



# NEWSLETTER

Preventing Medicare Fraud

Editor, Kathleen Pursell—AR SMP Director

## National Enforcement Action Results in 78 Individuals Charged for \$2.5B in Health Care Fraud

Wednesday, June 28, 2023

The Justice Department, together with federal and state law enforcement partners, announced a strategically coordinated, two-week nationwide law enforcement action that resulted in criminal charges against 78 defendants for their alleged participation in health care fraud and opioid abuse schemes that included over \$2.5 billion in alleged fraud.

The defendants allegedly defrauded programs entrusted for the care of the elderly and disabled, and, in some cases, used the proceeds of the schemes to purchase luxury items, including exotic automobiles, jewelry, and yachts. In connection with the enforcement action, the Department seized or restrained millions of dollars in cash, automobiles, and real estate.

“These enforcement actions, including against one of the largest health care fraud schemes ever prosecuted by the Justice Department, represent our intensified efforts to combat fraud and prosecute the individuals who profit from it,” said Attorney General Merrick B. Garland. “The Justice Department will find and bring to justice criminals who seek to defraud Americans and steal from taxpayer-funded programs.”

“This nationwide enforcement action demonstrates that the Criminal Division is committed to fighting health care fraud and opioid abuse by prosecuting those who allegedly exploit patients and health care benefit programs for personal gain,” said Assistant Attorney General Kenneth A. Polite, Jr. of the Justice Department’s Criminal Division. “Today’s announcement includes some of the largest and most complex cases that the Department has prosecuted, and demonstrates the Department’s commitment to seeking justice for those at all levels of the healthcare industry who put profits above patient care, from professionals in doctors’ offices to executives in corporate boardrooms.”

“Health care fraud is a complex and ever-evolving threat that negatively impacts the American people,” said Assistant Director Luis Quesada of the FBI’s Criminal Investigative Division. “Today’s nationwide coordinated law enforcement action is a testament to the tenacity of the FBI and our partners, as well as our combined efforts to pursue anyone who conspires to exploit our health care system for financial gain.”

“Patients trust federal health care programs to provide high quality care. When bad actors steal from these programs, they hurt patients,” said Inspector General Christi A. Grimm of the Department of Health and Human Services Office of the Inspector General (HHS-OIG). “HHS-OIG is dedicated to protecting federal health care programs and putting patients first. Thank you to our law enforcement partners, especially the Medicaid Fraud Control Units, that participated in this effort.”

“At the Drug Enforcement Administration (DEA), we are committed to protecting the safety and health of all Americans,” said DEA Administrator Anne Milgram. “When individuals divert addictive opioid medications for personal gain, they are knowingly putting Americans at risk, all too often causing harm and even death. DEA is committed to taking decisive action to hold accountable anyone who participates in these dangerous schemes.”

“The Civilian Health and Medical Program of the Department of Veterans Affairs (CHAMPVA) provides community health care to family members of our nation’s disabled or deceased veterans, and the defendants’ alleged criminal actions resulted in a multibillion-dollar fraud scheme that puts those benefits at risk and pilfers significant taxpayer funds,” said Inspector General Michael J. Missal of the Department of Veterans Affairs Office of Inspector General (VA-OIG). “The VA-OIG’s continued oversight of VA’s multiple healthcare programs, including CHAMPVA, is one of the agency’s highest priorities. We thank our outstanding law enforcement partners for their efforts in this investigation.”

### Telemedicine Fraud

The enforcement action included charges against 11 defendants in connection with the submission of over \$2 billion in fraudulent claims resulting from telemedicine schemes. In a case involving the alleged organizers of one of the largest health care fraud schemes ever prosecuted, an indictment in the Southern

District of Florida alleges that the chief executive officer (CEO), former CEO, and Vice President of Business Development of

purported software and services companies conspired to generate and sell templated doctors’ orders for orthotic braces and pain creams in exchange for kickbacks and bribes. The conspiracy allegedly resulted in the submission of \$1.9 billion in false and fraudulent claims to Medicare and other government insurers for orthotic braces, prescription skin creams, and other items that were medically unnecessary and ineligible for Medicare reimbursement.

As part of the alleged conspiracy, individuals in a massive telemarketing operation, located in the United States and abroad, targeted the elderly and disabled with direct mail, television advertisements, and other forms of advertising to induce them to contact offshore boiler-rooms staffed by individuals who “up-sold” the elderly and disabled on unnecessary medical equipment and prescriptions. According to the indictment, the software platform that the defendants allegedly operated was actually a conduit for these telemarketers to coordinate the payment of illegal kickbacks and bribes to telemedicine companies to obtain doctors’ orders for Medicare beneficiaries. The defendants allegedly programmed the software platform to generate false and fraudulent orders for telemedicine practitioners to sign and obstruct Medicare investigations by concealing that the interactions with beneficiaries had occurred remotely using telemedicine. The program-generated orders falsified certifications that the telemedicine doctors had examined the beneficiaries in person, and falsified diagnostic testing that Medicare required for brace orders. After the original CEO sold the company in a corporate acquisition, the new corporate leadership allegedly chose to continue the pre-existing fraud scheme.

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In another telemedicine fraud case, in the Eastern District of Washington, a licensed physician was charged for signing more than 2800 fraudulent orders for orthotic braces, including for patients whose limbs had already been amputated. As alleged, the physician took less than 40 seconds to review and sign each order.

The cases announced today build on earlier telemedicine enforcement actions involving over \$10.1 billion in fraud. The April 2019 Operation Brace Yourself Telemedicine and Durable Medical Equipment Takedown alone resulted in an estimated cost avoidance of more than \$1.9 billion in the amount Medicare paid for orthotic braces in the 20 months following that enforcement action, preserving the Medicare trust fund for necessary medical care.

### Pharmaceutical Fraud

The enforcement action also included charges against 10 defendants in connection with the submission of over \$370 million in fraudulent claims submitted in connection with prescription drugs. In one case announced today, the owner and corporate officer of a pharmaceutical wholesale distribution company was charged for an alleged \$150 million fraud scheme in which the company purchased illegally diverted prescription HIV medication, and then marketed and resold the medication by

falsely representing that the company acquired it through legitimate channels. The defendant allegedly purchased the diverted medication at a substantial discount from individuals who obtained the drugs primarily through illegal “buyback” schemes in which they paid HIV patients cash for their expensive HIV medication and repackaged those pills for resale. To cover up their scheme, the defendant and others falsified labeling and product tracing documentation to make it appear legitimate. Pharmacies purchased the misbranded medications, dispensed them to patients, and billed them to health care benefit programs, all while the defendants reaped substantial illegal profits.

In a related case, on June 15, an individual in the Southern District of Florida was sentenced to 15 years in prison for his role in this nationwide scheme. According to court documents, the defendant illegally acquired large quantities of prescription drugs from patients for whom the drugs had been prescribed but not yet consumed. The defendant and others then repackaged the drugs and sold them to wholesale companies. In some instances, the medication that the defendant sold contained the wrong medication, broken pills, and even pebbles, leading to complaints by pharmacies. The defendant used his share of the proceeds to purchase luxury goods, including a \$280,000 Lamborghini, a \$220,000 Mercedes, and three boats.

### Opioid Distribution and Other Types of Health Care Fraud

The charges also targeted over \$150 million in false billings submitted in connection with other types of health care fraud, including the illegal distribution of opioids and clinical laboratory testing fraud. Today’s enforcement action includes charges against 24 physicians and other licensed medical professionals who lined their own pockets, including doctors who allegedly put their patients at risk by illegally providing them with opioids they did not need. The charges also include cases where healthcare companies, physicians, and other providers paid cash kickbacks to patient recruiters and beneficiaries in return for patient information, so that the providers could submit fraudulent bills for Medicare reimbursement. ...

*A complaint, information, or indictment is merely an allegation. All defendants are presumed innocent until proven guilty beyond a reasonable doubt in a court of law.*

**SOURCE:** [Office of Public Affairs | National Enforcement Action Results in 78 Individuals Charged for \\$2.5B in Health Care Fraud | United States Department of Justice](#)

### **Say no to scams**

Don’t share your personal information or give money to anyone saying you have to pay them to keep **Medicaid** or **CHIP** or apply for **Marketplace** coverage. The Marketplace will never threaten you or ask for your credit card information or payment to keep or qualify for health coverage.

Report it if someone calls, emails, or texts you asking for:

- Your personal information (like your Social Security Number)
- Money (like credit card payment, gift cards, cash, prepaid debit card, or cryptocurrency)
- Or, if they threaten you or anyone in your household with legal action.

[Report it to the Federal Trade Commission](#). Also contact your local police department.

## **ARKANSAS ASSOCIATION OF AREA AGENCIES ON AGING**



*Helping the aging population of Arkansas lead better, more independent lives.*

### **CONNECTING FAMILIES WITH ELDER CARE**

Area Agencies on Aging (AAAs) provide information and resources to older people who are looking for the services they need. There is an AAA in your county!

For an Agency near you, contact the Arkansas Association of AAAs at 866-245-5498 or visit <https://agingarkansas.org/>

## **TERMINOLOGY —**

### **Medicare Fraud Strike Force**

The **Medicare Fraud Strike Force** is a multi-agency team of United States federal, state, and local investigators who combat Medicare/healthcare fraud, waste and abuse through data analysis and increased community policing. Launched in 2007, the Strike Force is coordinated by the United States Department of Justice and the Department of Health and Human Services.

For more information:  
**Medicare Fraud Strike Force - Office of Inspector General**

[\*\*https://oig.hhs.gov/fraud/strike-force/\*\*](https://oig.hhs.gov/fraud/strike-force/)



## A MESSAGE FROM AR SMP PROGRAM DIRECTOR, *Kathleen Pursell*



As we begin a new 2023-2024 SMP grant year (June 1, 2023—May 31, 2024), we are pleased to announce that the AR SMP program is now a part of the Arkansas Insurance Department (AID) in Little Rock.

This transition has been a great collaborative effort this past year between DHS Division of Aging Adult & Behavioral Health Services (DHS//DAABHS) and the AID. The AR SMP program has been a program of DHS since 2003 until this move. I started with the SMP program at DHS in 2006, becoming Director in 2012. DHS/DAABHS has been a wonderful steward of the SMP program since 2003, and agrees that AID is a more logical operational home for SMP.

The Senior Medicare Patrol (SMP) is a national program with at least one program in every state and also in the surrounding territories of Guam, Puerto Rico, the Virgin Islands and the District of Columbia. Many SMP programs nationwide are co-housed in various state departments that also house Senior Health Insurance Information Programs (SHIIP) offices. You may know that AR SHIIP is also housed in the Arkansas Insurance Department (AID). SHIIP and SMP are, of course, both Medicare programs, so it makes sense to be under the same umbrella of AID.

This move will be beneficial to both programs because we share many partners throughout the state, co-present many of our programs, and share multiple resources that will prove to bring better service and assistance to seniors across Arkansas.

We are a perfect fit!

*See below for current contact information.*

Kathleen Pursell  
AR SMP Program Director  
AID  
1 Commerce Way, Ste 110  
Little Rock AR 72202  
866-726-2916  
Kathleen.Pursell@arkansas.gov  
www.ar.gov/SMP



**THE AR SMP** educates Medicare and Medicaid beneficiaries, as well as their families and caregivers, to identify and report deceptive health care practices, such as double-billing, overcharging, and providing unnecessary or inappropriate services. We also inform and alert them of the scams targeting seniors! It is important to know about scams in order to recognize and avoid becoming a victim!

We serve the entire state of Arkansas, and we would welcome the opportunity to come to you and present our message of fraud and scam detection and reporting.

We want to protect you and your loved one from falling victim.

**Call to schedule a  
free presentation  
or for more information  
about the  
AR Senior Medicare Patrol  
call  
**866-726-2916****

# INSIDE MEDICARE —

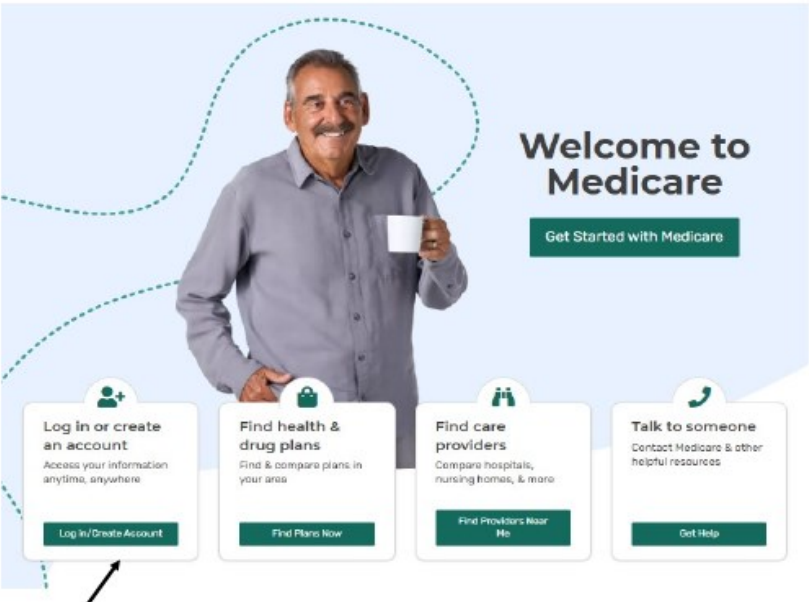
## HAVE YOU CREATED YOUR MEDICARE ACCOUNT?

Did you know you can access your Medicare claims online within 24 hours of a claim being filed by your provider? You do not have to wait three months for your Medicare Summary Notice (MSN) to arrive in the mail! This is a great way to review claims early and look for errors or suspected fraud on your Medicare number. You can also add your medications and names of providers and view preventive services Medicare approves. This is an excellent way to take charge of your healthcare and manage and review your services received. You can print your Medicare card or you can request a replacement card.

*It is easy!*

Simply go to [Medicare.gov](http://Medicare.gov) and click on **CREATE AN ACCOUNT**. You need to have your Medicare card handy. Fill in your Medicare number and the coverage start date month and year. Then click "next."

See screenshots below:



## Create an account

Step 1 of 3

### Enter your Medicare information

To get started, you'll need your red, white, and blue Medicare card.

[I don't have a Medicare card](#)

### Enter your Medicare Number and coverage start date



**Log in**  
USERNAME  
  
 Save my username for next time  
Don't check if you're using a public device.  
[What's this?](#)  
PASSWORD  
 [Show](#)  
  
[Forgot username or password?](#)  
[Forgot username and password](#)  
[Find my account](#)

**Create an account**  
Your secure Medicare account lets you access your information anytime.  

- ✓ Get a summary of your current coverage
- ✓ Add your drugs & pharmacies
- ✓ Use your saved drugs & pharmacies to compare plan costs

MEDICARE NUMBER

PART A COVERAGE START DATE  
Use the format MM/YYYY

MONTH / YEAR  
 /

Don't have Part A?

[Get other options](#)



Preventing Medicare Fraud  
**866-726-2916**

[www.Facebook.com/Arkansas Senior Medicare Patrol](http://www.Facebook.com/Arkansas Senior Medicare Patrol)



CLICK ON LOGO TO GO TO SMP FACEBOOK PAGE!

# Arkansans plagued by unsolicited COVID test scams targeting Medicare beneficiaries

by Ashley Lunningham

Wed, July 12th 2023, 6:21 PM CDT

LITTLE ROCK (KATV) — Another scam for Arkansans on Medicare to look out for is unsolicited at-home COVID tests.

Carrie Warren oversees the trust of a friend's mother, who recently passed, and a couple of months ago, she started to notice several packages that were showing up at her door.

“COVID test strips started getting sent to her in the mail and I thought well that was really strange because nobody ordered them,” said Warren. “I knew she hadn’t ordered them but I knew she was getting a lot of spam calls.”

Eventually, she says there were around two to three shipments a week.

When looking over the Medicare summary, she noticed charges for the tests.

“I was noticing they were charging her Medicare anywhere from \$80 to \$100, to even \$200 per shipment,” said Warren. “There were 4 test strips in each shipment coming from all over the country.”

Kathleen Pursell, Director of Senior Medicare Patrol part of the Arkansas Insurance

Department said she is not the only one. “You know, they never ordered those test kits or they never received them,” said Pursell. “They are also noticing that the date that they claim was filed was backdated since before the public health emergency. They are having to backdate it so that Medicare will pay for it.”

Pursell said Medicare loses 60 to 90 billion dollars to scams a year and those are tax dollars being wasted.

“It is our money being wasted,” said Pursell. “It is every beneficiary’s money that is being wasted on fraud, waste and abuse.”

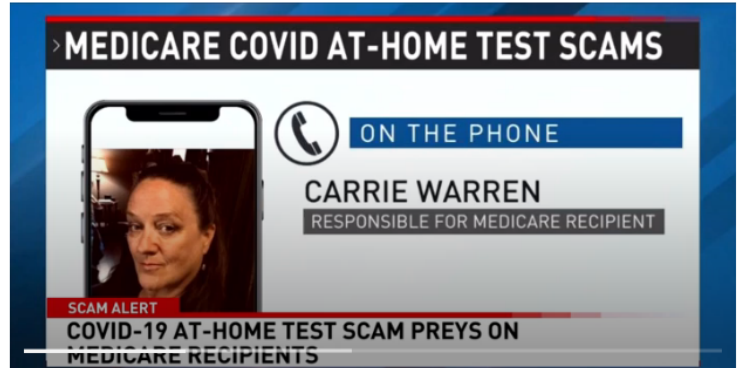
“It pays to report,” said Pursell. “It pays to have things investigated and the money that is recouped is put back in the Medicare trust fund. We really stress reading the Medicare summary and reporting it to the Senior Medicare Patrol.”

Warren contacted Pursell to do just that and was able to put a stop to it.

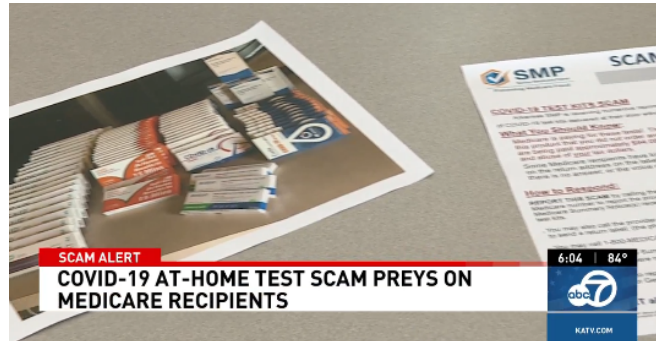
“She had me send her copies of the Medicare statements this woman was receiving and also the photographs of the shipping labels so she could track down the shippers as well as photographs of the content in each package,” said Pursell. “She was able to figure out how to get these to stop.” Warren said they had not received another package in several weeks.

Pursell says the faster you catch the charges on your Medicare summary, the easier it will be to try and get that money back.

For more information on where to report this scam or any other Medicare scam contact Senior Medicare Patrol at 866-726-2916. You can also call 1-800- MEDICARE.



Another scam for Arkansans on Medicare to look out for involving unsolicited at-home COVID tests. (KATV)



IF YOU HAVE RECEIVED COVID TEST KITS IN THE MAIL, THAT YOU DID NOT ORDER, REPORT IT TO THE AR SMP — 866-726-2916.

*[When you file a scam report with the AR SMP, we will need the information off the label the boxes came in, and information from your Medicare Summary Notice.]*

## RISK FACTORS FOR DEMENTIA

1. Older adults grew up in a time when sexual and gender minority statuses were severely pathologized.
  - 13% of LGBT older adults denied health services or provided with inferior services, 40% of transgender older adults (Fredriksen Goldsen et al., 2018)
  - 15% fear accessing care outside of LGBT community (Fredriksen Goldsen et al, 2018)
  - This leads to an increased prevalence of cardiovascular risk factors in this population.
2. Discrimination and identity concealment increases risk for social isolation and loneliness (Kim & Fredriksen-Goldsen, 2014)  
Linked to increased likelihood of cognitive impairment and dementia.
3. LGBT older adults more likely to smoke; higher rates of CVD and obesity; increased rate of depression (Fredriksen et al., 2013)  
All are risk factors for dementia.
4. Gay and bisexual men are more likely to have HIV/AIDS than their heterosexual peers (Huang, 2015)
5. Less likely to have children; be married; or live with someone (Fredriksen-Goldsen et al., 2013).  
More likely to have friends or other extended kin as caregivers.

## [Supreme Court Lets Gender Dysphoria Ruling Stand in Win for Transgender Rights](#)

Cara Murez, KXLG  
July 3, 2023

July 3, 2023 (Health Day News) – The U.S. Supreme Court on Friday [June 30] let stand a federal appeals court ruling that found people with gender dysphoria should be protected against discrimination under the Americans With Disabilities Act (ADA).

“By declining to hear this case, the Supreme Court implicitly acknowledges what those who have seriously examined the issue have concluded: the ADA protects people who experience gender dysphoria, including transgender and nonbinary people, from being discriminated against on that basis,” Olivia Hunt, policy director for the National Center for Transgender Equality, told the *Associated Press*.

Justices Samuel Alito and Clarence Thomas dissented.

**SOURCE:** [Supreme Court Lets Gender Dysphoria Ruling Stand in Win for Transgender Rights | Health | mykxlg.com](#)

It's free!  
866-726-2916



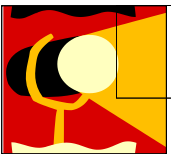
## DID YOU KNOW?

### 10 Things Medicare Doesn't Cover

by Dena Bunis, [AARP](#), Updated April 11, 2023

1. Opticians and eye exams
2. Hearing aids
3. Dental work
4. Overseas care
5. Podiatry
6. Cosmetic surgery
7. Chiropractic care
8. Massage therapy
9. Nursing home care
10. Concierge care

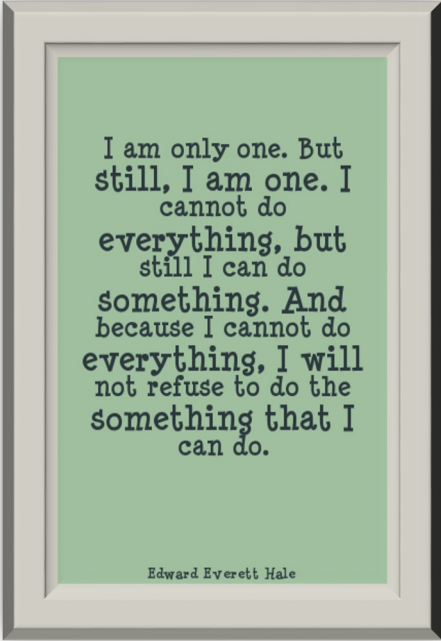
For additional information on each topic, go to—[10 Things Medicare Doesn't Cover \(aarp.org\)](#)



# SMP VOLUNTEERS IN THE SPOTLIGHT!

## Really Special and Valuable People!

JACKSONVILLE SENIOR CENTER—August 3, 2023  
Special thanks to Central AR RSVP and their new volunteer, Sharon Timmer, for participating in the SMP Fraud Bingo! See some of the lucky winners below!



SMP FRAUD BINGO! THANK YOU ROSALYN SCRUGGS, SMP Volunteer for CARSVP for your volunteer efforts !



CALL AR SMP  
866-726-2916  
TO SCHEDULE  
**FRAUD  
BINGO**  
IN YOUR  
AREA !



## Lavaca, Arkansas, man sentenced in nearly \$30 million health care fraud

ARKANSAS—A 44-year old Lavaca, Arkansas man was sentenced to 15 years in prison and ordered to pay \$29.8 million in restitution for a healthcare fraud and money laundering scheme -obtaining medical information and private personal information for Medicare beneficiaries, and then misusing that confidential information to repeatedly submit more than 134 million in false claims to Medicare for diagnostic laboratory tests, including urine drug testing and tests for respiratory illnesses during the COVID-19 pandemic. The claims were medically unnecessary, were not ordered by medical providers, and were not provided as represented, They received more than \$38 million from Medicare.

The FBI, HHS-OIG, and IRS-Criminal Investigation team investigated the case.

*Source:* Fort Smith Times Record / by Robert Medley

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CBS NEWS—July 21, 2023

### Arkansas psychiatrist accused of running Medicaid scam

SPRINGDALE, AR — Northwest Arkansas Hospitals LLC. Former head of the Arkansas State Medical Board accused of keeping patients ‘falsely imprisoned’ for up to 5 days in facility without ever treating them and filing Medicaid claims using the highest severity code for higher pay. In approximately 200 cases the hospital did not have sufficient information to keep people hospitalized. The hospital denies any wrongdoing.

SOURCE: [Arkansas psychiatrist accused of running Medicaid scam \(nbcnews.com\)](https://www.nbcnews.com/health/arkansas-psychiatrist-accused-running-medicaid-scam-2023-07-21)

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## AR doctor to spend 102 months in prison after being at the center of \$12 million scheme

LITTLE ROCK—The Department of Justice released information on [April 13, 2023] about an Alexander. Arkansas doctor who was sentenced to 102 months in prison for a \$12 million scheme to defraud TRICARE, and ordered to pay more than \$4.63 million in restitution to TRICARE. The scheme included conspiracy, wire fraud, mail fraud, violating the anti-kickback statute, lying to the FBI, falsifying records, and aggravated identity theft. Co-conspirators included 7 others from Arkansas: Alexander, Sherwood, North Little Rock, Little Rock, and Maumelle.

Click here for more information: <https://katv.com/news/local/ar-doctor-to-spend-102-months-in-prison-after-being-at-the-center-of-12-million-scheme-joe-david-may-alexander-man-subpoena-for-prescriptions-tricare-military-fbi-department-justice-kickbacks-millions-lies-prescription-drugs-oaklawn-trial-co-conspirators>

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## 78 People Charged in \$2.5 Billion in Health Care Fraud—

7/6/2023

The Justice Department, together with federal and state law enforcement partners, announced a strategically coordinated, two-week nationwide law enforcement action that resulted in criminal charges against 78 defendants for their alleged participation in health care fraud and opioid abuse schemes that included over \$2.5 billion in alleged fraud. The enforcement action included charges against 11 defendants in connection with the submission of over \$2 billion in fraudulent claims resulting from telemedicine schemes. It also included charges against 10 defendants in connection with the submission of over \$370 million in fraudulent claims submitted in connection with prescription drugs. The charges also targeted over \$150 million in false billings submitted in connection with other types of health care fraud, including the illegal distribution of opioids and clinical laboratory testing fraud.

[Click here](#) to read more.

*Source:* [Office of Public Affairs | National Enforcement Action Results in 78 Individuals Charged for \\$2.5B in Health Care Fraud | United States Department of Justice](https://www.dhs.gov/news/2023/07/06/78-individuals-charged-2.5-billion-health-care-fraud)

# Be aware of **SCAM(S)**:

Report all scams to the Arkansas SMP — **866-726-2916**

## THE NEW MEDICARE CARD SCAM!

In 2018, Medicare updated the Medicare card from containing a person's Social Security number to a random identifier that includes numbers and letters. That was the last time the card was updated and there is no plan to update it again.

The card from Medicare is a paper card that has a blue banner on the top, a white middle, and a red banner on the bottom. However, you can print your own in black and white.

### Report potential Medicare card scams if:

Someone calls you claiming:

- You are getting a new, plastic Medicare card.
- Medicare is switching to a card with chip in it.
- Your Medicare card has EXPIRED!
- You need a red, white and black card.
- They need your Medicare number to see if you have received your new one yet.
- They need you to verify your Medicare number so they can confirm you have the correct Medicare card.

**You are NOT getting a new Medicare card**

NOT WITH A MICROCHIP

NOT A PLASTIC ONE

NOT BECAUSE OF COVID-19

**SMP** Senior Medicare Patrol Preventing Medicare Fraud  
**SMPRESOURCE.ORG** 877.808.2468

## COVID-19 TEST KITS SCAM

Arkansas SMP is receiving numerous reports of Medicare recipients receiving boxes of COVID-19 test kits delivered at their door without having ordered them.

### What You Should Know:

Medicare is paying for these tests! The provider has billed Medicare for this product that you did not order and your doctor did not order, and they are being paid approximately \$94.08 for each claim. This is fraud, waste and abuse of your tax dollars.

Some Medicare recipients have tried to contact the provider who is listed on the return address on the label, but the phone is no longer in service, there is no answer, or the voice mailbox is full.

### How to Respond:

**REPORT THIS SCAM** by calling the AR SMP. We will need a name, date of birth and Medicare number to report the provider. We will need copies of the labels and copies of any Medicare Summary Notice(s) received showing claims and payments to the provider for the test kits.

- You may also call the provider and tell them you did not order the tests and you want them to send a return label; (the phone number may/may not be in order); or
- You may call 1-800-MEDICARE.
- Review the Medicare Summary Notices (MSNs) to look for charges for the test kits that were received but were not ordered by your or your physician.
- Call the AR SMP to report this scam/fraud and we will get it reported to Medicare, the U.S. Office of Inspector General, and CMS.

**ARE YOU RECEIVING UNEXPECTED COVID-19 TEST KITS?**

The SMP has been hearing reports about unwanted, unexpected, and too many kits being delivered.

Call the SMP and get it reported.

**SMP** Senior Medicare Patrol Preventing Medicare Fraud  
**SMPRESOURCE.ORG** 877.808.2468

To learn more: Click on link to view KATV Ch 7 airing on July 12, 2023:  
[Arkansans plagued by unsolicited COVID test scams targeting Medicare beneficiaries | KATV](#)

## REPORTING IS THE FIRST STEP!

*Remember...It's not your fault! Scammers are good at what they do! You are a victim of a crime. The SCAMMER is the CRIMINAL!*

One of the biggest roadblocks to stopping fraud and scams is shame or embarrassment. Victims of scammers are sometimes embarrassed to admit they've 'been scammed,' or even afraid to because they feel they will 'get in trouble' So...many scams and fraud schemes go unreported!

**SMP/SHIIP/MIPPA National Conference**  
**Monday, July 24—Thursday, July 27, 2023**

Our annual conference was held in person this year for the first time since before COVID! It was great seeing everyone again! It was an excellent conference! We learned a lot and had good fun with great colleagues, while reuniting with old friends and making many new friends! Can't wait to see everyone again next year!



**CONGRATULATIONS!**  
**NANCY MOORE**  
INDIANA SMP  
elected by her peers  
**2023**  
**BARBARA MCGINITY**  
**AWARD**



L-R: AR SHIIP Lesia Carter, Carroll Astin and AR SMP, Kathleen Pursell



Melissa Simpson, ACL former AR SHIIP Director



NC SMP and MT SMP



AR, WY, MT




JENNIFER TRUSSELL  
SMP Resource Center / NEI3A



WY SHIIP/SMP



**ALERT ARKANSAS**




**SMP**  
Senior Medicare Patrol  
Preventing Medicare Fraud

**AR SMP PODCAST**

**Alert Arkansas**  
Kathleen Pursell

Friday mornings at 10 a.m. — SMP's Fraud Fact Friday!  
Learn about the latest scams!

**IF YOU ARE INTERESTED IN RECEIVING A NOTIFICATION OF THE ZOOM MEETINGS, PLEASE EMAIL:** [Kathleen.Pursell@arkansas.gov](mailto:Kathleen.Pursell@arkansas.gov) or call 866-726-2916.



## IMPORTANT PHONE NUMBERS:

<b>AANHR</b> —AR Advocates for Nursing Home Residents	<b>501-548-8423</b>
<b>AFMC</b> —AR Foundation for Medical Care	<b>1-888-354-9100</b>
<b>Area Agency on Aging</b>	<b>1-800-986-3505</b>
<b>AG—Attorney General</b> (Consmr Prot Div)	<b>1-800-482-8982</b>
<b>AG Medicaid Fraud Hotline</b>	<b>1-866-810-0016</b>
<b>APS</b> —Adult Protective Services (DHS)	<b>1-800-482-8049</b>
<b>Alzheimer’s Arkansas</b>	<b>501-224-0021</b>
<b>Arkansas Rehabilitation Services</b>	<b>1-800-981-4463</b>
<b>AR SMP</b> (Healthcare Fraud & Scams)	<b>1-866-726-2916</b>
<b>Better Business Bureau (BBB)</b>	<b>501-664-7274</b>
<b>CareLink</b> (Pulaski Co)	<b>501-372-5300</b>
<b>CMS</b> —(Medicare)— (Centers for Medicare and Medicaid Services) (1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Community Health Centers of AR</b>	<b>1-877-666-2422</b>
<b>Coordination of Benefits</b>	<b>1-855-798-2627</b>
<b>DHS</b> (Customer Assistance Unit)	<b>1-800-482-8988</b>
<b>DHS Resource Center</b>	<b>1-866-801-3435</b>
<b>Do Not Call Registry</b>	<b>1-888-382-1222</b>
<b>Elder Care Locator</b>	<b>1-800-677-1116</b>
<b>El Dorado RSVP</b>	<b>1-870-864-7080</b>
<b>Federal Trade Commission</b>	
Report STOLEN IDENTITY	<b>1-877-438-4338</b>
<b>ICan</b> —Increasing Capabilities Access Network	<b>501-666-8868</b>
<b>KEPRO -AR QIO</b> (Quality Improvmt Org.)	<b>1-888-315-0636</b>
<b>LGBT Elder Hotline</b>	<b>888-234-SAGE</b>
<b>Medicaid</b> —(Claims Unit)	<b>1-800-482-5431</b>
<b>Medicaid Inspector General</b> (OMIG)	<b>1-855-527-6644</b>
<b>MEDICARE</b> (CMS 1-800MEDICARE)	<b>1-800-633-4227</b>
<b>Medicare Part D</b>	<b>1-877-772-3379</b>
<b>Medicare Rights Center</b>	<b>1-800-333-4114</b>
<b>Mid-Delta Community Consortium</b>	<b>1-870-407-9000</b>
<b>Oaklawn Foundation/Center on Aging</b>	<b>501-623-0020</b>
<b>OIG</b> -Nat’l Medicare Fraud Hotline	<b>1-800-HHS-TIPS</b>
(OIG) Office of Inspector General	<b>1-800-447-8477</b>
<b>OLTC</b> —Office of Long Term Care	<b>1-800-LTC-4887</b>
<b>OLTC</b> —Abuse Complaint Section	<b>501-682-8430</b>
<b>Ombudsman</b> —State Ofc of Long Term Care	<b>501-682-8952</b>
<b>Resource Center (ADRC)</b>	<b>1-866-801-3435</b>
(DHS’S Choices in Living Resource Center)	
<b>RSVP of Central Arkansas</b>	<b>501-897-0793</b>
<b>SHIP</b> (Senior Health Ins. Info Program)	<b>1-800-224-6330</b>
<b>SMP Locator</b> —(locate an SMP outside AR)	<b>1-877-808-2468</b>
<b>SSA</b> (Social Security Administration)	<b>1-800-772-1213</b>
Little Rock Office	<b>1-866-593-0933</b>
<b>SSA Fraud Hotline</b>	<b>1-800-269-0271</b>
<b>South Central Center on Aging</b>	<b>1-866-895-2795</b>
<b>South East AR Center on Aging</b>	<b>1-870-673-8584</b>
<b>Texarkana Regional Center on Aging</b>	<b>1-870-773-2030</b>
<b>Tri-County Rural Health Network</b>	<b>1-870-338-8900</b>
<b>UALR Senior Justice Center</b>	<b>501-683-7153</b>
<b>UofA Cooperative Extension Service</b>	<b>501-671-2000</b>

## HELPFUL WEBSITES:



**ADRC**—AR Aging & Disability Resource Center (DHS)—  
[www.choicesinliving.ar.gov/](http://www.choicesinliving.ar.gov/)

**AR Advocates for Nursing Home Residents**  
(AANHR)—[www.aanhr.org](http://www.aanhr.org); e-mail: [Info@aanhr.org](mailto:Info@aanhr.org)

**AR Long Term Care Ombudsman Program**—  
[www.arombudsman.com](http://www.arombudsman.com)

**Arkansas Aging Initiative**—<http://aging.uams.edu/?id=4605&sid=6>

**Arkansas Attorney General**—[www.arkansasag.gov](http://www.arkansasag.gov)

**Arkansas Attorney General Consumer Protection Division**—e-mail: [consumer@ag.state.ar.us](mailto:consumer@ag.state.ar.us)

**Area Agencies on Aging**—<https://agingarkansas.org/>

**Arkansas Foundation for Medical Care**—[www.afmc.org](http://www.afmc.org)

**Arkansas SMP**—[www.ar.gov/smp](http://www.ar.gov/smp)

**BBB (Better Business Bureau)**—scams and alerts—  
<https://www.bbb.org/scamtracker/arkansas/>

**CMS** (Medicare) Centers for Medicare and Medicaid Services—  
[www.cms.hhs.gov](http://www.cms.hhs.gov)

**Do Not Call**—[www.donotcall.gov](http://www.donotcall.gov)

**Do Not Mail**—[www.DMAchoice.org](http://www.DMAchoice.org)

**Elder Tree / Spinsterhaven**—[Spinsterhaven@gmail.com](mailto:Spinsterhaven@gmail.com)

**Elder Care Locator**—[www.eldercare.gov](http://www.eldercare.gov)

**H.E.A.T**—[www.stopmedicarefraud.gov/](http://www.stopmedicarefraud.gov/)  
(Healthcare Fraud Prevention and Enforcement Action Team)

**LGBT**—National Resource Center on LGBT Aging  
<https://www.lgbtagingcenter.org/about/updatesProcess.cfm>

**MEDICAID**—[www.Medicaid.gov](http://www.Medicaid.gov)

**MEDICAID INSPECTOR GENERAL (OMIG)**—  
<http://omig.arkansas.gov/fraud-form>

**MEDICARE**—[www.medicare.gov](http://www.medicare.gov)

**Medicare Interactive Counselor**—  
[www.medicareinteractive.org](http://www.medicareinteractive.org)

**Hospital Compare**—[www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

**MyMedicare.gov**—[www.mymedicare.gov](http://www.mymedicare.gov)  
(Access to your personal Medicare claims information)

**MyMedicareMatters.org** (National Council on Aging)

**Office of Long Term Care**—<http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx>

**Office of Inspector General (OIG)**—email:  
[HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

**Pharmaceutical Assistance Program**—  
[medicare.gov/pap/index.asp](http://medicare.gov/pap/index.asp)

**Physician Compare**—[www.medicare.gov/find-a-doctor](http://www.medicare.gov/find-a-doctor)

**AR SHIP**—<https://insurance.arkansas.gov/pages/consumer-services/senior-health/>

**SMP Locator**—[SMPResource.org](http://SMPResource.org) (locate an SMP outside of AR)

**Social Security Administration (SSA)**—[www.ssa.gov](http://www.ssa.gov)

**SSA OIG**—Report SS Fraud—<https://oig.ssa.gov/report>

**TAP**—[www.arsinfo.org](http://www.arsinfo.org) (Telecommunications Access Program)

**UofA Cooperative Extension Service**—[www.uaex.edu](http://www.uaex.edu)

# SENIOR MEDICARE PATROL (SMP) MISSION

“To empower and assist Medicare beneficiaries, their families, and caregivers to prevent, detect, and report health care fraud, error, and abuse through outreach, counseling, and education.”

## TO PREVENT HEALTHCARE FRAUD—

### Protect Personal Information

- \* Treat Medicare/Medicaid and Social Security numbers like credit card numbers.
- \* Remember, Medicare will not call or make personal visits to sell anything!
- \* READ and SAVE Medicare Summary Notices (MSN) and Part D Explanation of benefits (EOB), but **shred** before discarding.

### Detect Errors, Fraud, and Abuse

- \* Always review MSN and EOB for mistakes.
- \* Compare them with your Personal Health Care Journal.
- \* Visit [www.mymedicare.gov](http://www.mymedicare.gov) to access your personal account online to look for charges for something you did not get, billing for the same thing more than once, and services that were not ordered and/or you never received.

### Report Mistakes or Questions

- \* If you suspect errors, fraud, or abuse, report it immediately! Call your provider or plan **first**.
- \* If you are not satisfied with their response, call the Arkansas SMP.

## TO RECRUIT & TRAIN VOLUNTEERS—

- \* Retired seniors;
- \* Retired health-care providers; or
- \* Retired professionals, *e.g.*, teachers, accountants, attorneys, investigators, nurses.



**SMP**

Senior Medicare Patrol

Preventing Medicare Fraud

To receive the **Arkansas SMP Newsletter** call or email:  
[kathleen.pursell@arkansas.gov](mailto:kathleen.pursell@arkansas.gov) — **866-726-2916**

## AR SMP PARTNERS

**AmeriCorps Seniors RSVP/EI Dorado**  
El Dorado, AR  
870-864-7080

**AmeriCorps Seniors RSVP/Central AR**  
Little Rock, AR  
501-897-0793

**Oaklawn Center on Aging Inc.**  
Hot Springs, AR  
501-623-0020

**Spinsterhaven**  
Fayetteville, AR  
[Spinsterhaven@gmail.com](mailto:Spinsterhaven@gmail.com)

**Tri County Rural Health Network**  
Helena, AR  
870-338-8900

**Texarkana Regional Center on Aging**  
Texarkana, AR  
870-773-2030

**South Central Center on Aging**  
Pine Bluff, AR  
870-879-1440

**AmeriCorps Seniors RSVP/  
South East AR Educ Services Coop  
Foster Grandparent Program**  
Monticello, AR  
870-367-4819

**Arkansas Association of Area Agencies on Aging**  
866-245-5498

**UAMS  
Centers on Aging**



**SMP**

Senior Medicare Patrol

Preventing Medicare Fraud

Arkansas Senior Medicare Patrol (SMP)

AID

1 Commerce Way—Ste 110

Little Rock AR 72202

Report Medicare Fraud, Error & Abuse

**1-866-726-2916**