

NEWSLETTER

To Report Fraud, Waste & Abuse
Call Toll-free 1-866-726-2916

Senior Medicare Patrol Works to Prevent Medicare Fraud

January 7, 2010-2:01pm

By Dorothy Ramienski
Internet Editor
Federal News Radio

It is considered one of the government's least sophisticated measures against Medicare fraud, but is boasting some big successes.

The Senior Medicare Patrol is sponsored by the Administration on Aging, and is made up of volunteers who work with Medicare and Medicaid recipients to help protect against fraud.

Shirley Merner works with the Senior Medicare Patrol in Iowa and said their mission is pretty straightforward.

"The basic message is to protect, detect and report. It's a simple, three-pronged message. We want [people] to learn how to protect their identity because Medicare medical identity theft is the fastest growing crime in the United States currently. We need them to know how to detect errors, fraud, waste and abuse within the system by reading their Medicare summary notices. Then, they need to know [how] to report any discrepancies they find in the system."

Thus, the program is very proactive and educational.

Merner said it is difficult to estimate how many people make up the Patrol mainly because the workforce is volunteer-based.

"We have a program in every state, so every state has at least one paid staff person. They may have more. They may not. They're charged to recruit and train volunteers. Currently we have about 4,700 active volunteers. . . . Here at our Iowa SMP program we have lots of snowbirds who are inactive currently. . . . When you're dealing with seniors and the older population as your volunteer base, they're somewhat transient. So, the number varies."

Though the number of volunteers might swell and wane, Merner said waste, fraud and abuse in dollar amounts is on the up and up.

Overall, Merner said her hope is to get everyone involved with Medicare to become more active in the hopes of reducing the dollar amount associated with waste, fraud and abuse.

Shirley Merner, IA SMP

To date, the SMP has caught over \$100 million in fraud since 1997, a figure that she credited mostly to an increasingly educated populace.

"It's basically because people have read their Medicare summary notices and report things that have happened, either overbilling, under billing, getting billed for products they did not receive. Of

course, these are just the ones we can document."

The purpose of the SMP is not to play 'gotcha' with the medical billing or drug companies, either. The group simply wants to better educate seniors to eliminate errors.

"We know that, truly, the providers of medical services across the United States -- 99 percent of them are honest and they truly care about their patients and their health and

their healthcare. It's that one percent that we're really concerned about, and that one percent is getting \$1 out of every \$10 that's budgeted for Medicare per year."

According to the most recent report from Medicare's Inspector General, \$60 billion was somehow wasted last year.

To reduce that number, Merner said her group is pushing not only for recipient education, but for provider education, as well. "Providers need to know how to protect their identities. We're finding many, many providers that are having their provider numbers stolen or their name being misused and forged on prescriptions."

In addition, SMP works with law enforcement officials, as well.

Overall, Merner said her hope is to get everyone involved with Medicare to become more active in the hopes of reducing the dollar amount associated with waste, fraud and abuse.

"\$60 billion would pay the salaries of 1.7 million American workers for one year. It would pay the healthcare of two out of three people over the age of 65 for one year. It would pay for one third of the prescription drugs now bought in the United States for one year. It's huge -- and its impact is huge." If you're interested in learning more about SMP -- or getting involved yourself -- Merner said to check out their website: [smpresource.org](http://www.federalnewsradio.com/nid=115&tags=ids%5b%5d=10608).

<http://www.federalnewsradio.com/nid=115&tags=ids%5b%5d=10608>

WON'T YOU DO YOUR PART?

Please join the effort to prevent healthcare fraud—essential to maintaining the integrity of the Medicare program! Volunteers are fundamental in bringing the SMP message to seniors statewide.

If you have an interest in volunteering we would love to have you as part of our team!

There are plenty of opportunities awaiting you as a volunteer with the SMP program! Please email katheen.pursell@arkansas.gov; or call 1-866-726-2916

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"The strongest defense against crime is not law enforcement, it is informed citizens"

Kathleen Sebelius, US DHHS Secretary

What is Social Security Disability Insurance (SSDI)?

Social Security disability benefits (SSDI) are paid to individuals who have worked for enough years and have a condition that is so severe that they are not able to work any longer. Administered by the SSA, SSDI makes monthly payments to eligible disabled individuals and is a significant benefit for individuals with early-onset (younger-onset) Alzheimer's disease. In addition to a monthly payment, it serves as entry to Medicare benefits for those under the age of 65. Family members (e.g., spouses and minor children) may also be eligible for benefits based on the applicant's work record.

What is Supplemental Security Income (SSI)?

Supplemental Security Income benefits (SSI) are paid each month to individuals who are aged, blind or disabled and have limited income and resources (assets). The "disability" criteria for SSI are the same as for SSDI benefits. Unlike SSDI, eligibility for SSI is not based on prior work experience. In addition, in most states, individuals who receive SSI are also automatically eligible for Medicaid (medical assistance) benefits.

www.alz.org

On MyMedicare.gov

Tracking your Medicare claims and services 24 hours a day at MyMedicare.gov has always been easy, and NOW, this secure online service just launched some great new features!

You can:



- Print a temporary ID card for your Medicare drug plan;
- Print an "On the Go" report of your drug, doctor, and personal health information to take to appointments.

Medicare automatically mails a password to access **MyMedicare.gov** to those who are new to Medicare. Or, you can register by selecting "Sign Up." For immediate access to your password via email, be sure to provide your email address at the time of registration.

SECURITY TIPS:

- Keep your account Sign In ID and Password secure and confidential. Do not share them with anyone. Sharing your Sign In ID and Password with other people enables them to access your account. Only you and your Authorized Representatives should have access to your MyMedicare.gov Sign In information.
- Frequently check your account and report any suspicious or unauthorized activity to CMS immediately. You may do this by calling 1-800-MEDICARE or by initiating a Webchat with CMS by clicking on the **Live 'Help' Chat** link in the upper right corner of your screen.
- Remember to **sign off** of MyMedicare.gov when you finish your session. There is a "Sign Out" link in the upper right-hand corner of your screen, which you should click on when you wish to end your current MyMedicare.gov session.



ONLINE MEDICARE APPLICATION

allows you to enroll online for Medicare benefits!

-- People Who Want to Enroll in Medicare But Want to Delay Filing for Social Security Benefits Can Now Apply Online --

To use the new online application, go to www.socialsecurity.gov, and select "Retirement/Medicare."

The Medicare Rights Center is working with both the Social Security Administration and the Centers for Medicare & Medicaid to ensure that people get the information they need to make an informed decision about when to enroll in Medicare.

Have questions about enrolling in Medicare? www.medicareinteractive.org; or speak with a counselor at 1-800-333-4114; or contact your SHIP at 1-800-224-6330.

"This new online Medicare application will make it easier for more people to enroll in Medicare," said Joe Baker, president of the Medicare Rights Center. "It saves them a trip to the Social Security office, and they can complete the application at home, at their own pace."

www.medicarerights.org

To help promote this new online application, Social Security has reunited the cast of The Patty Duke Show for a series of public service announcements. Watch at www.socialsecurity.gov/medicareonly.

"Happiness is not getting what you want, it's wanting what you get."

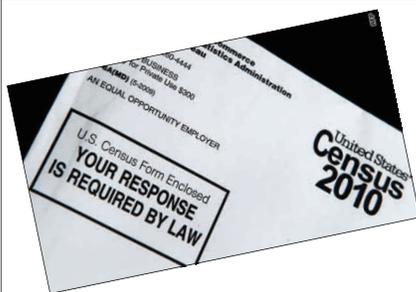
Medicare pays 75% of prescription drug costs for people with limited incomes and resources. *For More Information:* <http://www.ssa.gov/prescriptionhelp/>

DID YOU KNOW?

If you are a **QMB (Qualified Medicare Beneficiary)** the QMB program is supposed to work with any Medicare Advantage plan as well as it does with Original Medicare. With Medicaid, QMB and your private health plan, **you should be able to go to any doctor in the health plan's network without having to pay the Medicare copayments or deductibles.**

Essentially, you should not be responsible for the copayment and your doctor should not bill you for it. If you are a QMB and your doctor is billing you a copayment, make sure your doctor's office knows that you are a QMB recipient and that, therefore, they cannot bill you.

2010 CENSUS TIPS



How to Identify a Census Field Representative:

If a U.S. Census Bureau employee knocks on your door, here are some recognition tips to assure the validity of the field representative:

The field representative must present an official government ID badge that contains: photograph of the field representative, Department of Commerce watermark, and expiration date. It will be clearly marked as coming from the U.S. Census Bureau and as OFFICIAL BUSINESS of the U.S. Do Not answer any questions until you have seen the ID badge.

The field representative will provide you with supervisor contact information and/or the Regional Office phone number for verification, if asked.

The field representative will provide you with a letter from the Census Bureau Director on official letterhead.

The field representative may be carrying a laptop and/or bag with a Census Bureau logo.

When Will Field Representatives be Going Door-to-Door?

Census forms are first being mailed to each household in March 2010. The best way to avoid a personal visit from a census worker is to complete the census form and return it by the April 1, 2010 deadline. Census workers will be assigned to visit addresses that have not completed the census form and mailed it back by the deadline. ***Please Note:** Census workers will NEVER, under any circumstance, ask to enter your home.

- From **April to July 2010**, representatives will knock on the door of **every household that does not mail back a completed 2010 Census form by the April 1 deadline.**

If you did not receive a form call 1-866-872-6868

To learn more about the census process go to: www.ArkansasAG.gov, click on "Census 2010", or go to www.arkansas.bbb.org

- The Census Bureau needs your help — it's critical that you take just 10 minutes to fill out and mail back your form rather than wait for a census worker to show up on your doorstep. About \$85 million in taxpayer dollars are saved for every one percent increase in mail response.
- The Census Bureau must get a census form *to* — and a completed form back *from* — every residence in the United States. That's more than 130 million addresses.

What the 2010 Census **DOES NOT ASK:**

Field representatives will never ask you for your social security number, bank account number, credit card number or Medicare number. Census workers also never solicit for donations and will never contact you by e-mail. **Census workers will never, under any circumstance, ask to enter your home.*

The Census is Safe

The Census Bureau assures that before your household receives a mailed form, a phone call, or a visit from their representative, you will be given a few days notice with a letter from the Census Bureau Director.

The 2010 Census will ask for name, gender, age, race, ethnicity, relationship, and whether you own or rent your home — just 10 simple questions that will take about 10 minutes to answer.

Your answers are protected by law and are not shared with anyone.

The Census Bureau safeguards all census responses to the highest security standards available.

DID YOU KNOW?

"For every Arkansan who is not counted the state will lose about \$1300 in funds to create jobs, provide services and enhance our infrastructure" (Attorney General, Dustin McDaniel said). In addition, businesses often use census data as a means to determine the location of retail stores, housing and other facilities. Census data is also used by policymakers to as a factor to decide where to build roads, hospitals, housing, schools and more.

Medicare Health Outcomes SURVEY (HOS)

Please be advised that Medicare will be implementing a survey used to improve the quality of care provided to people with Medicare enrolled in a managed care plan. Every year, Medicare beneficiaries are randomly selected from each Medicare Advantage plan to participate in the Medicare HOS. Selected individuals are surveyed twice, once at the beginning and once at the end of a two-year period. More information is available at www.cms.hhs.gov/hos.

On **Monday, April 5, 2010**, the Medicare Health Outcomes Survey (HOS) will begin data collection from beneficiaries who have been selected to participate in the thirteenth HOS baseline cohort.

On **Monday, May 3, 2010**, two-year follow-up data collection will begin for beneficiaries who initially responded to the eleventh HOS baseline cohort in 2008.

There will be a mailed pre-notification postcard, a first mailing of the survey, a reminder/thank you post card, a second mailing of surveys to people who did not return the first one, then a telephone interviewing component to those who did not respond to the second mailing (about one month after second mailing).

All data gathering activities will be complete on **August 2, 2010**.

If there are any questions, please feel free to call 410-786-5609 or email: sonya.bowen@cms.hhs.gov.

WATCHDOGS FOR MEDICARE FRAUD

By: Blair S. Walker

You wouldn't guess it to look at her, but 85-year-old June Richardson plays an active role in the Obama administration's push to reduce health care costs.

Richardson, of Spencer, Iowa, is one of 4,700 volunteers working nationwide for the Senior Medicare Patrol (SMP), a group that looks into instances of potential fraud and advises people how to avoid Medicare rip-offs.

Older citizens need to "be aware that there are people out there who are out to get your money—and that's all they worry about," says Richardson, who began working as a

Medicare anti-fraud volunteer in 2000.

Richardson regularly talks to groups and is often asked to examine Medicare statements. She sends suspicious items to Iowa's state SMP coordinator for further investigation.

Since its inception, SMP has saved more than \$105.7 million for Medicare, Medicaid and beneficiaries, says Barbara Dieker, who heads the Administration on Aging's Office of Elder Rights.

For more information about SMP, go to www.smpresource.org; or call 1-877-808-2468 toll-free.

Source: From the *AARP Bulletin print edition April 1, 2010*

HEALTH REFORM—What you can expect in the coming year...

One of the major provisions of the health-care overhaul is that within a year Medicare prescription drug beneficiaries, who reach the coverage gap will be provided a rebate in the amount of \$250; gradual elimination of the coverage gap expected by 2020.

Is there opportunity for an SMP presentation in your area? 1-866-726-2916



FOR IMMEDIATE RELEASE
MARCH 11, 2010

MCDANIEL SUES FLORIDA COMPANY OVER DECEPTIVE HEALTH DISCOUNT CARDS

LITTLE ROCK --
Attorney General Dustin McDaniel today filed suit against **Consumer Health Benefits Association**, alleging that the company claims to offer health insurance, but instead only offers a health discount card with limited benefits.

The Florida-based Consumer Health Benefits Association (CHBA) actively markets its health discount card as a health insurance plan through telemarketing sales calls placed to Arkansas consumers. The Attorney General's lawsuit alleges that CHBA falsely implies that the card they offer is health insurance. Additionally, CHBA overstates the benefits available to Arkansas consumers and also states that many medical providers accept the card as a discount for services. Actually, many providers do not have agreements with CHBA to honor the card.

In addition, the company failed to register to do business before operating in the State, which is required by Arkansas law. CHBA has enrolled approximately 1800 Arkansas consumers since 2003. The company typically charged customers a non-refundable enrollment fee of \$119 and a monthly fee of between \$119.95 and \$149.95 to participate in the discount card program.

After receiving the company's card in the mail and attempting to use it, many Arkansas customers cancelled the card within one month of enrollment and approximately 79 percent cancelled within six months of enrollment.

"This discount card does not provide Arkansans with the protections they were promised," McDaniel said. "This company is blatantly taking advantage of consumers who are seeking affordable health insurance."

McDaniel seeks an injunction to stop the deceptive solicitations in Arkansas, as well as restitution for Arkansas consumers who purchased the discount card. The Attorney General also seeks civil penalties against CHBA under the Deceptive Trade Practices Act and the Health Related Cash Discount Card Act.

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HEALTH CARE FRAUD, PRESCRIPTION THEFT LEAD TO SIGNIFICANT LOSSES

Mar 18, 2010

ABC News: "A four month 'Nightline' investigation into Medicare fraud makes one thing perfectly clear: this is a crime that pays and pays and pays. The federal government admits that **a staggering \$60 billion is stolen from tax payers through Medicare scams every year**. Some experts believe the number is more than twice that. Fraudulent pharmacies, clinics and medical supply companies seem to pop up like mushrooms in South Florida, the area widely considered to be ground zero in the fight against a crime that requires little training and involves few risks" (McFadden and Karamehmedovic, 3/17).

The Associated Press/WLAI, an ABC station in Lansing, Mich., reports on a Medicaid fraud case: "A Florida woman who authorities say fraudulently filed more than \$3.3 million in Medicaid claims in Michigan from 2007 to 2009 has been arrested and charged with

fraud and racketeering. Michigan Attorney General Mike Cox says 56-year-old Deborah D'Anna was arrested Tuesday at her home in Ocala. She was being held pending extradition and faces **25 Medicaid fraud counts** and one racketeering charge" (3/17).

Meanwhile, The Associated Press reports on another kind of health-related crime. "The \$75 million heist at a pharmaceutical warehouse in Connecticut this week was just the most audacious example of a growing phenomenon: Thieves are stealing large quantities of prescription drugs for resale on the black market. Pharmaceutical heists in the U.S. have quadrupled since

A four month 'Nightline' investigation into Medicare fraud makes one thing perfectly clear: **this is a crime that pays and pays and pays,**" says ABC News

2006, a coalition of industry and law enforcement estimates." Experts say reasons range from "spotty security" to the high costs of drugs that make the crime lucrative. "While some stolen pills wind up overseas, others show up on pharmacy shelves in the U.S. with fake labels

and lot numbers. The theft from an Eli Lilly & Co. warehouse early Sunday is the largest of its kind on record and attests to the growing sophistication of those who pull off such crimes. ... Last year, roughly \$184 million in pharmaceuticals were stolen in the U.S., up from \$96.6 million the year before" (Perrone, 3/17).

SMP programs nationwide help Medicare and Medicaid beneficiaries fight healthcare fraud. Check out the national SMP program:

www.smpresource.org

Telemarketing by Durable Medical Equipment Suppliers

Section 1834(a)(17)(A) of the Social Security Act prohibits suppliers of durable medical equipment (DME) from making unsolicited telephone calls to Medicare beneficiaries regarding the furnishing of a covered item, except in three specific situations: (i) the beneficiary has given written permission to the supplier to make contact by telephone; (ii) the contact is regarding a covered item that the supplier has already furnished the beneficiary; or (iii) the supplier has furnished at least one covered item to the beneficiary during the preceding 15 months.

Some DME suppliers continue to use independent marketing firms to make unsolicited telephone calls to Medicare beneficiaries to market DME

If a claim for payment is submitted for items or services generated by a prohibited solicitation, both the DME supplier and the telemarketer are potentially liable for criminal, civil, and administrative penalties for causing the filing of a false claim, as well as criminal and civil penalties for using interstate telephone calls in furtherance of schemes to defraud.

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

Medical Identity Theft— in which thieves use stolen social security numbers, names and insurance information to seek treatment under an assumed identity – is on the rise. "Over the past 12 months, [Cox Health Hospital in Missouri] has seen nine instances of identity theft — four in the past 45 days, says Betty Breshears, vice president of corporate integrity at the hospital." Such thefts can cost the victims money, but also risk physical harm, because inaccurate medical information, such as blood type, may be recorded in patient records. The thieves are often health care insiders, such as accounting department staff. Federal and state officials, as well as insurers are trying to crack down on the problem (Moore, 2/28).

<http://www.kaiserhealthnews.org/Daily-Reports/2010/March/01/medical-identity.aspx>

How to Avoid Phishing Scams During Tax Time

Watch Out for These Scams

- **The Refund Email** — ‘You’re eligible for a tax refund. To claim it, just complete our simple online form with your personal information.’
- **The Audit Email** — ‘You’re being audited’, or ‘we’re thinking of auditing you’. ‘To ease this painful process, please send us your personal information.’
- **The Need-More-Info Email** — ‘There’s a problem with your tax return. To clear it up, we need your personal information.’
- **The Changes-To-Tax-Law Email** — ‘Here, for your reference, is a useful download of key changes to tax laws.’ (The download actually grants computer access to hackers who can raid your personal information.)

If you receive an email that appears to come from a government agency, or an email directing you to a government agency:

- Don’t reply.
- Don’t open any attachments.
- Don’t click on any links.

Consider forwarding the email to actual government officials so they can investigate possible fraud and shut down the scammers. Forward the email to the IRS at phishing@irs.gov. DELETE the email AFTER you forward it.

http://home.mcafee.com/AdviceCenter/Default.aspx?id=rs_na_sparticle3

SCAM—“ObamaCare”

With the ink barely dry on the new health care reform law, the ObamaCare ruse is the latest trick to get older Americans to buy insurance or other products they may not need.

The Missouri SMP reported that in the St. Charles area in Missouri, insurance agents are showing up at the homes of seniors explaining that they are with ObamaCare, representing the Federal Government, and trying to sell insurance policies. These reps are going door to door, saying they need to ‘talk about your Medicare benefits’, and that ‘you may need to take a certain plan in order to get coverage’. They use **fear** and they use **change** as an opportunity to get to seniors.

It is illegal for salesmen to mislead the public in saying they are government officials when they are not. The government does not go door to door selling insurance. The danger with a front-door visit is that some residents may be more easily pressured into buying a plan on the spot. If someone comes to your home to sell you a plan, REMEMBER, sometimes it’s *shrewd to be rude*.....just shut the door!

Social Security Disability— Breaking News!

The Social Security Administration (SSA) has added **early-onset/younger-onset Alzheimer's** to the list of conditions under its Compassionate Allowance Initiative in its effort to improve and expedite the disability determination process.

The Alzheimer's Association, a longtime advocate for those with early-onset Alzheimer's, has played an integral role in this movement.

Until now those individuals were faced a myriad of challenges when applying for Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI), including a long decision process, initial denials, and multiple appeals. Inclusion of this condition in the Initiative will simplify and streamline the application process and decrease the wait time for benefits, which for some has lasted as long as three years.

www.alz.org/living_with_alzheimers_social_security_disability.asp?tr=y&aid=5931854

The **Arkansas SMP** educates and empowers people with Medicare to take an active role in detecting and preventing health care fraud and abuse. There is an SMP Program in every state as well as surrounding territories. For more information visit: www.daas.ar.gov/asmp.html

Computers and Seniors Today



More and more older adults are using computers and going online. So it's great news that recent studies show computer use supports healthy aging in a number of different areas. This puzzle contains 20 words having to do with the ways seniors are using computers to stay active and engaged. Can you find them all?

- ACTIVISM
- BANKING
- BLOGGING
- BULLETIN BOARD
- CHATROOM
- COMMUNICATION
- EMAIL
- FACEBOOK
- GAMING
- INTERGENERATIONAL
- NEWS SITES
- ONLINE COMMUNITY
- PHOTOGRAPHS
- SEARCH ENGINES
- SECURITY
- SHOPPING
- SOCIAL NETWORKING
- TWITTER
- VIDEO
- WEBCAM

B	Y	I	N	I	G	W	G	P	C	G	Y	H	M	P	D	I
U	A	T	O	U	J	N	S	N	Q	H	Y	E	H	Z	N	Y
L	C	V	I	D	E	O	I	L	I	T	A	O	X	T	O	M
L	T	Q	T	N	Y	Q	I	P	I	M	T	T	E	K	M	E
E	I	M	A	N	U	A	V	R	P	O	A	R	R	O	L	U
T	V	A	C	I	M	M	U	R	G	O	G	G	L	O	N	L
I	I	C	I	E	S	C	M	R	J	E	H	T	W	B	O	H
N	S	B	N	M	E	F	A	O	N	C	W	S	H	E	R	M
B	M	E	U	S	J	P	N	E	C	I	M	V	Y	C	F	V
O	X	W	M	K	H	T	R	L	T	E	M	U	Q	A	D	W
A	Q	J	M	S	H	A	R	T	Q	H	N	Y	Q	F	F	L
R	C	O	O	N	T	Q	E	I	O	Q	Y	I	O	S	B	H
D	D	R	C	I	J	R	U	B	H	K	F	C	L	I	I	S
Y	Y	A	O	S	E	A	R	C	H	E	N	G	I	N	E	S
D	G	N	I	K	R	O	W	T	E	N	L	A	I	C	O	S
P	A	S	E	T	I	S	S	W	E	N	S	A	O	H	A	C
L	B	L	O	G	G	I	N	G	N	I	K	N	A	B	N	X



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Medicare card lost or stolen? Report it right away and request a replacement by calling Social Security at 1-800-772-1213.

MEDICARE NEWS

FOR IMMEDIATE RELEASE

March 9, 2010 (202) 690-6145

Contact: CMS Office of Media Affairs

CMS TERMINATES CONTRACT WITH FOX INSURANCE COMPANY DRUG PLAN

Today, the Centers for Medicare & Medicaid Services (CMS) terminated its contract with Fox Insurance Company. After an onsite review of the plan and its services, CMS determined that the plan's significant deficiencies – not meeting Medicare's requirements to provide enrollees with prescription drugs or recognized standards of care – poses a serious risk to the health of Fox enrollees. The termination is effective immediately.

CMS is immediately transitioning the more than 123,000 Medicare beneficiaries enrolled in Fox plans to other coverage to ensure these beneficiaries will not experience any de-

lays or disruption in access to their needed medicines. All members will temporarily obtain their drugs through LI-NET, a program run by Medicare and administered by Humana to ensure that beneficiaries receive their Part D drugs without restriction until they are enrolled in a new plan. Beneficiaries need to take no action to be transitioned to LI-NET, and should not experience any disruption at the pharmacy counter. CMS is notifying relevant partners such as pharmacies, pharmacy organizations, states Medicaid agencies, and other stakeholders of this action so that they are prepared to help affected beneficiaries with this transition. Affected beneficiaries will have an opportunity to enroll in a new Part D plan by May 1--those who do not choose a plan will be enrolled into a new plan by Medicare.

Fox enrollees who have concerns regarding their Part D coverage should contact 1-800-MEDICARE (1-800-633-4227) or (SHIP) 1-800-224-6330

http://www.cms.hhs.gov/apps/media/press_releases.asp

New Limited Income NET Program

As of January 1, 2010, the **Newly Eligible Transition (NET)** program will reimburse people for money they spent on covered drugs during past months they were eligible for Medicaid or Supplemental Security Income (SSI) but didn't have Medicare prescription drug coverage. Call the LI-NET at 1-800-783-1307 to see if you qualify for reimbursement.

It also covers prescription drugs at the pharmacy for people who qualify for Extra Help, but don't have a Medicare drug plan yet.

Save Your Receipts!

To get reimbursed you'll need to submit receipts for money spent on covered drugs.

FOR MORE INFORMATION:

Limited Income NET for People at the Pharmacy:
<http://www.cms.hhs.gov/partnerships/downloads/11328-P.pdf>

The Limited Income NET Program for People with Retrospective Medicaid & SSI Eligibility:
<http://www.cms.hhs.gov/partnerships/downloads/11401-P.pdf>

The Center for Medicare Advocacy

It's ALWAYS a good idea to save bills and receipts relating to your health care expenses.

CMS terminated its contract with Fox Insurance Company Drug Plan. As a result of this termination, you may have received a letter stating that your coverage with Fox ended on March 9. You have until April 30 to select/enroll in a new Medicare Prescription Drug Plan. If you have not enrolled in a new plan by April 30, 2010 then Medicare will automatically enroll you in a plan effective May 1. The trouble with automatic enrollment is that there is no consideration for the medications you take, and costs can vary greatly from plan to plan.

You may contact **SHIP 1-800-224-6330** or your local Area Agency on Aging for assistance comparing Medicare Prescription Drug Plans so you can make an informed decision as to which plan will be best for you.

2010 SMP CALENDAR OF EVENTS:

PROTECTING ARKANSANS—Registration 8:30am
Program Starts 9:00am—1:00pm—*Lunch Provided*

APRIL 27 — Harrison, AR
No AR College, Duran Center

MAY 10 — Magnolia, AR
SAU, Reynolds Center

Go to <http://www.daas.ar.gov/asmp.html> to watch for updated dates/locations for *Protecting Arkansans events in 2010!*

Be aware: The Medicare Senior Risk Reduction Demonstration program also known as *Medicare's Staying Healthy Program* and *Staying Healthy USA*, will randomly select Medicare beneficiaries by mail and/or phone invitation from April –October to participate in this program. Representatives will not ask potential participants for a Medicare number!

MEDI GAP NEWS!

Beginning June 1, 2010 Medigap plans E, H, I and J will no longer be sold, but **if you already have one of those plans or if you buy it before June 1, you can keep it as long as you like. Two new plans—M and N—will be offered.**

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

Access this and archived newsletters by visiting our website at:
www.daas.ar.gov/asmpnl.html

IMPORTANT PHONE NUMBERS:

AANHHR - AR Advocates for Nursing Home Residents
501-224-8431

AFMC - Arkansas Foundation for Medical Care
1-800-272-5528

Arkansas Attorney General 1-866-810-0016

**Arkansas Attorney General Consumer
Protection Division** 1-800-482-8982

APS Hotline - Adult Protective Services
1-800-482-8049

AR-GetCare (Directory of Community-Based Services)
1-866-801-3435

Arkansas SMP 1-866-726-2916
(Empowering Seniors to Prevent Healthcare Fraud)

Better Business Bureau (BBB) 501-664-7274

Choices in Living Resource Center 1-866-801-3435

CMS—Centers for Medicare and Medicaid Services
(Fraud Unit) 1-800-633-4227

Community Health Centers of Arkansas
1-877-666-2422

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

Medicaid (Customer Assistance Unit) 1-800-482-8988

Medicaid (Arkansas State) 1-800-482-5431

MEDICARE (1-800-Medicare) 1-800-633-4227

Medicare Part D 1-877-772-3379

Medicare Rights Center—Medicare Assistance Hotline
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

Senior Circle (Northwest Health System)—Fun,
fellowship, discounts, privileges 1-800-211-4148

SHIIP - State Health Insurance Information Program
1-800-224-6330

SSA (Social Security Administration) 1-800-772-1213
Little Rock Office 1-866-593-0933

SSA Fraud Hotline 1-800-269-0271

UALR Senior Justice Center 501-683-7153

UofA Cooperative Extension Service 501-671-2000

HELPFUL WEBSITES:



AR-GetCare— www.ARGetCare.org
(Directory of Community-Based Services)

AR Advocates for Nursing Home Residents—
www.aanhr.org; email: Info@aanhr.org

AR Long Term Care Ombudsman Program—
www.arombudsman.com

Arkansas 2-1-1— www.arkansas211.org
(Get Connected. Get Answers)

Arkansas Attorney General— www.arkansasag.gov

**Arkansas Attorney General Consumer Protection
Division**—email: 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)—www.bbb.org

BBB scams and alerts—<http://arkansas.bbb.org/bbb-news/>

(CMS) Centers for Medicare and Medicaid Services—
www.cms.hhs.gov

Elder Care Locator— www.eldercare.gov

H.E.A.T—Healthcare Fraud Prevention and
Enforcement Action Team (Turning Up the HEAT
to Stop Medicare and Medicaid Fraud—
<http://www.hhs.gov/stopmedicarefraud/>

MEDICARE— www.medicare.gov

Medicare Interactive Counselor—
www.medicareinteractive.org

Hospital Compare— www.hospitalcompare.hhs.gov

MyMedicare.gov— www.mymedicare.gov
(Access to your personal Medicare claims information)

MyMedicareMatters.org (National Council on Aging)

Office of Long Term Care— [www.medicaid.state.ar.us/
InternetSolution/general/units/oltc/index.aspx](http://www.medicaid.state.ar.us/InternetSolution/general/units/oltc/index.aspx)

Office of Inspector General— email:
HHSTips@oig.hhs.gov

Pharmaceutical Assistance Program—
medicare.gov/pap/index.asp

Social Security Administration—
www.ssa.gov/dallas/state_ar.html

UofA Cooperative Extension Service—
www.uaex.edu (or) www.arfamilies.org

Working Disabled—www.workingdisabled-ar.org

AAHFed (American Advocacy Healthcare Federation)
— www.aahfed.com/id32.html

OUR MISSION

TO EMPOWER SENIORS

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



TO PREVENT HEALTHCARE 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 healthcare providers
- *Retired professionals, *e.g.*, teachers, accountants, attorneys, investigators, nurses

SMP SUBGRANTEES

El Dorado Connections RSVP

El Dorado, AR 71730
870-864-7080

EOA of Washington County RSVP

Springdale, AR 72764
479-872-7479

The Literacy Council of Jefferson County

Pine Bluff, AR 71601
870-536-7323

Texarkana RSVP

Texarkana, AR 71854
870-779-4983

RSVP of Central Arkansas

North Little Rock, AR 72114
501-604-4527

RSVP of Benton, Carroll & Madison Counties

Bella Vista, AR 72715
479-876-5960

Tri-County Rural Health Network, Inc.

Helena, AR 72342
870-338-8900

UALR Senior Justice Center

Little Rock, AR 72204
501-683-7511



P. O. Box 1437 Slot S530
Little Rock, AR 72203-1437

Toll-Free: 1-866-726-2916

<http://www.daas.ar.gov/asmp.html>