

Medicare loses an estimated \$60 billion each year due to fraud, errors, and abuse. Every day these issues affect countless beneficiaries nationwide.

## HOW DOES HEALTHCARE FRAUD HAPPEN?

A "representative" calls offering an incentive—perhaps a free back or knee brace. All he needs is your Medicare number. It may seem harmless at first, but this is attempted fraud and it could lead to identity theft.

Don't accept medical equipment or supplies unless they are ordered by your doctor. Never share your Medicare number with a stranger who calls to ask for it.

## PROTECTING YOU & MEDICARE

The good news is that by following some simple tips, you can protect yourself against these types of scams. Remembering to protect, detect and report helps everyone, including you and your loved ones.

Remember: Medicare doesn't sell anything! For help with reviewing your Medicare plan, call Arizona Senior Medicare Patrol (SMP) and State Health Insurance Assistance Program (SHIP) at 800-432-4040 for unbiased counseling or to report Medicare healthcare fraud, errors, or abuse.



Sponsored by Arizona's Division of Aging & Adult Services. Arizona SMP trains retired and semi-retired professionals to educate peers on how to identify and report Medicare waste, fraud, and abuse.



Empowering Seniors to Prevent Healthcare Fraud

The Senior Medicare Patrol (SMP) is a national program for people with Medicare of all ages. SMP is administered by the Administration for Community Living. To learn more or to volunteer, visit [des.az.gov/medicare-assistance](https://des.az.gov/medicare-assistance).



This Arizona Senior Medicare Patrol (SMP) project is supported by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$301,198.00 with 100 percent funding by ACL/HHS. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

Equal Opportunity Employer / Program • Auxiliary aids and services are available upon request to individuals with disabilities • To request this document in alternative format or for further information about this policy, contact the Division of Aging and Adult Services at 602-542-4446; TTY/TDD Services 7-1-1

AAA-1296A PAMENG (5-23)



DEPARTMENT OF ECONOMIC SECURITY  
Your Partner For A Stronger Arizona

## PROTECT YOURSELF & MEDICARE



ARIZONA SMP

1-800-432-4040

[des.az.gov/medicare-assistance](https://des.az.gov/medicare-assistance)

## PROTECT



### Protect yourself against Medicare fraud.

Protecting your personal information is your best defense against Medicare healthcare fraud and abuse.

#### Steps to protect yourself and your healthcare benefits:

- ▶ Treat your Medicare and Social Security numbers like your credit cards. Don't give out your Medicare number in exchange for free services, prizes, or money.
- ▶ Remember, Medicare won't call to ask for your Medicare number. Medicare will never come to your door.
- ▶ Don't carry your Medicare card unless you need it for a doctor's appointment.
- ▶ Keep a record of your medical visits, tests, and procedures in a healthcare journal or calendar.
- ▶ Review your Medicare Summary Notices (MSNs) or Explanation of Benefits (EOBs) for suspicious charges, double billing, or services or items not received.

## DETECT



### Detect potential fraud, errors, and abuse.

Knowing how to spot suspicious activity can help you stop healthcare fraud and abuse in its tracks.

#### Steps to detect possible fraud, errors, and abuse:

Review your Medicare statements for mistakes by comparing them to your personal records.

Look for three things on your Medicare statements:

- ▶ Charges for equipment that you did not order or receive
- ▶ Billing for the same services or supplies twice
- ▶ Services that your doctor didn't order

## REPORT



### Report suspected fraud, errors, and abuse.

If you suspect you have been a target of fraud, report it. This will help you and others at risk for healthcare scams.

#### Steps to report suspicious behavior:

- ▶ If you receive a suspicious call, don't give out any personal information. Report the call immediately to your local Arizona SMP office.
- ▶ If you have questions about your Medicare statements, call your healthcare provider or plan.
- ▶ If you are not comfortable calling your healthcare provider or you are not satisfied with the response - call your local Arizona SMP. All conversations are confidential.

