SMP
Senior Medicare Patrol
Preventing Medicare Fraud

FRAUD FIGHTER ACADEMY

SMP

Senior Medicare Patrol

Preventing Medicare Fraud

- - - - - - Mission - - - - - -

Empower and assist Medicare beneficiaries to

PREVENT

DETECT

REPORT

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

3 MAIN FOCUS AREAS

Conduct Outreach & Education

Provide counseling to beneficiaries and caregivers

Reporting Concerns



VOLUNTEER

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

Volunteer with the SMP!

SCAM ALERT!




$7M/HR

MEDICARE FRAUD

INTENT

CONSEQUENCES



Negative
Health Impacts



Medical
Identity Theft



NEGATIVE HEALTH IMPACTS


MEDICAL
IDENTITY THEFT



Using another person's Medicare number

Letting someone use your Medicare number

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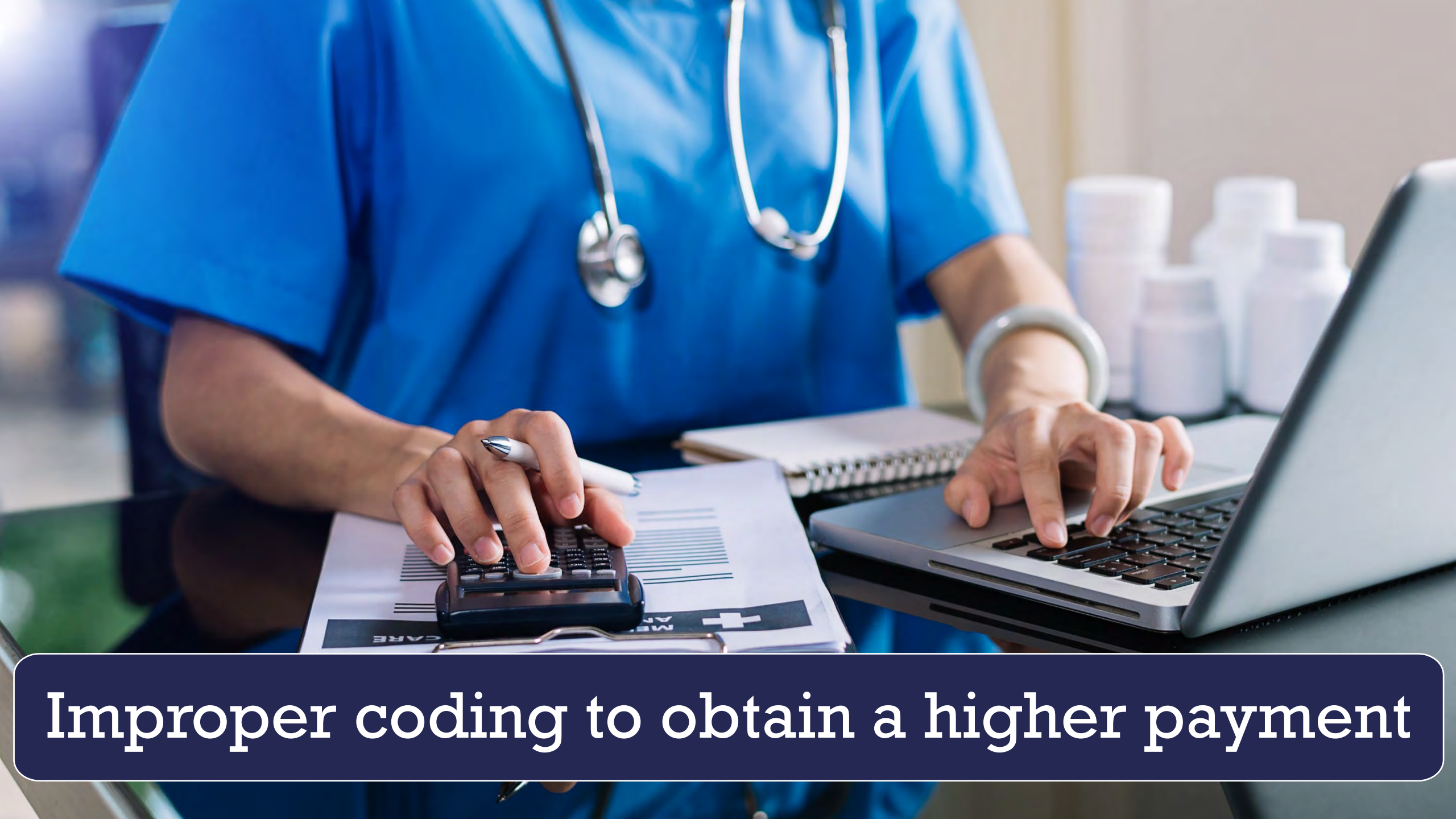
FRAUD FIGHTER ACADEMY



MEDICARE ABUSE

NOT MEDICALLY NECESSARY


Excessive medical supplies
Excessive x-rays and lab tests



Improper coding to obtain a higher payment

ERRORS

HUMAN ERROR

Call your Dr. if you notice a mistake on your MSN

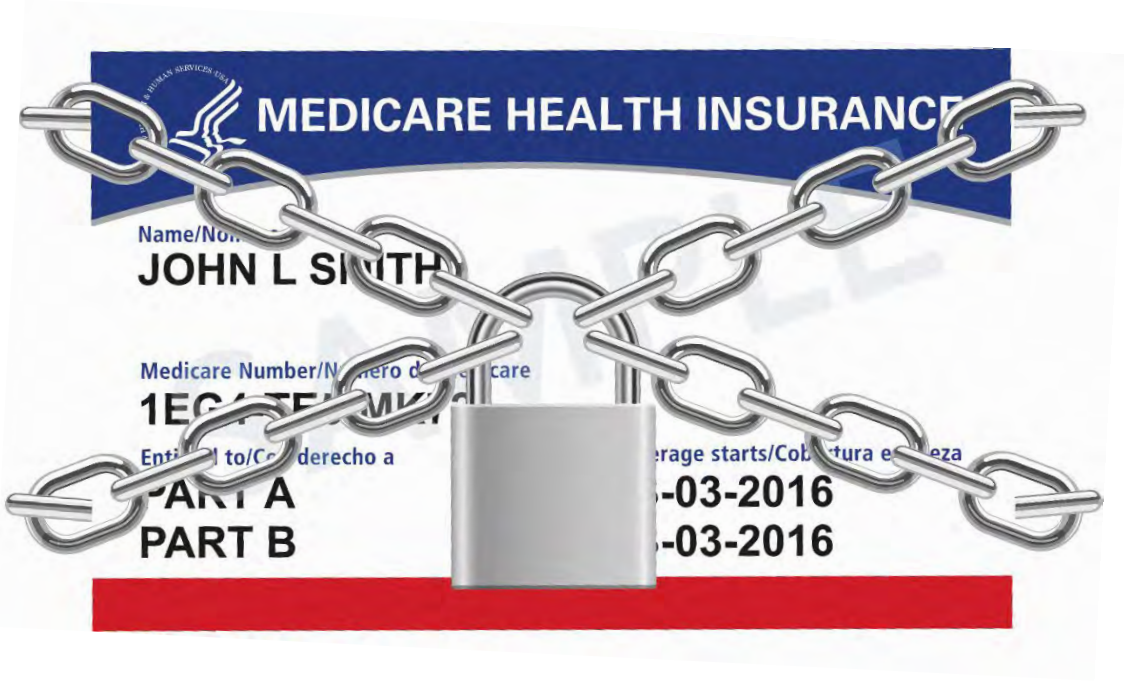




3 STEPS TO PREVENTING MEDICARE FRAUD, ERRORS & ABUSE:

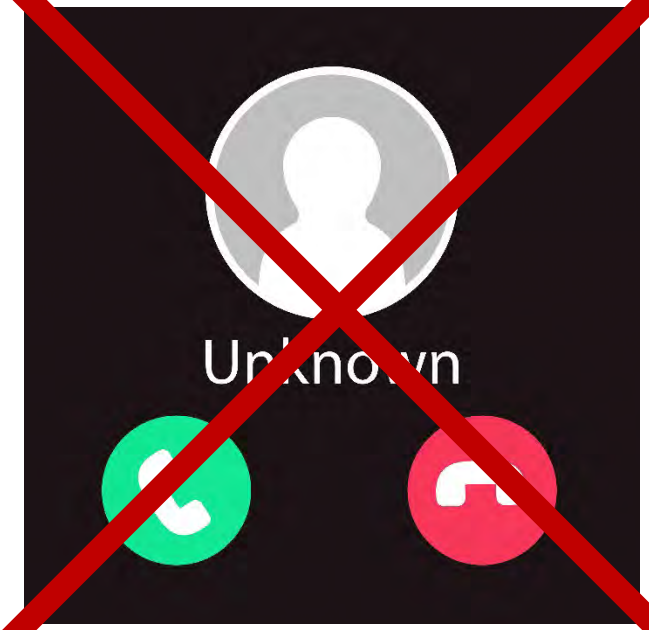
PROTECT
DETECT
REPORT

PROTECTING YOUR BENEFITS



Guard Your Card

PROTECTING YOUR BENEFITS



DON'T ANSWER OR END THE CALL

PROTECTING YOUR BENEFITS



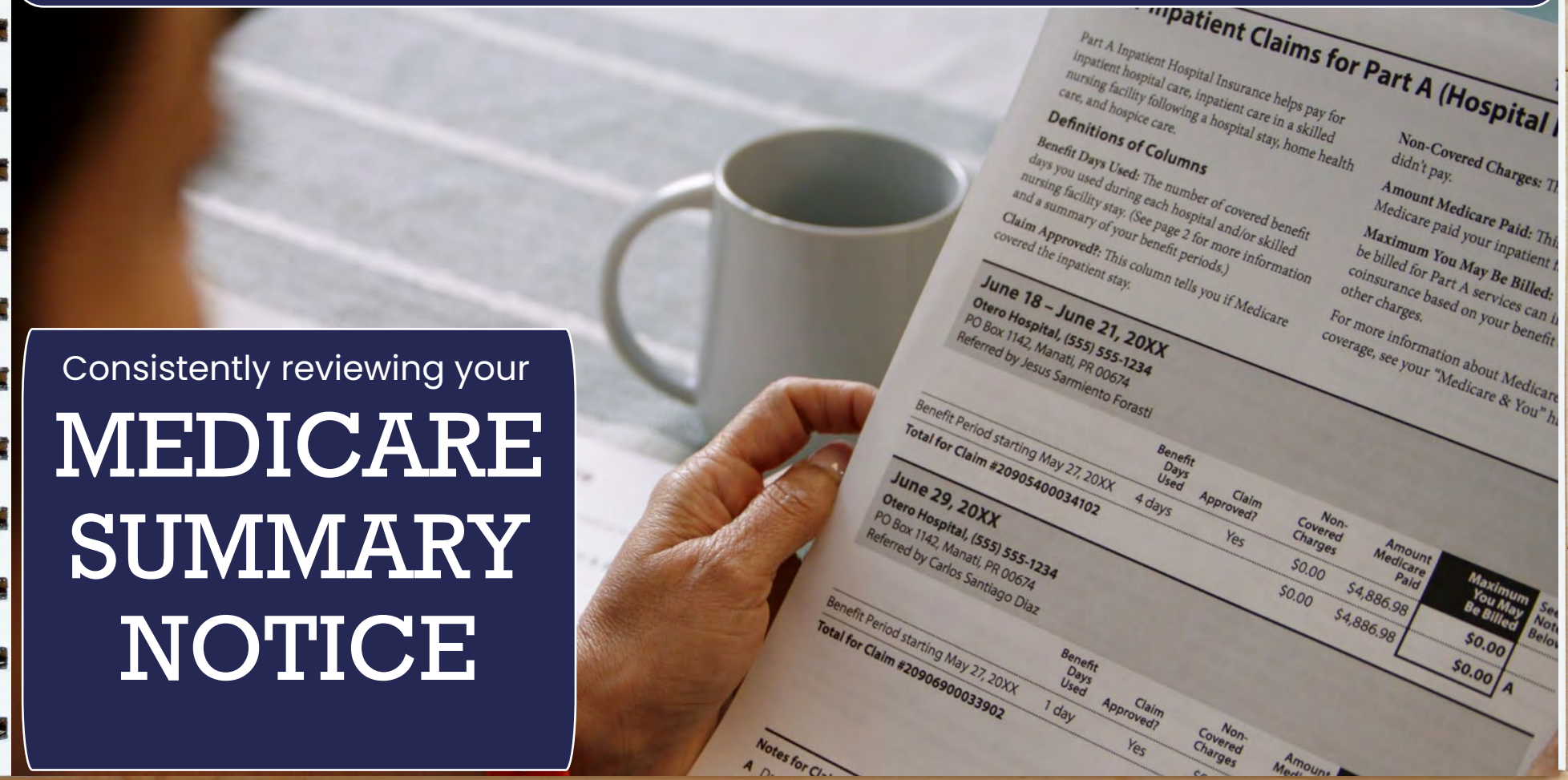
BE CAUTIOUS OF "FREE"

PROTECTING YOUR BENEFITS



TALK TO YOUR DOCTOR

DETECTING FRAUD

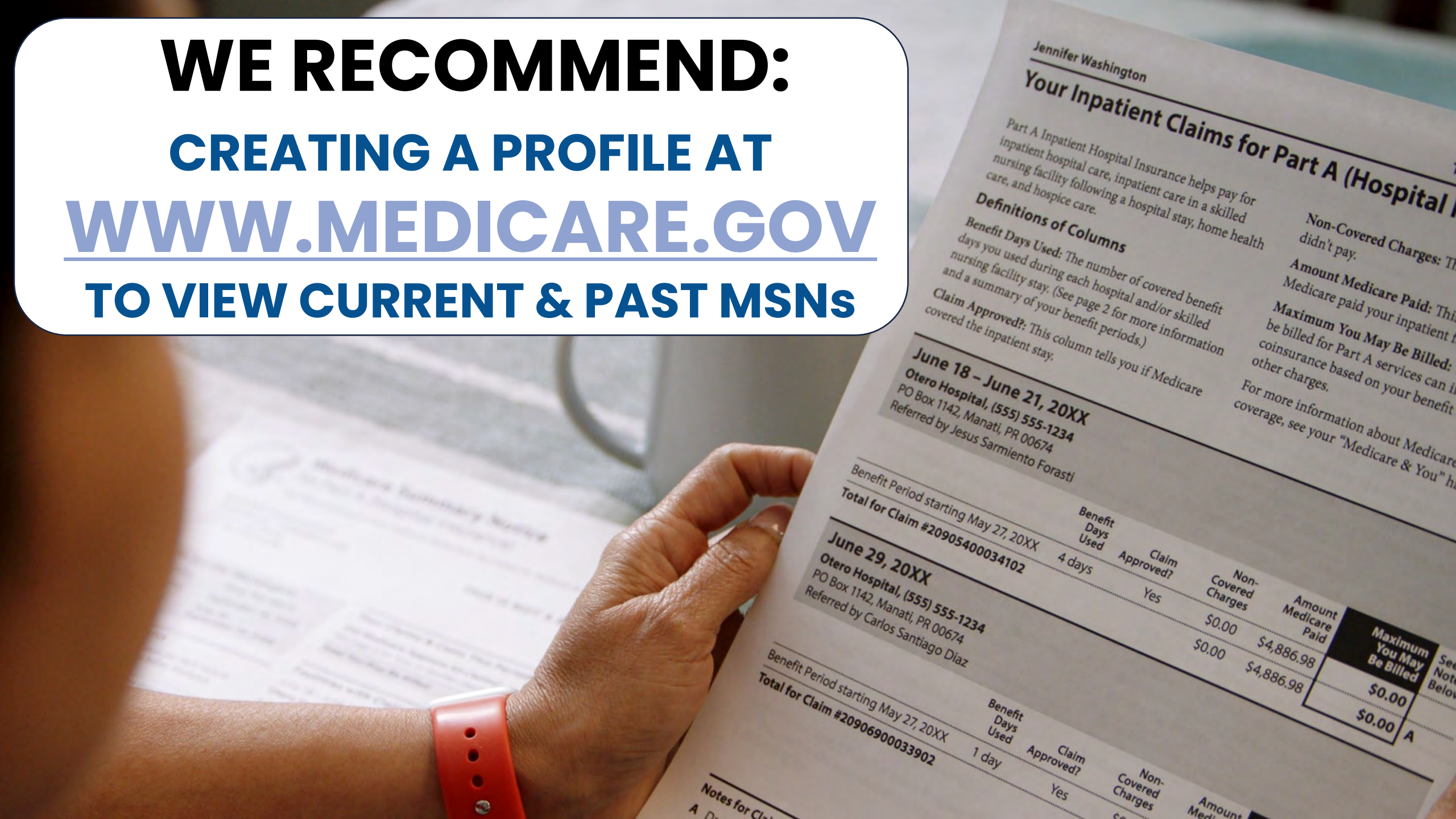


WE RECOMMEND:

CREATING A PROFILE AT

WWW.MEDICARE.GOV

TO VIEW CURRENT & PAST MSNs



KEEP TRACK BY USING

MY HEALTH CARE TRACKER



---RECORD---

- ✓ DATE, LENGTH OF VISIT, MEDICAL PROVIDER & REASON FOR VISIT
- ✓ NAMES OF TESTS, EQUIPMENT OR PRESCRIPTIONS

REPORT TO THE MISSOURI SMP

UNSOLICITED MEDICARE CALLS OR VISITS

SUSPICIOUS CLAIMS

888-515-6565



REPORT TO THE MISSOURI SMP



COMPROMISED MEDICARE NUMBER

888-515-6565

TOP OFFENDERS

COMMON SCENARIONS

FRAUD FIGHTER ACADEMY CASE NOTES



MEDICARE PHONE SCAM

THEIR TACTICS



- Urgent Situation
- Threaten Something Important
- Fear of Missing Out
- Your Medicare Number

CASE SCENARIO: THE URGENT MEDICARE CALL

Mr. Jones received a call from a number he did not recognize.

"This is Medicare. Your Medicare number has been flagged for suspicious activity…

…Verify your number right now or your benefits will be suspended."

What would you tell Mr. Jones to do next?

THE CLUES

Medicare calling → Urgency → Threatens loss of benefits → Asks for personal info

COURSE OF ACTION:

THE URGENT MEDICARE CALL

HANG UP AND CALL THE MISSOURI SMP



FRAUD FIGHTER ACADEMY: PHONE SCAM



FRAUD FIGHTER ACADEMY CASE NOTES



DURABLE MEDICAL EQUIPMENT FRAUD

DURABLE MEDICAL EQUIPMENT



Medically necessary DME is covered if

PRESCRIBED BY A DOCTOR.

Billed for medical devices not received, didn't need, or unnecessarily upgraded.

Urinary catheters and knee braces that were not ordered are common culprits.

CASE SCENARIO: THE EQUIPMENT UPCHARGE

Mrs. Smith visits her Dr. because walking long distances hurts.

Her Dr. prescribes a standard wheelchair for her.

She notices Medicare was billed for a power wheelchair.

What should Mrs. Smith do now?

THE CLUES

The Dr.'s order doesn't match the claim

Mrs. Smith never received a power wheelchair.

Power wheelchairs are much more expensive.

COURSE OF ACTION:

THE EQUIPMENT UPCHARGE

POSSIBLE ERROR

CALL THE SUPPLIER

IF NOT RESOLVED CALL

MISSOURI SMP



FRAUD FIGHTER ACADEMY: EQUIPMENT



MEDICAL

EQUIPMENT

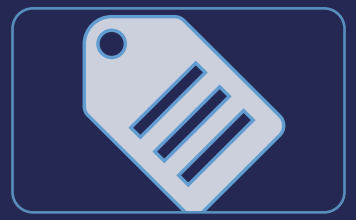
PASSED

FRAUD FIGHTER ACADEMY CASE NOTES

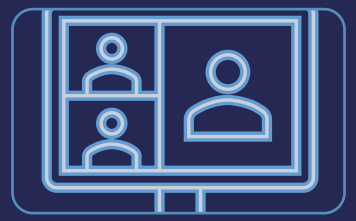


GENETIC TESTING SCAM

THEIR TACTICS



"FREE" or "no cost to you" offers



Unfamiliar Telehealth appointments



Unauthorized test kits in the mail

CASE SCENARIO: THE COMMUNITY HEALTH FAIR

Mr. Bill went to a community health fair.

A booth offered free genetic cancer screening with their on-site doctor.

Need his Medicare card & personal info to contact with results.

Months later he has never received the results. What should he do?

THE CLUES

Test was offered at a health fair.

Treating Physician did not authorize the test.

"FREE"

Asks for Medicare card number.

COURSE OF ACTION:

THE COMMUNITY HEALTH FAIR

REPORT TO THE

MISSOURI SMP



FRAUD FIGHTER ACADEMY: THE HEALTH FAIR



PASSED

CONGRATULATIONS FRAUD FIGHTERS!



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RESOURCES

Missouri SMP
1-888-515-6565

Medicare
1-800-MEDICARE

Missouri SHIP
1-800-390-3330

FTC
1-877-IDTHEFT

BETTER BUSINESS BUREAU
1-573-886-8965

MISSOURI ELDER ABUSE HOTLINE
1-800-392-0210