

Your Partner For Λ 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



Preventing Medicare Fraud

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







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





- 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:

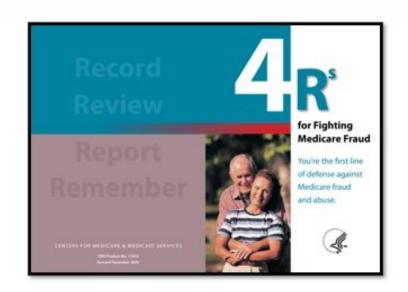
Work with you one-on-one to examine your Medicare Summary Notices (MSNs) or Explanations of Benefits (EOBs) to determine potential fraud, errors, or abuse. They can contact providers to discuss billing issues and refer possible cases to the appropriate agencies or authorities.

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





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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

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

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

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!

