# Are you SILLA RICHARD Thomas



SMP

**Senior Medicare Patrol** 

**Preventing Medicare Fraud** 



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**Preventing Medicare Fraud** 

---- Mission ----

Empower and assist Medicare beneficiaries to

#### PREVENT DETECT REPORT

healthcare fraud, errors, and abuse through outreach, counseling, and education.



#### MEDICARE FRAUD

Medicare fraud is billing Medicare for services that were not received

### EINTENTIONALLY

- OR -

billing for a service at a higher rate than what is justified.

\*Please note that the Missouri SMP can not declare anything as fraud until it has been determined by the courts.



### CONSEQUENCES

- MEDICAL IDENTITY THEFThappens when a beneficiary's Medicare number is misused by a provider, supplier or by someone posing as the real beneficiary to receive medical care.
- HEALTH IMPACTS such as incorrect lab results, allergy misinformation, being denied needed Medicare benefits and records showing treatments that never occurred. This could also lead to false diagnoses, inadequate treatment or even death.
- PERSONAL FINANCIAL LOSSES including paying for services that were:
  - Never provided
  - Excessive
  - Not medically necessary

A stolen Medicare number in the hands of a scammer can be a stepping - stone to a Beneficiaries social security number.

3 STEPS TO PREVENTING MEDICARE FRAUD, ERRORS & ABUSE:



### PROTECTING YOUR BENEFITS FROM FRAUD

- GUARD YOUR CARD just like you do your credit cards. Only share your Medicare number with your medical provider.
- HANG UP on callers who call you "from Medicare," "about Medicare," or "on behalf of Medicare." Medicare does not call or visit to sell you anything.
- BE CAUTIOUS of offers for "Free" medical services.
- TALK TO YOUR TRUSTED DOCTOR you think you're eligible for or need tests, items, or services.
  - <u>Do not accept</u> medical services or advice from call center reps or unknown doctors.

#### DETECTING FRAUD

Consistently reviewing

### MEDICARE SUMMARY NOTICES (MSNs)

and other statements for:

- 1. Services you didn't receive.
- 2. Double billing.
- 3. Services not ordered by a doctor.

#### HELPFUL TIP:

Keep a file with past MSNs.

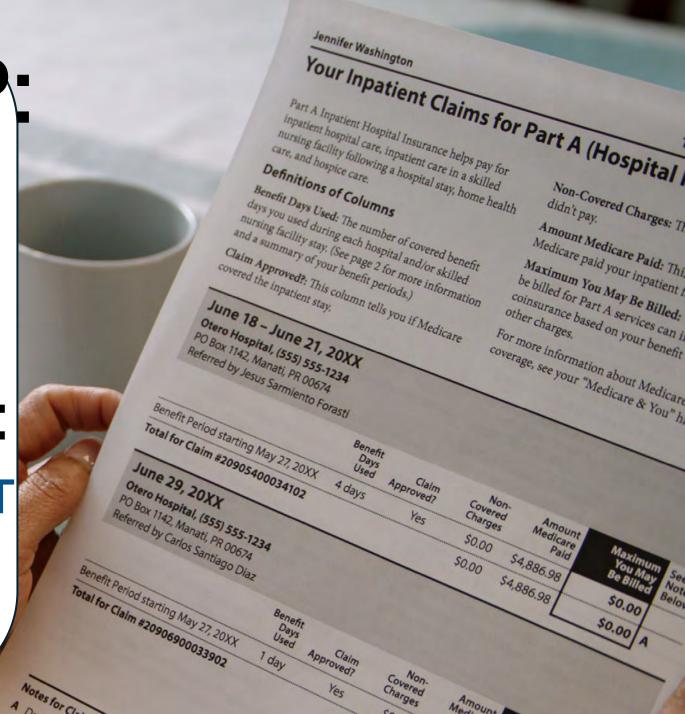
It's a good idea to keep them for at least 1 year.

#### WE RECOMMEND:

**CREATING A PROFILE AT** 

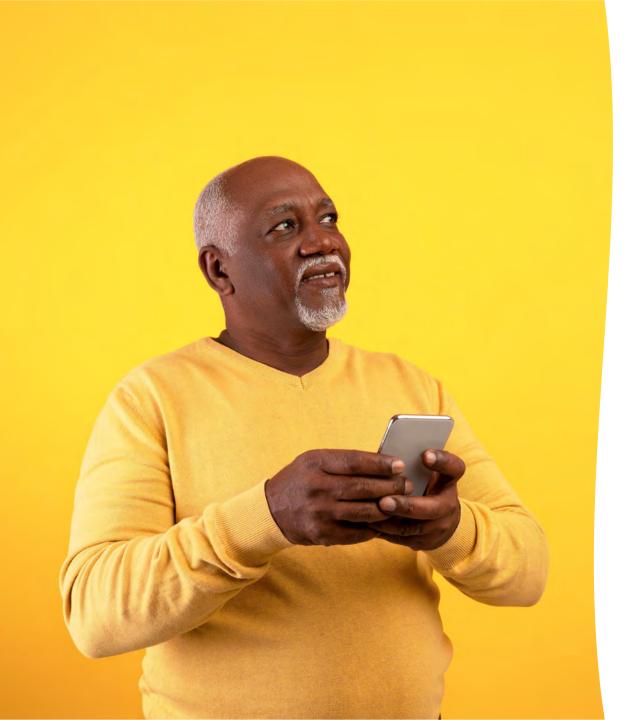
WWW.MEDICARE.GOV

TO VIEW CURRENT & PAST MSNs



# KEEP TRACK BY USING MY HEALTH CARE TRACKER

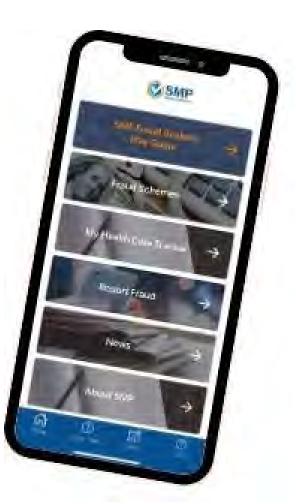




# WHEN TO REPORT

- If you receive unsolicited calls, mail or emails from anyone about anything related to Medicare.
- If your Medicare number is compromised. Contact the Missouri SMP and 1-800-Medicare to report it and request a new Medicare number.
- If you see suspicious claims on your statement.

#### BRAND NEW!



#### The SMP Medicare Tracker App is here!

Prevent, detect, & report Medicare fraud, errors, & abuse with news, scam alerts, an interactive game, & a digital My Health Care Tracker.

#### Download it today!













### And EAR

WE'LL GO OVER THE ANSWERS TOGETHER!

#### HOW WILL YOU KNOW IF MEDICARE HAS PAID FOR SERVICES YOU DID NOT RECEIVE?

CALL MEDICARE THE 5<sup>TH</sup> OF EACH MONTH

YOU WON'T REVIEW YOUR
MEDICARE
SUMMARY
NOTICE (MSN)
OR YOUR
EXPLANATION
OF BENEFITS
(EOB)

CALL THE BANK



YOU GET A PHONE CALL FROM A VERY PROFESSIONAL PERSON SAYING YOUR NEW MEDICARE CHIP CARD WILL BE MAILED THIS WEEK. FIRST, THEY NEED YOUR MEDICARE NUMBER FOR VERIFICATION. YOU SHOULD:

GIVE THEM
YOUR
NUMBER,
IT'LL BE NICE
TO HAVE A
CHIP CARD!

IMMEDIATELY HANG UP, THIS IS A SCAM! GIVE THEM BOTH YOU AND YOUR SIGNIFICANT OTHERS NUMBER. THEY NEED A NEW CARD TOO!

YOU DON'T HAVE YOUR CARD HANDY, GIVE THEM YOUR SOCIAL SECURITY NUMBER. IT'S THE SAME THING.



B is right!

> HANG UP! THIS IS A SCAM!

THERE ARE NO
CHIP OR PLASTIC
CARDS. THERE ARE
NO PLANS ON
CHANGING THE
LOOK OF MEDICARE
CARDS, AND IT IS
RECOMMENDED
YOU DO NOT
LAMINATE YOUR

YOU ATTEND A DIABETES EDUCATION SEMINAR. AT THE SEMINAR YOU ARE OFFERED FREE DIABETIC SHOES. THE SPEAKER STATES THAT HE WILL TAKE CARE OF ALL THE PAPERWORK FOR YOU. YOU SHOULD:

AVOID THE
OFFER. YOUR
PHYSICIAN
WILL ORDER
WHAT YOU
NEED.

ASK IF YOU CAN TRY THEM ON FIRST. ORDER THE
SHOES.
CUSTOMER
SERVICE LIKE
THIS IS HARD
TO COME BY.

ASK IF YOU CAN GET A PAIR FOR COUSIN SUZY ALSO



"FREE" BLOOD PRESSURE SCREENINGS ARE OFFERED AT A MALL WHEN IT'S YOUR TURN, THE LADY ASKS FOR YOUR MEDICARE NUMBER. YOU SHOULD...

GIVE HER YOUR NUMBER, FREE IS ALWAYS GOOD YOU DON'T
CARRY YOUR
CARD WITH
YOU- GIVE HER
YOUR PHONE
NUMBER TO
CALL YOU
LATER

TAKE OFF RUNNING YELLING "FAST AS FAST CAN BE, YOU'LL NEVER CATCH ME!"

KEEP SHOPPING, THIS IS A SCAM







the answer is

# A

My health care tracker is an excellent way to keep track of what tests you underwent, your appointments and other valuable information!



#### My Health Care Tracker

Protect yourself from fraud by tracking your health care



**Preventing Medicare Fraud** 

PROTECT DETECT REPORT

Use My health care tracker while reviewing your Medicare Summary Notice!

WHILE AT YOUR IT OF JULY BBQ, YOU RECEIVE A TEXT FROM AN UNKNOWN PERSON SHARING A LINK TO ENROLL IN MEDICARE. YOU...

CLICK THE LINK – MEDICARE IS AWESOME! DO NOT CLICK THE LINK. BLOCK AND DELETE FORWARD
THE TEXT TO
THE LOCAL
SHERIFF

REPLY, YELLING AT THE SENDER FOR TEXTING YOU ON A HOLIDAY



YOU REVIEW YOUR MSN'S ONLINE MYWW.MEDICARE.GO S WELL AS RECEIVE A PAPER COPY IN THE MAIL. WHAT SHOULD YOU DO WIT ALL THOSE PAPERS?!

SAVE THEM FOREVER. YOU MAY NEED THEM. MAKE PAPER SNOWFLAKES FOR CHRISTMAS DONATE
THEM TO THE
ANIMAL
SHELTER

SHRED THEM



MEDICARE SUGGESTS THAT YOU KEEP YOUR MSN'S FOR 1 YEARS. WHEN IT IS TIME TO GET RID OF THEM OR ANY OTHER PAPERS WITH YOUR PRIVATE INFORMATION ON THEM

# SHRED 'EM!

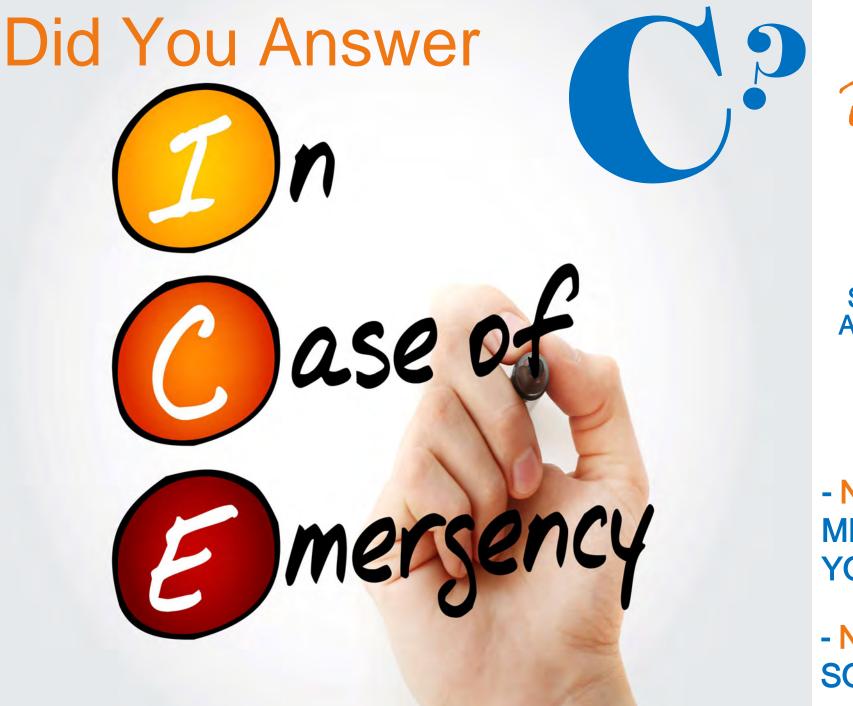


SOCIAL SECURITY CARD

MEDICARE CARD

IN CASE OF EMERGENCY CARD

OF WATER



## That's Right!!!

IN CASE OF
EMERGENCY (ICE)
WILL HAVE INFORMATION
SUCH AS WHO TO CONTACT
AND A LIST OF MEDICATIONS
AND ALLERGIES.

---FYI---

- NEVERCARRY YOUR
MEDICARE CARD UNLESS
YOU'RE GOING TO THE DR

- NEVERCARRY YOUR SOCIAL SECURITY CARD



POCKET SIZED MY HEALTHCARE TRACKERS

SMP MEDICARE TRACKER APP SWISS ARMY KNIFE

TAYLOR SWIFT'S NEW ALBUM



#### DOWNLOAD IT TODAY IN THE APPLE STORE OR GOOGLE PLAY

#### Medicare Tracker App

The mobile app that empowers you to prevent health care fraud.

Play the SMP Fraud
Busters interactive
game to test fraud
knowledge and
learn how to
prevent scams!



Concerned about charges on your Medicare statements?
Report potential Medicare fraud to the Senior Medicare Patrol (SMP).



Learn about the most common fraud schemes targeting Medicare beneficiaries.





Use the digital My
Health Care Tracker to
track what happens at
medical appointments
to help prevent and
detect fraud, errors, or
abuse.

AFTER AN ACCIDENT YOU WERE TAKEN TO A HOSPITAL 20 MILES AWAY BY AMBULANCE. WHEN YOU REVIEW YOUR MSN YOU SEE THAT THE RIDE WAS BILLED FOR 120 MILES. YOU CALLED AND ASKED THE BILLING DEPARTMENT ABOUT IT AND WAS TOLD NOT TO WORRY, IT WAS NO BIG DEAL. YOU SHOULD...

DONOTHING, THEY SAID IT WAS NO BIG DEAL CALL THE
AMBULANCE
DISTRICT FOR
A RIDE TO THE
STORE...THEY
OWE YOU A
100 MILE
CREDIT

SEND A
CHECK TO
MEDICARE
FOR THE
DIFFERENCE

MAKE A
REPORT...
THIS IS
POTENTIALLY
FRAUD



is right!

**FRAUD** 

### YOU MOVED TO A DIFFERENT CITY 3 MONTHS AGO. TODAY YOU RECEIVED A CALL FROM MEDICARE NEEDING TO UPDATE YOUR CONTACT INFORMATION. YOU SHOULD...

IMMEDIATELY
GIVE THEM
YOUR
UPDATED
INFORMATION

HANG UP AND CALL 911 TELL THE CALLER
THAT YOU ARE
GOING TO HANG
UP AND RETURN
THEIR CALL TO A
TRUSTED
MEDICARE
PHONE NUMBER

BLOW AN
AIRHORN INTO
THE PHONE.
THAT'LL TEACH
THE SCAMMERS
TO MESS WITH
YOU!

the answer is

MEDICARE WILL COMMUNICATE WITH YOU THRU MAIL. BUT IF THEY HAVE BEEN UNABLE TO REACH YOU, THEY WILL CALL.

IF ANYONE STATES
THEY ARE MEDICARE
HANG UP AND CALL
BACK USING THE
PHONE NUMBER ON
YOUR MEDICARE
SUMMARY NOTICE
OR EXPLANATION OF
BENEFIS.



A TELEHEALTH COMPANY CALLS TELLING YOU THAT YOUR DOCTOR FAS ORDERED A GENETIC TESTING KIT FOR YOU, AT NO COST AS THEY WILL BILL MEDICARE. FIRST THEY NEED TO VERIFY FAMILY HISTORY OF CANCER. SHOULD YOU...

HANG UP AND REPORT THE ATTEMPTED FRAUD TO THE SMP FEEL BLESSED FOR HAVING SUCH A PROACTIVE DOCTOR ASK IF YOU CAN GET2 SO YOUR PARTNER CAN ALSO TEST

TELL THEM
ABOUT AUNT
MARY'S
THYROID
CANCER





## GENETIC TESTING SCAMS ARE COMMON

SCAMMERS OFFER
CHEEK SWABS FOR
GENETIC TESTING
TO OBTAIN
MEDICARE
INFORMATION FOR
FRAUDULENT
BILLING
PURPOSES OR
POSSIBLY MEDICAL
IDENTITY THEFT

#### **MEDICARE FRAUD IS WHEN:**

YOUR MEDICARE STATEMENT SHOWS UP LATE YOU RECEIVE A BILL FROM AN UNKNOWN DR. WHEN
SOMEONE
INTENTIONALLY
FALSIFIES
INFORMATION
OR DECEIVES
MEDICARE

YOU DIDN'T RECEIVE YOUR SENIOR DISCOUNT AT WENDY'S if you said

you re right!

MEDICARE FRAUD IS WHEN SOMEONE

#### INTENTIONA

FALSIFIES INFORMATION OR DECEIVES MEDICARE



#### REMEMBER

**HUMAN ERROR AND MISTAKES** DO HAPPEN, **BUT IT IS ALWAYS BEST** TO FOLLOW UP **ON ANYTHING THAT YOU** THINK IS **INCORRECT OR ABNORMAL** 

# YOU ARE APPROACHED BY A FAMILY MEMBER WHO OFFERED YOU \$1,000 AND ANY MEDICAL SUPPLIES FOR FREE. THEY JUST NEED YOUR MEDICARE NUMBER. DO YOU...

YOU NEED THE MONEY, SO SOUNDS LIKE A GOOD DEAL... SAY NO AND WARN THEM OF THE POTENTIAL CONSEQUENCES OF MEDICARE FRAUD

START MAKING A LIST OF SUPPLIES YOU HAVE BEEN WANTING

\$1000 IS LOW FOR THE PENALTY. YOU'LL DO IT FOR \$10,000 is right!



# SAY

AND WARN THEM
OF THE POTENTIAL
PENALTY OF
MEDICARE FRAUD
WHICH COULD BE
FINES UP TO THREE
TIMES THE
PROGRAMS' LOSS
PLUS \$11,000 PER
CLAIM FILED!

THE BENEFICIARY
COULD ALSO BE
RESPONSIBLE FOR
PAYING PROVIDERS
FOR THE ENTIRE
COST OF THE
SERVICE THAT WAS
FRAUDULENTLY
CLAIMED

#### WHICH OF THESE IS AN EXAMPLE OF MEDICARE FRAUD?

YOU KEEP RECEIVING BACK BRACES AND CANES FROM A MEDICAL SUPPLY COMPANY MEDICARE
WAS
CHARGED
FOR A
PROCEDURE
THAT WASN'T
MEDICALLY
NECESSARY

BEING KEPT ON HOSPICE CARE FOR LONG PERIODS OF TIME WITHOUT MEDICAL JUSTIFICATION

ALL OF THE ABOVE



YOU NOTICE ON YOUR MEDICARE SUMMARY NOTICE THAT MEDICARE WAS BILLED FOR INDIVIDUAL THERAPY, BUT YOU WENT TO GROUP THERAPY.
WHAT SHOULD YOU DO?

IGNORE IT, THERAPY IS THERAPY WRITE
"RETURN TO
SENDER" ON
THE
ENVELOPE
AND PUT IT IN
YOUR
MAILBOX

THIS COULD
BE AN ERROR
OR FRAUD
AND SHOULD
BE LOOKED
INTO

WAIT FOR THE THERAPIST IN THE PARKING LOT FOR YOUR INDIVIDUAL THERAPY



HUMAN ERROR DOES HAPPEN, BUT BEING BILLED FOR A DIFFERENT SERVICE THAN RECEIVED COULD POTENTIALLY BE FRAUD AND NEEDS TO BE LOOKED INTO.



SURPRISE!! MEDICARE HAD A DRAWING AND YOU WON AN ALL EXPENSE PAID TRIP TO HAWAII! THEY JUST NEED YOUR MEDICARE NUMBER TO VERIFY IT MATCHES THE WINNING NUMBER. WHAT DO YOU DO?

CALL YOUR FRIENDS TO TELL THE EXCITING NEWS!

START SHOPPING FOR BEACHWEAR HANG UP

YOU KNOW TO GUARD YOUR CARD! WATCH BLUE HAWAII AND WORK ON YOUR LUAU MOVES

#### NEVER GIVE OUT YOUR MEDICARE NUMBER TO ANYONE OTHER THAN THE

MEDICARBOES NOTO RANDOM GIVEAWAYS AND WILL NEVER ASK FOR YOU

## Just remember to always ...

## GUARD YOUR CARD!

REPORT POTENTIAL MEDICARE CARD SCAMS IF SOMEONE CALLS CLAIMING

- . YOU ARE GETTING A NEW, PLASTIC MEDICARE CARD.
  - MEDICARE IS SWITCHING NEW CARDS WITH A CHIP.
  - YOU NEED A BLACK AND WHITE CARD.
- THEY ASK FOR YOUR MEDICARE NUMBER.

TO REPORT SUSPECTED FRAUD
CONTACT THE MISSOURI SMP AT
888-515-6565 - WWW.MISSOURISMP.ORG



**Preventing Medicare Fraud** 



If it sounds too good to be true, it probably is!



YOU FEEL CONFIDENT YOU CAN KEEP YOURSELF SAFE FROM MEDICARE FRAUD, BUT YOU'RE NOT SURE SOME OF YOUR FRIENDS/NEIGHBORS UNDERSTAND. WHAT CAN YOU DO

VOLUNTEER TO BE A PART OF THE SMP PROGRAM!

NOTHING, IT'S NOT YOUR PROBLEM.

WRITE A MANUAL

RUN AROUND
YELLING
"CITIZENS
ARREST!"
ANYTIME YOU
SUSPECT
FRAUD

### you guessed it!

A

THE SMP PROGRAM
OFFERS VOLUNTEERS AN
OPPORTUNITY TO MAKE AN
IMPORTANT DIFFERENCE IN
THEIR COMMUNITIES.

VOLUNTEERS TAKE PRIDE II WORKING TO ENSURE THAT THE MEDICARE PROGRAM WILL BE PROTECTED FOR FUTURE GENERATIONS!



No one feels more strongly about keeping criminals out of Medicare than seniors themselves.

**Volunteer with the SMP!** 





**Preventing Medicare Fraud** 

MISSOURI SENIOR MEDICARE PATROL (SMP)

HOTLINE: 1888-515-6565

WWW.MISSOURISMP.ORG

