**HHS EXPANDS INITIATIVE TO PROTECT MEDICARE AND SENIORS FROM FRAUD**

**PRESS RELEASE:**
Tuesday, November 22, 2011
CMS Office of Public Affairs
Contact: 202-690-6145

Medicare awards grants to expand 52 Senior Medicare Patrol programs

The U.S. Department of Health and Human Services (HHS) announced today the award of $9 million from the Centers for Medicare & Medicaid Services (CMS) to help Senior Medicare Patrol (SMP) programs across the nation continue their work fighting Medicare fraud. This is part of President Obama’s initiative to educate people with Medicare about how to protect themselves and Medicare from fraud. SMPs rely on approximately 5,000 volunteers nationwide to enhance their efforts.

“This demonstrates AoA’s and CMS’ shared commitment to educate beneficiaries so they can protect themselves and Medicare as a whole,” said Assistant Secretary for Aging Kathy Greenlee.

“The SMP volunteers work in their communities to educate Medicare beneficiaries, family members, and caregivers about the importance of reviewing their Medicare notices, and Medicaid claims if dually-eligible, to identify errors and potentially fraudulent activity. Program volunteers also encourage seniors to make inquiries to the SMP Program when such issues are identified, so that the project may ensure appropriate resolution or referral.

Since 1997, HHS has funded Senior Medicare Patrol projects to recruit and train retired professionals and other senior volunteers about how to recognize and report instances or patterns of health care fraud. More than 4 million Medicare beneficiaries have been educated since the start of the program, through more than 1 million one-on-one counseling sessions with seniors or their caregivers. More than 25 million people have already participated in community outreach education events.

The Senior Medicare Patrol is just one way HHS is working to fight fraud and strengthen Medicare. In FY 2010, more than $4 billion was returned to the Medicare Hospital Insurance Trust Fund, the U.S. Department of the Treasury, and others as a result of enforcement activities targeting false claims and fraud perpetrated against government health care programs. The Affordable Care Act provides additional tools and resources to fight fraud in the health care system by providing an additional $350 million over the next ten years through the Health Care Fraud and Abuse Control Account. In addition, the Affordable Care Act toughens sentencing for criminal activity, enhances screenings and enrollment requirements, encourages increased sharing of data across federal and state governments, expands overpayment recovery efforts, and provides greater oversight of potential abuses.

**Note:** All HHS press releases, fact sheets and other press materials are available at: www.hhs.gov/news.


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Medicare Advantage Disenrollment Period (MADP) lasts from January 1st through February 14th of each year. During the MADP, a beneficiary can switch from a Medicare Advantage (MA) plan to traditional Medicare. The new disenrollment period also provides an opportunity to pick up Part D drug coverage for those who do not already have it. During the MADP, an individual disenrolling from an MA plan is eligible for a special enrollment period (SEP) to and/enroll in a stand-alone Part D prescription drug plan, regardless of whether the MA plan from which the individual disenrolled included the Part D drug benefit. Individuals enrolled in MA-only PFFS plans must request disenrollment from the MA-only plan in order to be eligible for this SEP, as enrollment in a PDP will not result in automatic disenrollment from the MA-only plan.

When disenrolling from an MA plan during the MADP, the effective date of disenrollment is the first day of the month following the date the disenrollment request is received. Thus, disenrollment requests received by MA organizations in January are effective February 1; those received February 1 through February 14 are effective March 1.

NOTE: during this period you CANNOT do the following:
→ Switch from Original Medicare to a Medicare Advantage Plan;
→ Switch from one Medicare Advantage Plan to another;
→ Switch from one Medicare Prescription Drug Plan to another;
→ Join, switch, or drop a Medicare Medical Savings Account Plan.

Below is a chart listing the income levels to qualify for help paying your Medicare expenses. If you feel you may not qualify we urge you to apply anyway. For more information please contact the Arkansas Insurance Department's SHIIP Office—1-800-224-6330

<table>
<thead>
<tr>
<th>Extra Help with Prescription Medication &amp; Part D Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>FULL BENEFIT A</strong></td>
</tr>
<tr>
<td>MONTHLY INCOME: Individual= Not more than $907.50</td>
</tr>
<tr>
<td>Couple= Not more than $1,225.83</td>
</tr>
<tr>
<td>ASSET LIMIT: Individual= Not more than $8,180.00</td>
</tr>
<tr>
<td>Couple= Not more than $13,020.00</td>
</tr>
<tr>
<td>Home and vehicle do not count as assets.</td>
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| **FULL-BENEFIT B** |
| MONTHLY INCOME: Individual= Not more than $1,225.13 |
| Couple= Not more than $1,654.88 |
| ASSET LIMIT: Individual= Not more than $8,180.00 |
| Couple= Not more than $13,020.00 |
| Home and vehicle do not count as assets. |

| **PARTIAL BENEFIT** |
| MONTHLY INCOME: Individual= Not more than $1,361.25 |
| Couple= Not more than $1,838.75 |
| ASSET LIMIT: Individual= Not more than $12,640.00 |
| Couple= Not more than $25,260.00 |
| Home and vehicle do not count as assets. |

The Extra Help Programs Pay:

<table>
<thead>
<tr>
<th>Full Benefit A</th>
<th>Full Benefit B</th>
<th>Full Benefit C</th>
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<tbody>
<tr>
<td>Part B Late Enrolment Penalty</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Part B Monthly Premium</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Part B Deductible</td>
<td>X</td>
<td>Patient pays up to $3.30</td>
</tr>
<tr>
<td>Part B Copayment</td>
<td>X</td>
<td>Patient pays up to $6.30</td>
</tr>
</tbody>
</table>

The Medicare Savings Programs Pay:

<table>
<thead>
<tr>
<th>Medicare Savings Programs for Medicare Premiums, Deductibles &amp; Coincisenos</th>
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</thead>
<tbody>
<tr>
<td><strong>AR SENIORS</strong></td>
</tr>
<tr>
<td>MONTHLY INCOME: Individual= Not more than $746.00</td>
</tr>
<tr>
<td>Couple= Not more than $1,000.06</td>
</tr>
<tr>
<td>ASSET LIMIT: Individual= Not more than $6,680.00</td>
</tr>
<tr>
<td>Couple= Not more than $11,020.00</td>
</tr>
<tr>
<td>Home and vehicle do not count as assets.</td>
</tr>
</tbody>
</table>

| **QUALIFIED MEDICARE BENEFICIARY (QMB)** |
| MONTHLY INCOME: Individual= Not more than $937.50 |
| Couple= Not more than $1,245.83 |
| ASSET LIMIT: Individual= Not more than $6,680.00 |
| Couple= Not more than $11,020.00 |
| Home and vehicle do not count as assets. |

| **SPECIFIED LOW INCOME MEDICARE BENEFICIARY (SLMB)** |
| MONTHLY INCOME: Individual= Not more than $1,109.00 |
| Couple= Not more than $1,491.00 |
| ASSET LIMIT: Individual= Not more than $6,680.00 |
| Couple= Not more than $10,020.00 |
| Home and vehicle do not count as assets. |

| **QUALIFIED INDIVIDUAL (QI-1)** |
| MONTHLY INCOME: Individual= Not more than $1,245.13 |
| Couple= Not more than $1,674.87 |
| ASSET LIMIT: Individual= Not more than $6,680.00 |
| Couple= Not more than $10,020.00 |
| Home and vehicle do not count as assets. |

| **SLMB & QI-1** |
| Part B Premium | X | X |
| Part B Deductible | X | X |
| Part A & B Copayment | X | X |
"Your talent is God's gift to you. What you do with it is your gift back to God."
—Leo Buscaglia

**MEDIGAP and Pre-Existing Conditions**

There are several situations when people can buy a Medigap policy with no pre-existing condition waiting period. For example, if your supplemental employer coverage ends through no fault of your own, or if you move out of your Medicare Advantage plan’s service area, you also have 63 days to buy certain Medigap plans with no pre-existing condition waiting period.

This ability to buy a Medigap without having to wait for pre-existing condition coverage is called a guaranteed-issue right and it’s a federal right that applies no matter which state you live in.

For a full list of times you have a guaranteed-issue right, go to:


Information taken from The Medicare Rights Center website—medicarerights.org

*The Medicare Rights Center* is the largest independent source of Medicare information and assistance in the United States. Founded in 1989, Medicare Rights helps older adults and people with disabilities get high-quality, affordable health care.

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**If you SPOT SOMETHING, SAY SOMETHING!**

If you experience a Medicare fraud scheme – walk away, hang up, close the door, or say “no thanks” - then report it to the Arkansas SMP at 1-866-726-2916.
Most people with Medicare Part B outpatient insurance will pay a monthly Part B premium of $99.90 in 2012. This is an increase of $3.50 for people who have paid $96.40 since 2009. You’ve paid the same Part B premium amount for the past three years because there was no Cost of Living Adjustment (COLA) to Social Security benefits in 2010 or 2011. The COLA increases your Social Security check each year to reflect increases in the cost of living.

Because the amount of your Social Security check stayed the same since 2009, so did the amount deducted for your Part B premium.

In 2012, the standard Part B premium will be $99.90. The COLA will raise Social Security benefits by 3.6 percent. This increase in Social Security benefits, for most people, will be greater than the Part B premium increase, so most people will not be held harmless in 2012. Instead, they will see their premium increase by $3.50 and will pay the standard 2012 Part B premium of $99.90.

There are a few exceptions to this. People who were not held harmless or were new to Medicare in 2010 or 2011 paid higher premiums of $110.50 or $115.40. Their premium will decrease to $99.90 in 2012.

In addition, people with higher annual incomes – above $85,000 for a single person and $170,000 for a couple – pay more for Part B. Their Part B premium in 2012 will be based on their income.

If you have a Medicare Advantage plan, such as an HMO or PPO, you may have to pay an additional premium to the private insurance company that provides your Medicare benefits.

**NEWS! From the Centers for Medicare and Medicaid Services (CMS)**

**Medicaid.gov Launched**

December 5, 2011

The Centers for Medicare and Medicaid Services (CMS) Center for Medicaid and CHIP Services announced the initial launch of Medicaid.gov.

This website, the first Federal government website devoted to Medicaid and the Children’s Health Insurance Program (CHIP), provides information and news on Medicaid and CHIP programs.

The site includes Federal policy guidance, pending and approved waivers, Affordable Care Act implementation efforts, state-specific program information and data, and improved search capabilities.

The website also includes a section intended to help consumers get information about Medicaid and CHIP in their state, as well as links to sites with more information.

### MEDICARE SAVINGS PROGRAMS (MSP)

Call 1-866-801-3435 / 1-800-224-6330

MSP is a state program that helps folks on limited incomes save money.
It may pay your Medicare deductible and coinsurance too!
Even if you think you may not qualify—apply anyway!
WHEN IN DOUBT….FILL IT OUT!

**GET YOUR FREE COPY**

**HOW TO READ YOUR MEDICARE SUMMARY NOTICE**

1-866-726-2916

**Nourish Your Brain:**

**Feed It**
**Exercise It**
**Challenge It!**
Take care of your mind and your mind will do the same for you.

### NAME CALLING:

Decipher the encoded word below using the numbers and letters on the phone pad. Remember that each number can stand for 3 or 4 possible letters!

Making 4-5-6-8-3-7 is a real ‘hands-on’ experience!
Be aware of the following SCAM(S):

Medical Discount Plan Warning Signs

Although some medical discount plans provide legitimate discounts, others take people’s money and offer very little in return. The FTC and its state law enforcement partners also have found that dishonest marketers selling these plans have tried to make people think they’re selling health insurance, or have lied about what their plans really offer.

According to the Federal Trade Commission (FTC), what sounds like affordable health insurance may be a medical discount plan instead. Medical discount plans can be a way for some people to save money on their health care costs, but discount plans aren’t health insurance. Many plans don’t include local providers or give you outdated lists of names and facilities. Some offers are just plain scams.

To learn more go to: http://www.ftc.gov/bcp/edu/microsites/medicaldiscountscams/index.shtm

INDIANA SMP—WELLNESS SCAM: Women posing as medical professionals are knocking on doors offering free screenings/health exams, and wellness exams. They often show a fake ID. Once inside the home they offer to do small chores around the house and while there, they steal from the victims.

DURABLE MEDICAL EQUIPMENT SCAMS:

NORTH CAROLINA SMP and INDIANA SMP—Beneficiary called to report a newspaper ad placed by a company named Med Direct—they were offering free diabetic cookbooks after requesting the beneficiary’s Social Security number and Medicare number! Med Direct told the beneficiary that Medicare would not be billed.

ARKANSAS SMP—Beneficiaries across Arkansas are stating that they are receiving calls from alleged Durable Medical Equipment (DME) companies and/or ‘Medicare’ (usually caller has foreign accent) offering free supplies (glucose monitors, or the like) in exchange for a Medicare number. Do not give out your Medicare number to anyone who calls you offering FREE PRODUCTS!

Also, doctor’s offices are calling stating that they are receiving multiple faxes from DME companies asking for a doctor’s signature. The faxed forms include patient’s names and addresses and name of supply/equipment allegedly ordered from the supplier. Providers have been noticing the scam because of the abnormal amount of faxes they are receiving from the same supplier. Please tell your doctor that unless he prescribes it and/or you notify him that you would like to order it, he should not sign a faxed form on your behalf from a DME supplier.

DME SCAMS REPORTED FROM SMPs NATIONWIDE:

Alleged DME Suppliers are:

✦ Calling seniors numerous times—daily;
✦ Stating they are updating their systems and need to verify the Medicare/Social Security number;
✦ Ordering unnecessary supplies;
✦ Offering to buy back diabetic supplies;
✦ Requesting bank account numbers and SS numbers;
✦ Upcoding (charging Medicare for product worth more than product that was delivered);
✦ Offering free at-home glaucoma testing machine

NEW MEDICARE / SOCIAL SECURITY CARD SCAM:

ARKANSAS SMP—

GARLAND COUNTY—Beneficiary reported receiving a call from a man who spoke with broken English. He knew her name and address and stated that in order to receive her NEW MEDICARE CARD within the next four weeks they would need to make sure she was the legitimate person he named and needed to her to verify her Social Security number and her bank account number! When the beneficiary stated that she didn’t need a new card the caller stated that she would need the new one in addition to her old one!

NEVADA COUNTY—Beneficiary reported receiving multiple calls on a daily basis from someone who spoke with broken English stating that NEW SOCIAL SECURITY CARDS are being mailed to ALL SENIORS and they need a bank account number to verify that they have the correct name/address.
CONGRATULATIONS! To the dedicated SMP volunteers who were chosen by their agency directors to be honored at the volunteer appreciation luncheon. These volunteers were chosen because they go the extra mile in showing compassion to Arkansas seniors by unselfishly giving of their time through their volunteer efforts with the Arkansas SMP Program.

Recognition was given to SMP volunteers PHYLLIS MARTIN - RSVP of Texarkana; CAROLYN POLLETT-Arkansas SMP; BILLIE STANLEY-RSVP of Central AR (not pictured); and GUS SWAIN-RSVP of Central Arkansas.

Thank you again to ALL our volunteers!  
We Appreciate All You Do!
SPECIAL RECOGNITION was given to our loyal Advisory Council members for their continued support throughout the years! Their valuable service has greatly contributed to the success of the Arkansas SMP program, and we look forward to our partnership for years to come! Thank you!

JUDY URICH
Advocate for Arkansas Seniors

ERMER PONDEXTER
RSVP of Texarkana

JILL COX, Office of Congressman Tim Griffin

The beautiful view of the Arkansas River

Judy Urich

JIMMIE LOU FISHER
Office of Arkansas Attorney General Dustin McDaniel

DENISE GRACE
RSVP of Texasarkana

Delicious Menu!

JIMMIE LOU FISHER
RSVP of Central Arkansas

Dr. Terri Williams

DR. TERRI WILLIAMS
Delta Center on Aging
West Memphis, AR

DENISE GRACE
RSVP of Central Arkansas

Theresa Horton
South Central Center on Aging
Pine Bluff, AR

KIRISTA HUGHES, Director,
DHS, Division of Aging & Adult Services

CHUCK THOMPSON, Assistant Director
DHS, Division of Aging & Adult Services

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CHUCK THOMPSON, Assistant Director
DHS, Division of Aging & Adult Services
You Can Help Fight Medicare Fraud and Abuse

Health care fraud drives up costs for everyone in the health care system and endangers Medicare’s ability to serve present and future generations.

Medicare is expanding efforts to prevent and fight fraud, waste and abuse, and beneficiaries have an important role to play.

Following are some key ways you can guard your benefits and protect yourself and your loved ones from fraud:

- Review your Medicare claims summaries thoroughly to ensure you received each service listed and that all the details are correct.
- Never share your Medicare Number, except with your doctors or other Medicare providers.
- Never use another person’s Medicare card or allow anyone else to use yours.
- Tell your friends and neighbors to guard their Medicare and Social Security numbers.
- Report suspected fraud by calling 1-800-MEDICARE or the Arkansas SMP at 1-866-726-2916. The sooner you see and report errors, the sooner Medicare can investigate and stop the fraud.

To learn more about health care fraud and ways to protect against it, visit www.stopmedicarefraud.gov or daas.ar.gov/asmp.html.

This information prepared by the U.S. Department of Health and Human Services

If you are interested in joining the thousands of caring and dedicated volunteers across the country who have been trained to fight health care fraud please call 1-866-726-2916.

VOLUNTEER!
It adds days to your life and life to your days!

Older Adults Volunteer in the Fight Against Medicare Fraud

The Arkansas SMP and the CENTERS ON AGING are partnering to educate older adults receiving Medicare and Medicaid benefits to prevent, detect, and report health care fraud. SMP programs nationwide recruit volunteers in the effort to empower older adults to protect themselves from fraud, and are funded by the U.S. Administration on Aging. For volunteer opportunities call 1-866-726-2916 and we will put you in touch with a Center on Aging near you!

Older American’s Month - May 2012—Never Too Old to Play

The Administration on Aging has announced the theme for Older Americans Month—MAY 2012. This year’s theme is “Never Too Old to Play” and is designed to encourage older Americans to stay engaged, active, and involved in their own lives and in their communities.

NCOA.org
NCOA Week is published by the National Council on Aging

Medicare Covers Obesity Prevention with No Cost-Sharing

Medicare covers obesity screening and counseling services for Medicare beneficiaries whose body mass index is 30 or more. Talk to your provider!
An estimated 30% of men and women in the Medicare program are considered medically obese.

“I intend to live forever - So far, so good!”
Top 10 Scams Targeting Seniors

Financial scams targeting seniors have become so prevalent that they’re now considered “the crime of the 21st century.” It’s not just wealthy seniors who are targeted. Low-income older adults are also at risk of financial abuse. And it’s not always strangers who perpetrate these crimes. Over 90% of all reported elder abuse is committed by an older person’s own family members, most often their adult children, followed by grandchildren, nieces and nephews, and others.

Review the list below, so you can identify a potential scam.

1. **Health Care/Medicare/Health Insurance Fraud** - Perpetrators seek personal information (Social Security/Medicare numbers).

2. **Counterfeit Prescription Drugs** - Besides paying money for something that will not help a person’s medical condition, victims may purchase unsafe substances that can inflict even more harm.

3. **Funeral & Cemetery Scams** - (1) Scammers will try to extort money from relatives to settle the fake debts; (2) Disreputable funeral homes add unnecessary charges to the bill.

4. **Fraudulent Anti-Aging Products** - Botox scams - renege labs create versions of the real thing but may still be working with the root ingredient, botulism neurotoxin, which is one of the most toxic substances known to science.

5. **Telemarketing** - Fake telemarketing callers - once a successful deal has been made, the buyer’s name is then shared with similar schemers looking for easy targets, sometimes defrauding the same person repeatedly. Examples:
   - **“The Pigeon Drop”** - The con artist tells the individual that he/she has found a large sum of money and is willing to split it if the person will make a “good faith” payment by withdrawing funds from his/her bank account. Often, a second con artist is involved, posing as a lawyer, banker, or some other trustworthy stranger.
   - **“The Fake Accident Ploy”** - The con artist gets the victim to wire or send money on the pretext that the person’s child or another relative is in the hospital and needs the money.
   - **“Charity Scams”** - Money is solicited for fake charities. This often occurs after natural disasters.

6. **Internet Fraud** - Pop-up browser windows simulating virus-scanning software will fool victims into either downloading a fake anti-virus program (at a substantial cost) or an actual virus that will open up whatever information is on the user’s computer to scammers. Example: **Email/Phishing Scams** - email messages appear to be from a legitimate company or institution, asking a senior to “update” or “verify” their personal information; or a senior receives emails that appear to be from the IRS about a tax refund.

7. **Investment Schemes** - From pyramid schemes like Bernie Madoff’s (which counted a number of senior citizens among its victims) to fables of a Nigerian prince looking for a partner to claim inheritance money.

8. **Homeowner/Reverse Mortgage Scams** - Fraudsters send personalized letters on behalf of the County Assessor’s Office which look official, identify the property’s assessed value and offer the homeowner, for a fee of course, to arrange for a reassessment of the property’s value and therefore the tax burden associated with it.
   Closely related, the reverse mortgage scam - As opposed to official refinancing schemes, the unsecured reverse mortgages can lead property owners to lose their homes when the perpetrators offer money or a free house somewhere else in exchange for the title to the property.

9. **Sweepstakes & Lottery Scams** - Scammers inform their mark that they have won a lottery or sweepstakes of some kind and need to make some sort of payment to unlock the supposed prize. Often, seniors will be sent a check that they can deposit in their bank account, knowing that while it shows up in their account immediately, it will take a few days before the (fake) check is rejected. During that time, the criminals will quickly collect money for supposed fees or taxes on the prize, which they pocket while the victim has the “prize money” removed from his or her account as soon as the check bounces.

10. **The Grandparent Scam** - Scammer posing as child calls senior - “Hi Grandma, do you know who this is?” When the unsuspecting grandparent guesses the name of the grandchild the scammer most sounds like, the fake grandchild will usually ask for money for overdue rent, payment for car repairs, etc., to be paid via Western Union or MoneyGram. At the same time, the scam artist begs the grandparent “please don’t tell my parents, they would kill me.”

For more details on each of these scams go to NCOA.org
utm_source=NCOAWeek_120103&utm_medium=newsletter&utm_campaign=NCOAWeek

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**“Sign” Forms Electronically**

Beginning in April, you will be able to “sign” your Social Security disability benefits application and submit the Authorization to Disclose Information to Social Security (Form SSA-827) form as part of the online process.

Electronically-signed forms will allow claims to go through faster – reducing the processing time by approximately nine days per claim.

The Health Insurance Portability and Accountability Act (HIPAA) and other applicable laws permit the use of electronic signatures, and Social Security is encouraging medical providers to treat the new electronic signature the same as they would a “wet” signature on the SSA-827.

Learn more about applying for disability benefits online at www.socialsecurity.gov/applyfordisability.

Information taken from December 2011
http://www.socialsecurity.gov/newsletter/
MEDICARE MAZE

Medicare Mazes are FREE, unbiased, educational/informational events presented by the Arkansas Insurance Department’s SHIIP, and the DHS Division of Aging & Adult Services’ ARKANSAS SMP.

If you would like to know more about the in’s and out’s of Medicare, join us for a Medicare Maze near you! Pre-Register by calling the SHIIP office at 1-800-224-6330.

| JANUARY 19 | NEWPORT — Jackson County 8:30—11:30 am Economic Development Commission Newport, AR |
|           | SEARCY — White County 2:00—5:00 pm White County Medical Center/South Campus Searcy, AR |
| FEBRUARY 16 | HEMPSTEAD COUNTY / LITTLE RIVER COUNTY |
| MARCH 15 | ARKANSAS COUNTY / PHILLIPS COUNTY |

SMP PRESENTATIONS and EVENTS

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

| JAN 26 — SMP PRESENTATION | FEB 7 — SMP VOLUNTEER TRAINING |
| Senior Sorority Fordyce, AR | Texarkana Center on Aging Texarkana, AR |
| JAN 31 — SMP PRESENTATION | FEB 11 — SMP PRESENTATION |
| Aging Center West Memphis, AR | Retired Highway Department Employees Batesville, AR |

PROTECTING ARKANSANS

PROTECTING ARKANSANS is an educational, town hall-type seminar sponsored by AARP in partnership with the Office of the Arkansas Attorney General, Arkansas Securities Department, Arkansas Insurance Department, and Arkansas Department of Human Services, bringing state government to you with the message of consumer protection and fraud awareness.

Go to www.daas.ar.gov/asmp.html or call 1-866-726-2916 for updates on 2012 events.

An elderly couple was watching television one evening. The wife said, "I am going to get a dish of ice cream now." Kindly, the husband offered to get the ice cream for his wife. "I'll write it down so you don't forget," she said.

"I won't forget," the old gent said. "But, I want chocolate syrup and nuts on it.

So, I'll write it down," she replied.

"I will get you the ice cream. Don't you worry," replied the gentleman.

A few minutes later, the old man returned with bacon and eggs. His wife said, "See, I should have written it down because you forgot the toast."

Call 1-866-726-2916 to receive your copy of the quarterly SMP Newsletter in the mail!
IMPORTANT PHONE NUMBERS:

AANHR—AR Advocates for Nursing Home Residents
- 501-450-9619

AFMC—AR Foundation for Medical Care
- 1-888-354-9100

Area Agency on Aging
- 1-800-986-3505

Arkansas Attorney General
- 1-800-482-8982

Consumer Protection Division

APS—Adult Protective Services (DHS)
- 1-800-482-8049

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

Arkansas Rehabilitation Services
- 1-800-981-4463

AR SMP (Healthcare Fraud Complaints)
- 1-866-726-2916

Better Business Bureau (BBB)
- 501-664-7274

CMS—(Medicare)—(Centers for Medicare and Medicaid Services)
- (1-800MEDICARE)

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

Coordination of Benefits
- 1-800-999-1118

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

Do Not Call Registry
- 1-888-382-1222

Elder Care Locator
- 1-800-677-1116

Federal Trade Commission
- Report STOLEN IDENTITY
- 1-800-438-4338

ICan—Increasing Capabilities Access Network
- 501-666-8868

Medicaid—(Claims Unit)
- 1-800-482-5431

Medicaid Fraud Control Unit
- 1-866-810-0016

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

Medicare Part D
- 1-877-772-3379

Medicare Rights Center
- 1-800-333-4114

National Consumer Technical Resource Center
- 1-877-808-2468

National Medicare Fraud Hotline (1-800-HHS-TIPS)
- Office of Inspector General
- 1-800-447-8477

OLTC—Office of Long Term Care
- 1-800-OLTC-4887

OLTC—Abuse Complaint Section
- 501-682-8430

Ombudsman—Statewide Office of Long Term Care
- 501-682-8952

Resource Center (ADRC)
- (DHS’S Choices in Living Resource Center)
- 1-866-801-3435

Senior Circle (Northwest Health System)
- 1-800-211-4148

SHIIP (Senior Health Insurance Information Program)
- 1-800-224-6330

SMP Locator—(locate an SMP outside AR)
- 1-877-808-2468

SSA (Social Security Administration)
- 1-800-772-1213

Little Rock Office
- 1-866-593-0933

SSA Fraud Hotline
- 1-800-269-0271

South Central Center on Aging
- 1-866-895-2795

Tri-County Rural Health Network
- 1-870-338-8900

UALR Senior Justice Center
- 501-683-7153

UofA Cooperative Extension Service
- 501-671-2000

HELPFUL WEBSITES:

ADRC—AR Aging & Disability Resource Center (DHS)—www.choicesinliving.ar.gov/

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

AR Advocates for Nursing Home Residents—www.aanhr.org; e-mail: Info@aanhr.org

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

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

Arkansas Aging Initiative — http://aging.uams.edu/?id=4605&sid=6

Attorney General—www.arkansasag.gov

Arkansas Attorney General Consumer Protection Division—e-mail: consumer@ag.state.ar.us

Area Agencies on Aging—www.dasr.ar.gov/aaamap.html

Arkansas Foundation for Medical Care—www.afmc.org

Arkansas SMP—www.dasr.ar.gov/asmp.html

BBB (Better Business Bureau)—scams and alerts—http://arkansas.bbb.org/bbb-news/

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

Do Not Mail—www.DMAchoice.org

Elder Care Locator—www.eldercare.gov

H.E.A.T—www.stopmedicarefraud.gov/ (Healthcare Fraud Prevention and Enforcement Action Team)


MEDICARE—www.medicare.gov

Medicare Interactive Counselor—www.medicareinteractive.org

Hospital Compare—www.hospitalcompare.hhs.gov

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

MyMedicareMatters.org (National Council on Aging)

Office of Long Term Care—http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx

Office of Inspector General—e-mail: HHSTips@oig.hhs.gov

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

Physician Compare—www.medicare.gov/find-a-doctor

SMP Locator—SMPResource.org (locate an SMP outside of AR)

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

TAP—www.arsinfo.org (Telecommunications Access Program)

Tri-County Rural Health Network—communityconnecting.net/home.html

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

Working Disabled—www.workingdisabled-ar.org
OUR MISSION

TO EMPOWER SENIORS
* Medicare/Medicaid beneficiaries
* People with disabilities
* Nursing home residents & their families
* Caregivers

TO PREVENT HEALTH-CARE FRAUD

Protect Personal Information
* Treat Medicare/Medicaid and Social Security numbers like credit card numbers
* Remember, Medicare will not call or make personal visits to sell anything!
* READ and SAVE Medicare Summary Notices (MSN) and Part D Explanation of benefits (EOB), but shred before discarding

Detect Errors, Fraud, and Abuse
* Always review MSN and EOB for mistakes
* Compare them to prescription drug receipts and record them in your Personal Health Care Journal
* Visit www.mymedicare.gov to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered by your doctor, etc.

Report Mistakes or Questions
* If you suspect errors, fraud, or abuse, report it immediately! Call your provider or plan first.
* If you are not satisfied with their response, call the Arkansas SMP

TO RECRUIT & TRAIN VOLUNTEERS
* Retired seniors
* Retired health-care providers
* Retired professionals, e.g., teachers, accountants, attorneys, investigators, nurses

SMP PARTNERS

El Dorado Connections RSVP
El Dorado, AR

EOA of Washington County RSVP
Springdale, AR

Texarkana RSVP
Texarkana, AR

RSVP of Central Arkansas
Little Rock, AR

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

UALR Senior Justice Center
Little Rock, AR

Literacy Council of Jefferson County
Pine Bluff, 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@arkansas.gov
Current and archived newsletters available at:
www.daas.ar.gov/asmpnl.html

To Report Fraud, Waste & Abuse
Call the Toll-Free Helpline
8:00am-4:30pm: 1-866-726-2916