

Senior Medicare Patrol



SMPs are grant-funded projects of the federal U.S. Department of Health and Human Services (HHS), U.S. Administration for Community Living (ACL).



Mission of SMP

- Senior Medicare Patrols (SMPs) empower and assist Medicare beneficiaries, their families, and caregivers to **prevent, detect, and report** health care fraud, errors, and abuse through outreach, counseling, and education.
- SMP projects serve every state, Guam, Puerto Rico, the U.S. Virgin Islands, and Washington, D.C.



How We Accomplish This....

- **Conduct Outreach and Education**

- SMPs give presentations to groups at: senior centers, residential communities, churches, community organizations, etc.
- Exhibit at events (Senior Picnics, Health Fairs)
- Work one-on-one with Medicare beneficiaries

- **Engage Volunteers.**

- Protecting older persons' health, finances, and medical identity while saving precious Medicare dollars is a cause that attracts civic-minded Americans.

- **Receive Beneficiary Complaints**

- When Medicare beneficiaries, caregivers, and family members bring their complaints to the SMP, the SMP makes a determination about whether or not fraud, errors, or abuse is suspected. When fraud or abuse is suspected, they make referrals to the appropriate state and federal agencies for further investigation.

Estimated Cost of Fraud, Errors and Abuse

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

How to Protect Yourself From Fraud, Errors and Abuse

- Protecting your personal information is your best defense against health care fraud and abuse. Here are some simple steps:
 - Treat your Medicare and Social Security numbers like your credit cards. Never give these numbers to a stranger
 - Remember, Medicare won't call to ask for your Medicare number
 - Don't carry your Medicare card unless you'll need it for a doctor's appointment
 - Keep a record of your medical visits, test, and procedures in a health care journal or calendar
 - Save your Medicare statements, such as: Medicare Summary Notices (MSN) and Explanations of Benefits (EOB)



How to Detect Potential Fraud, Errors and Abuse

- Knowing how to spot suspicious activity can help you stop health care fraud and abuse in its tracks. Here are some simple steps to detect fraud, errors & abuse:
 - Review your Medicare statements for mistakes by comparing them to your personal records
 - Look for three things on your Medicare statements:
 - Charges for something you didn't get
 - Billing for the same services or supplies twice
 - Services that weren't ordered by your doctor



How to **Report** Suspected Fraud, Errors & Abuse

- If you suspect you have been a target of fraud, **report it!** This will help you and others at risk for health care scams. Here are a few simple 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 SMP.
 - If you have questions about your Medicare statements, call your health care provider or plan.
 - If you're not comfortable calling your health provider or you're not satisfied with the response, call your local SMP.



Don't Get Scammed.....

Durable Medical Equipment (DME)



- <https://www.youtube.com/watch?v=b9iGENLcCRY&feature=youtu.be>
- Do not let anyone except your physician's office handle your Medicare card. If anyone other than your physician's office requests you to provide your Medicare information, do not provide it.
- Never accept "free" medical equipment or services in exchange for your Medicare number. Nothing is ever free.
- Review your Explanation of Benefits paperwork for items that appear that you did not order or receive and report any discrepancies immediately

Don't Get Scammed....

Consumer Fraud Alert: Genetic Testing



<https://www.youtube.com/watch?v=6u0GEvJeCTg&feature=youtu.be>

To protect yourself; the SMP recommends that beneficiaries should:

- Refuse to give out their personal information or accept screening services, including a cheek swab, from someone at a community event, a local fair, a farmer's market, a parking lot, and/or any other large event.
- Go to their own doctor to assess their condition, not a doctor on the phone they've never met from a company they don't know.
- Always read their Medicare Summary Notice (MSN) or Explanation of Benefits (EOB). The words "gene analysis" or "molecular pathology" as service codes may indicate questionable genetic testing.
- Refuse the delivery of any genetic testing kit that was not ordered by their physician.
- Be suspicious of anyone who offers free genetic testing and then requests their Medicare number. If their personal information is compromised, it may be used in other fraud schemes.
- Contact their local SMP for help.

How You Can Get Involved!!

- **Contact your local SMP to schedule a presentation!**
- **Become an SMP Volunteer!**
 - SMP volunteers may serve Medicare beneficiaries, their families, and caregivers in many ways. Some of these opportunities include:
 - **Assist with administration**
 - **Distribute information**
 - **Staff exhibits**
 - **Make group presentations**
 - **Counsel**
 - **Manage complex interactions**



Interested in Learning More?

- Come and visit our SMP Booth!
- Contact 1-877-603-6558 or www.smpresource.org to find your local SMP to get involved or ask questions!
- If you are here in NKY, please contact 859-491-8303 or email volunteer@brightoncenter.com to ask questions, schedule a presentation, become a volunteer or learn more about how to get involved!

