and updates for you.

Presentation Materials: There is a new PowerPoint slide show (24 slides) that introduces seniors to the problems of fraud and waste. The new material includes a script with interesting facts to help guide the speaker through the key points to make on each slide. Also, there is a new PowerPoint slide show (8 slides) of Medicare Billing Management Practices (how seniors can get control of managing their monthly statements). If you would like to receive a copy of either slide show, please call Sharon and a copy will be sent to you.

Training Materials: A new training video has just been released – it has 3 lessons: Part I – How to Create Great Presentations, Part II – the new Fraud Presentation, Part III – the new Medicare Billing Management Presentation. The material is available on VHS (for VCR viewing) or on CD (for PC viewing). These materials can be checked out of the DAAS Library. Please call Sharon to have a video/CD sent to your home.

Handout Materials: The new calendar/medical journals are available July 1st! We are providing large magnetic clips that can be used to attach the calendar to a fridge door. Also, the new mini-record now comes with a clear plastic sleeve. We now have a brand new handout item, a magnifying glass in carrying case! To order these supplies please contact your AAA Coordinator (phone numbers pg 3).



Active Fraud Cases:

It didn't take long for scams to start surfacing after enrollment in the drug card program began earlier this month. Here are some recent scams:

Fake Card Providers Scam: Some Illinois seniors have had their bank accounts bilked by con artists capitalizing on confusion surrounding new Medicare prescription drug cards, state officials are warning. The Illinois attorney general's office is investigating 13 complaints related to the new cards. Nine involved telemarketers looting up to \$299 out of the bank accounts of seniors, who were tricked into thinking that they bought legitimate Medicare-approved drug cards. The scam goes like this: telemarketers act as if they're affiliated with the Medicare drug card program and tell seniors they'll need to pay up to \$299 for the card. Seniors are asked to read their bank account and routing numbers off the bottom of their checks. The con artists then create a check; send it to the bank and the money gets debited from the account. Consumers don't get anything . . . except ripped off.

Seniors need to know that bona fide Medicare drug cards offered by pharmaceutical companies and prescription drug providers never cost more than \$30 for a one-year membership. Card providers also are prohibited from making unsolicited phone calls or home visits to get seniors to sign up.

Friendly Phone Callers Scam: In Iowa, some senior citizens have received phone calls asking what medicines they're using, pretend to offer advice and then ask for credit information and charge them \$99.00.

Bill Brauch, director of consumer-protection for the Iowa Attorney General's Office, said his office also had heard of people soliciting the cards door to door. He said "People need to keep in mind that if someone's calling you on the phone or dropping by your door, it's probably a scam."

Seniors need to know that under the new federal program, none of the dozens of companies offering the discount cards is allowed to make such calls. They're allowed to solicit only by mail, and the most they're allowed to charge for cards is \$30.

Free Money Scam: Another scam revolves around a \$600 credit being given to low-income card users: People have been called and told that they qualify for the \$600 low-income credit. The caller says, "We'll deposit \$600 in your bank account. Give us your bank account information, your Social Security number or Medicare number. I just want to check and make sure we've got the right person. So could you verify that for me?" The senior is now vulnerable to identity theft for sums far greater than \$600.

Seniors need to know that to qualify for the \$600 credit, the senior must make less than \$12,569 a year, or less than \$16,862 for a married couple. If they qualify, the credit is "loaded" onto the prescription card they select – no bank confirmations are necessary.

Bogus \$139 Pharmacy Card Scam: The FTC reports that a company operating as "pharmacycards.com" has, since January of this year, electronically debited thousands of consumer's checking accounts for a charge of \$139 without the consumers' knowledge or consent. About 90,000 consumers were victims. These consumers had no prior contact with the company. More than \$10 million has been collected in less than 90 days. Consumers who noted the charge contacted the company to remove the charge and were told they had five days to cancel the charge – but no credits were issued. Some consumers were unaware of the charge.

Seniors need to know that these scams exist and to carefully monitor their monthly bank statements and look for suspicious or unauthorized debit charges.

To sum it up: Don't give out any personal or financial information over the phone or face-to-face. Medicare-affiliated discount card providers will not solicit business by going door-to-door or by making phone calls. Don't pay large sums of money up front. Medicare discount drug cards don't cost more than \$30 a year. And finally, all legitimate Medicare cards will have the official Medicare seal on them.

The Buzz: Please let us know if there is anything we can do to help you. Give us your suggestions and comments. Also, let us know what kind of feedback you are getting from members of your training sessions – good and bad. We are always looking for opportunities to improve our services. Also, let us know if something is missing that you would like to have. Contact Sharon Marcum, DAAS Project Director at: 1-866-726-2916.

One Door Closes, Another Opens: With regret we say goodbye to West Central AAA. We are now looking at adding new agencies statewide. Final decisions will be reached by the end of July.

Outside Arkansas: Ever wonder what other states are doing to get the word out about fraud and waste? There is now a DAAS video library. Please look at the attached video library listing to see if there is anything you may be interested in viewing. A pre-stamped return envelope is included with each video checkout. After viewing, please return video to Sharon.

Who's New? We have three new volunteers, please welcome:
Joe Sarturios, Amelia Clark, and Ray Koch!

Special Thanks: ASMP is successful because of the efforts of each and every volunteer. The DAAS would like to give special recognition to the following individuals for their work and efforts on behalf of reducing fraud, waste, and abuse:
Joe Sarturios as the person who did the most presentations in the shortest time frame.

Are you online? Please drop Sharon a line at the following e-mail address to let us know that you have e-mail capability: Sharon.Marcum@arkansas.gov

Beat the Drums! DAAS is launching a new campaign to recruit more ASMP volunteers for the coming year (see attached flyer). Please help us get the word out by posting this flyer in your local senior center, library, grocery store, or anywhere else you think would be a good spot to get it noticed by active seniors.

Take a Walk in My Shoes: Already know of someone who would be a good volunteer? Please invite them to attend your next training session/meeting and see you in action. Many times, individuals who would do well in this type of work are hesitant because they aren't sure they are up to the challenge. Let them see how you do it.

ASMP Recognition Bar-B-Ques: Throughout the summer and into early fall we will be working on arranging some volunteer cookouts to recognize our wonderful volunteers. Please contact the fraud coordinator in your area to find out more.

Updated Contact Listing: Here is a listing of area fraud coordinators:

CD Gunselman cdgunselman@aanwar.org	Northwest AR Agency On Aging	local: 870-741-1144	toll free: 800-432-9721
Judy Hoelzeman judyh@care-link.org	CareLink, Central AR Agency On Aging	local: 501-372-5300	toll free: 800-482-6359
Sharon Marcum sharon.marcum@arkansas.gov	DAAS Project Director	local: 501-682-8504	toll free: 866-726-2916

Attachments:

[Recruitment Flyer](#)

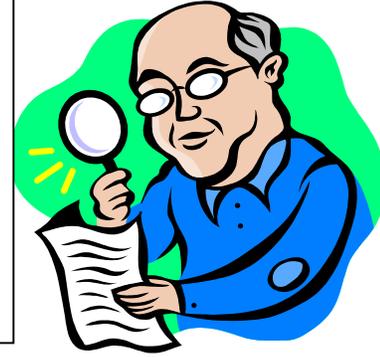
[DAAS Video Library Listing](#)

Recruitment Flyer:



They have questions
& you have answers!

Join the Arkansas
Senior Medicare
& Medicaid
Fraud Patrol



Medicare loses more than \$12 billion annually to Waste, Fraud and Abuse. This is a problem for Arkansan Medicare and Medicaid beneficiaries as well. Every dollar lost to fraudulent activities is a dollar lost to fund genuine healthcare and service needs.

But you can do something about it. You can become a volunteer with the Fraud Patrol. Help stop the drain of valuable and necessary dollars to unscrupulous providers. The Division of Aging & Adult Services (DAAS) can show you how.

We have a variety of volunteer positions in support of this effort. Enjoy speaking to community groups? We have community speaker positions. Prefer to counsel seniors on an individual basis? We have counselor positions open too.

All parts of Arkansas are in need of trained volunteers for the Fraud Patrol. You provide your time, talent, and enthusiasm, and we'll provide the training, support, and materials you will need to be successful.

- Do it because you are a beneficiary.
- Do it because you are a taxpayer.
- Do it because you are an American.

Call Sharon Marcum, DAAS Project Director at: 1-866-726-2916 today!

DAAS Video Library *Summer 2004*

Title:	Rating:	Run Time:	Audience:	Synopsis:
<p>Watch Out and Speak Up 3 copies: 1 A,B,C</p> <p><i>Supplemental Materials to accompany video: Fraud Brochure, Healthcare Calendar, & Healthcare Journal</i></p>	****	12 min	Medicare Beneficiaries Ethnicity: Asian. - The oriental host's heavy accent (female host) makes understanding difficult. The male host is clearly understood.	Standard Script: free health fair, wheelchair instead of walker, Rolling Lab. <u>Message:</u> Read EOB, Never give MdCr card # away. <u>Unique:</u> Electronic billing – no human reads the bill stmt – just you!
<p>Be Informed, Be Aware, and Be Involved 5 copies: 2 A,B,C,D,E</p>	****	12 min	Medicare Beneficiaries Ethnicity: A.A. Host speaks clearly, pacing good, and all words are subtitled – excellent for hard of hearing clients.	Standard Script: free health fair, wheelchair instead of walker, diabetic strips auto-ship, getting shorted on pills. <u>Message:</u> If it continues, MdCr won't be here for our children & grand children. <u>Unique:</u> Makes a pitch to become a volunteer from the viewing audience.
<p>Who Pays? You Pay Report Medicare Fraud 2 copies: 3 A,B</p>	**	27 min	General audience – seems designed for high level – plays like a “face the nation” type show – panel of representatives from AARP, OIG, FBI, etc.	Script: background on the process of fraud – in depth. Explains how to read the Medicare Summary Notice in agonizing detail. <u>Message:</u> Be a Medicare Heo – you are the ONLY person who can verify accuracy of the billing. <u>Unique:</u> always call the doctor or provider first, only then call the Fraud Hotline.

DAAS Video Library Summer 2004

Title:	Rating:	Run Time:	Audience:	Synopsis:
<p>Senior Medicare Patrol Project Organizer (Alaska Consumer Organizer Kits) 2 copies: 4 A, B</p>	<p>****</p>	<p>25 min</p>	<p>Host presenting a training session to SMPs on how to organize incoming bills for Medicare recipients.</p>	<p>This is a good overview of how to organize all of the incoming medical bills based on a “system” of the following: A: An instruction sheet B: Four colored folders C: a Medical Log This is all about how to stay on top of incoming medical bills and deciding what you owe. There is only a 10 sec blimp at the end that says if you suspect fraud, call the Alaskan toll free number.</p>
<p>Medicare Fraud Florida Dept of Elder Affairs 2 copies: 5 A,B</p>	<p>***</p>	<p>25 min about 2 min of dead space on front end</p>	<p>Caregivers of Medicare Beneficiaries Ethnicity: Any. Host is Jason Robbards (famous actor) quality of tape is very poor. <u>Unique Message:</u> Treat Medicare Card like a Credit Card. Check your Monthly Stmt, and report errors to Medicare.</p>	<p>Script: Home Health Care Scams are hurting the elderly and their families and costing \$11 billion. There are many interview clips with investigators and Medicare reps. Follows a scam for “Lose Weight” a facility bills as an inpatient Psych Hospital but is actually a resort. <u>Message:</u> Remember - Medicare never comes to your door! And no cold calling (telemarketing).</p>
<p>Medicare Con Artists NBC Nightly News 2 copies: 6 A, B</p>	<p>****</p>	<p>3 min (Brief)</p>	<p>Who becomes a Sr. Mdcr Patrol Volunteer? (with subtitles)</p>	<p>3 minute “Day In the Life” of a volunteer – a 75 year old retired physician</p>

DAAS Video Library Summer 2004

Title:	Rating:	Run Time:	Audience:	Synopsis:
<p>Senior Security: Avoiding Scams & Fraud in Colorado 2 copies: 7 A,B</p>	<p>*****</p>	<p>29 min (could be reduced to about 19 minutes if fast forward through phone scams & home repair losses)</p>	<p>Would be good for Caregivers to view. Also, good as background for SMMP's. (Probably the best film in the library)</p>	<p>Well done film provides an overview of six different types of scams (3 medical/3 regular): * Medicare Fraud * Identity Theft * Care Giver Fraud * Telephone Scams * Home Repairs * Junkmail Offers</p>
<p>Master of the Transaction: Senior Security II from Colorado & AARP 2 copies: 8 A,B</p>	<p>*****</p>	<p>22 min (could be reduced to 10 min if you fast forward through Charity and Investments sections)</p>	<p>Good for Caregivers, and SMMPs, and elderly audiences – very well done</p>	<p>Presents four different topics: * Reading Medicare Stmts * Making Charity Donations (6 min) * Planning for Increased Dependency * Investment Scams (7 min)</p>
<p>Medicare and You, Vol IV: Fraud & Abuse What You Need to Know 2 copies: 9 A,B</p>	<p>****</p>	<p>16 min</p>	<p>Good for elderly audience</p>	<p>Somewhat dated (refers to HCFA/1990s) is divided into 2 sections: Understanding Fraud (background, general concepts) and next section of Medicare Abuse – goes through a mock up of reporting suspected fraud.</p>

DAAS Video Library *Summer 2004*

Title:	Rating:	Run Time:	Audience:	Synopsis:
Florida Fraud Primetime Show 2 copies: 10 A, B	****	24 min	Medicare Beneficiaries & their caregivers National primetime investigation – well done, runs investigation first, tape break, then reveal of wrong doers – could cut time by turning off tape after the first part.	Script: small clinics operate 6-9 months, heavy fraud abusers – then they shut down and open elsewhere in town – strong element of organized crime. South Florida is ripped off for \$2 billion each year. Message: Beneficiaries didn't think they were doing wrong – just getting free money. Unique: "Red, White, & Blue" is the street slang for the Medicare card – a license to steal.
Operation Restore Trust: California 1996 2 copies: 11 A, B	**	30 min	Internal:Governmental Employees	Dated, but it does introduce the three areas of focus in '96: Home Health Nursing Homes D.M.E.
Operation Restore Trust: New York 2000 3 copies: 12 A, B, C	**	30 min	Internal:Governmental Employees	A snoozer...
Operation Restore Trust: Iowa 2002 2 copies: 13 A, B	**	28 min	Internal:Governmental Employees	A snoozer...
DAAS 3 Lessons: Arkansas 2004 4 copies: 14 A,B,C,D	****	45 min	ASMP Volunteers This is a training video for Arkansas volunteers. NEW Summer 2004!	3 parts: 1: Secrets of Great Presentations (13 min) 2: new Fraud Presentation (18 min) 3: new Billing Mgm't Presentation (14 min)