



DEPARTMENT OF ECONOMIC SECURITY

*Your Partner For A Stronger Arizona*



# Division of Aging and Adult Services





**Sharon Dukes**  
**State Senior Medicare Patrol (SMP) Coordinator**  
**Division of Aging and Adult Services**

**SMP Hotline: (800) 432-4040**  
**[smpresource.org](http://smpresource.org)**



The Senior Medicare Patrol (SMP) is a grant-funded project of the federal U.S. Department of Health and Human Services (HHS), and the U.S. Administration for Community Living (ACL).

# What is the Senior Medicare Patrol?

The Senior Medicare Patrol (SMP) Program is a **free and confidential** service to:

- Empower and assist Medicare beneficiaries, their families, and caregivers ...
- **Prevent, detect, and report suspected** healthcare fraud, errors, and abuse ...

... through group outreach, individual counseling, and education



# What is Medicare Fraud?

**Intentionally** billing Medicare for services that were not received or billing for a service at a higher rate than is actually justified



# Medicare Fraud, Errors, and Abuse Affect...



- **Everyone**
  - ✓ **Billions** of taxpayer dollars lost to improper claims
  - ✓ Medicare trust fund at risk
- **Medicare Beneficiaries**
  - ✓ Higher premiums
  - ✓ Less money for needed benefits
  - ✓ Quality of treatment



# Consequences of Medicare Fraud, Errors, and Abuse

- Medical identity theft
- Health Impact
- Personal financial losses







## Common Medicare Fraud Schemes:

- Ambulance
- Cardiac Genetic Testing
- COVID-19
- Durable Medical Equipment (DME)
- Genetic Testing
- Home Health Care
- Hospice
- Medical Identity Theft
- Medicare Card Scams
- Medicare Marketing Violations and Enrollment
- Nursing Home Care
- Outpatient Mental Health Care
- Pharmacy and Prescription Drug







**Medicare beneficiaries beware!**

**Scammers are calling, claiming  
your doctor asked them to call.**



# SMP Questions or Concerns

- You don't know the caller?
- Asked for your Personal Health Information or Medicare Card number?
- An unrecognizable charge or bill received?
- Urged to change plan for more benefits?
- Pressure to act or pay urgently?
- Received free medical equipment that you did not order?





Your local SMP can:

**Work with you one-on-one** to examine your Medicare Summary Notices (MSNs) or Explanations of Benefits (EOBs) to determine potential fraud, errors, or abuse. They can contact providers to discuss billing issues and refer possible cases to the appropriate agencies or authorities.

**Educate people** in group presentations and at exhibits or events on how to avoid becoming victims of scams.

**Engage volunteers** to work with their peers and others to do this important work.



## “4 Rs” for Fighting Medicare Fraud

- **Record** appointments and services
- **Review** services provided
- **Report** suspected fraud
- **Remember** to protect personal information (“guard your card”)



## Contact Your Local SMP

- Call to make a complaint and report fraud
- Have this information ready:
  - Provider's name and any identifying number you have
  - Information about the item or service, including date and payment amount
  - Date on your Medicare Summary Notice (MSN)
  - Your name and Medicare Number





[smpresource.org](https://smpresource.org)

**Cochise, Graham,  
Greenlee, Santa Cruz  
Counties**

Area Agency on Aging, Region  
Six

520-432-2528 extension 222

- [Cochise County Medicare Plan](#)
- [Graham County Medicare Plan](#)
- [Greenlee County Medicare Plan](#)
- [Santa Cruz County Medicare Plan](#)

**Inter-Tribal Council of  
Arizona (ITCA)**

Area Agency on Aging, Region  
Eight

602-258-4822

Benefits counseling for Tribal  
communities in Arizona. SHIP  
Hotline (800) 432-4040 option #2

**Maricopa County**

Area Agency on Aging, Region  
One

602-280-1059

800-432-4040

- [Maricopa County Medicare Plan](#)

**Mohave, La Paz,  
Yuma Counties**

Area Agency on Aging, Region  
Four

Western Arizona Council of  
Governments (WACOG)  
928-377-4964 or 800-782-1886

- [Mohave County Medicare Plan](#)
- [La Paz County Medicare Plan](#)
- [Yuma County Medicare Plan](#)

**Navajo Nation**

Area Agency on Aging, Region  
Seven

928-871-6797

**Pima County**

Pima Council on Aging (PCOA),  
Region Two

Medicare Line: 520-790-7262

- [Pima County Medicare Plan](#)

**Pinal and Gila Counties**

Area Agency on Aging, Region Five

520-836-2758

800-293-9393

- [Pinal County Medicare Plan](#)
- [Gila County Medicare Plan](#)

**Yavapai, Coconino, Navajo,  
Apache Counties**

Area Agency on Aging, Region Three

Northern Arizona Council of Governments (NACOG)

Show Low 877-521-3500

Flagstaff Office 877-521-3500

- [Yavapai County Medicare Plan](#)
- [Coconino County Medicare Plan](#)
- [Apache County Medicare Plan](#)



**Visit us online:** [des.az.gov/medicare-assistance](https://des.az.gov/medicare-assistance)

For more information on how to:

- ✓ Report suspected Medicare fraud or abuse
- ✓ To receive materials on fraud prevention
- ✓ To schedule a session with a SMP Team Member
- ✓ To volunteer with the SMP Program
- ✓ **Find out about all the Division of Aging and Adult Services Programs available to assist older adults**





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# Thank you!

