



NEWSLETTER

Preventing Medicare Fraud

Editor, Kathleen Pursell—AR SMP Director

HAPPENING NOW! MEDICARE'S OPEN ENROLLMENT



By Kathleen Pursell,
AR SMP Program Director

This time of year brings mailings and overwhelming TV and radio commercials touting that the insurance coverage you have right now isn't good enough, and that you're missing out on all sorts of benefits that you are entitled to.

You're probably familiar with these advertisements: they often feature a celebrity, a well-known figure that you can "trust." The commercials are a reminder that we are in the throes of Medicare's Open Enrollment Period, which is October 15 – December 7, 2024. It is during this time that you should review your coverage and make sure your plan has not changed, e.g., cost, coverage, and which providers and pharmacies are in your plan's network. If your plan is changing or no longer working for you, you can change your Medicare health plan and prescription drug coverage for the following year to better meet your needs.

Some TV ads try to entice you with additional benefits or make you feel like you are missing out. These ads can be confusing and can use potentially misleading marketing tactics. Mailings may have messages of urgency to act quickly to make sure all benefits are available to you. While a plan may offer advantages such as a grocery card, that should not be the reason you sign up for that plan. The Arkansas Senior Medicare Patrol (AR SMP) is urging you to BE CAREFUL! If it sounds too good to be true, it probably is.

By responding to TV commercials or mailers, you may end up with a Medicare Advantage that is not right for you. It may not be available in your area, may not include your preferred health care provider, or has costs that you were not anticipating. And, since the new plan doesn't go into effect until January 1, 2025, you may not find out these things until it's too late.

So, what can you do to make sure that you understand all your options?

Decisions don't need to be made quickly. You have until December 7, 2024, to make changes to your Medicare coverage that will take effect on January 1, 2025. Before you change plans, or sign up for Medicare when you're eligible, it's important to do some fact-finding to make sure that you understand what benefits and plans are available to you where you live. You want to have accurate and necessary information to make coverage choices that best meet your needs.

Here are a few important things to know before you make the decision to call the number on the TV screen or respond to a flyer you receive in the mail:

- While the commercials and mailings may use the word Medicare, and perhaps the red, white, and blue colors and images of a Medicare card, the telephone numbers that are displayed on these commercials are NOT Medicare, but rather a licensed insurance agent or broker. The fine print on the bottom of the TV screen or mailing, which is usually hard to read, states that these plans are not affiliated with any government program or agency.
- The benefits that some mention (eyeglasses, hearing aids, rides to appointments, grocery card, etc.) are benefits that MAY be offered with certain Medicare Advantage plans. Medicare Advantage plans vary greatly from state to state, and even county to county, so it is important to do your homework. In some cases, there are additional costs associated with these benefits or eligibility guidelines that must be met to qualify. It is not a "one size fits all" type of option.
- Do your homework and become an informed consumer. Make sure that you understand the differences between Medicare Part A, B, C, and D and other plans available such as Medigap. Yes, it can be complicated, but there are resources available to you throughout the state that provide unbiased information, at no cost to you.

We are here to give you tools to help!

The AR SMP offers a Medicare Protection Toolkit that describes in detail what a Medicare Advantage Plan is and what you need to know before signing up for one. It also gives tips for things you need to ask the insurance agent and things the agent needs to tell you. It also gives "red flags" of do's and don'ts for companies marketing their plans. For your FREE copy of the Medicare Protection Toolkit, please call the AR SMP at 866-726-2916 or email aid.insurance.smp@arkansas.gov, and we will send you your free copy.

There are other unbiased partner agencies throughout the state who are available to answer any questions you have before making changes to your Medicare. Call the AR Senior Health Insurance Information Program (AR SHIIP) at **800-224-6330** to speak to a Medicare counselor in your area of the state.

You may also call Medicare directly for assistance by calling **1-800-MEDICARE** (1-800-633-4227) or by visiting www.Medicare.gov.

If you haven't already, you should go to www.Medicare.gov and CREATE AN ACCOUNT. Here you can add your medications, doctors and other information that helps make finding a plan fit for you much easier.

The AR Senior Medicare Patrol has a toll-free helpline for you as a Medicare recipient or your family member to call to report errors or suspected fraud on your Medicare Summary Notice, or to report Medicare enrollment marketing violations. Call **866-726-2916**.

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It's free!
866-726-2916

REQUEST A MY HEALTH CARE TRACKER

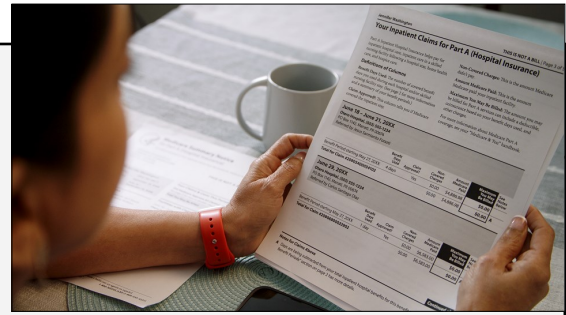
My Health Care Tracker
 Protect yourself from fraud by tracking your health care

SMP
 Senior Medicare Patrol
 Preventing Medicare Fraud

PROTECT DETECT REPORT

REVIEW YOUR MSNs!

Review your Medicare statements as soon as they arrive to ensure all of the services listed were actually received. Reviewing your MSN or EOB is one of the best ways that you can help detect potential errors and suspected fraud.



Keep a record of medical visits, tests, receipts for services, and equipment you have received. A My Health Care Tracker can help you keep a record. Get your free My Health Care Tracker by calling 866-726-2916.

Compare your MSN or EOB to your receipts and records in your My Health Care Tracker. If you notice any mistakes, or have questions, call your provider or plan with your questions. If you still have questions or need further help, contact your SMP at 866-726-2916 for assistance!

We are here to give you tools to help!

The AR SMP offers a Medicare Protection Toolkit that describes in detail what a Medicare Advantage Plan is and what you need to know before signing up for one. It also give 'red flags' for things you need to ask the insurance agent and things the agent needs to tell you. It also lists do's and don'ts when companies are marketing their plans.

For your FREE copy of the Medicare Protection Toolkit, please call the AR SMP at **866-726-2916** or email aid.insurance.smp@arkansas.gov and we will send you your free copy.

MEDICARE PROTECTION TOOLKIT
 Steps To Safeguard Your Medicare

SMP
 Senior Medicare Patrol
 Preventing Medicare Fraud

MEDICARE HEALTH INSURANCE

Name/Nombre: **JOHN L SMITH**

Medicare Number/Cuenta de Medicare: **1EG4-TE5-MK72**

Establecimiento directo a: **HOSPITAL (PART A)** Coverage starts/Comienza aplicable: **03-01-2016**
MEDICAL (PART B) **03-01-2016**

Your Medicare Matters. Protect It!

Protect Yourself During Medicare Open Enrollment

Watch out for people who:

- Ask for your Medicare number
- Ask for your bank information
- Ask for your Social Security number
- Pressure you with time limits
- Say they represent Medicare
- Offer you gifts to enroll in their plan
- Make unsolicited calls, visits, or texts
- Approach you in parking lots or malls
- Threaten that you will lose your Medicare benefits unless you sign up for their plan
- Give you materials that look like they are from official government sources

Protect Yourself During Medicare Open Enrollment

- Have you received an unsolicited phone call from someone claiming they were working with Medicare or others wanting to sell or change your Medicare plan?
- Has someone come to your door with leaflets or other marketing materials about different Medicare plans?
- Be on the lookout for any packets in the mail welcoming you to a new plan. If you get a packet like this, your plan was likely switched without you realizing it. Report this to the AR Senior Medicare Patrol at 866-726-2916 or email, aid.insurance.smp@arkansas.gov.

If you need assistance with finding the best Medicare plan for you, call **AR SHIP at 800-224-6330**.

Meet the AR SMP staff:

WELCOME BACK, DEE EDWARDS!

In case you have not met her, Dee Edwards was with the AR SMP program as program coordinator in 2016 until 2021 when she left thinking she might join the ranks of the retired! But...she could not stay away! She has returned to the AR SMP as our Complex Interactions Specialist! When you call the AR SMP helpline with a Medicare issue, you will most likely get Dee on the other end of the line! So glad to have you back fellow fraud fighter!

Here are a few words from Dee:

Blister or Perennial?

Most people dread the blisters that show up after raking leaves in the fall. We are so happy when the leaves stop falling! Blisters have a tendency to show up once the work has been completed. Perennials on the other hand are something that keep coming back such as roses, daffodils, and tulips.

My love for the program and for the volunteers was a natural drawing force that pulled on me the entire time I was away from

the program. I want to be considered as a perennial. The fight to protect our Medicare is an unending job...it feels great to be rolling up my sleeves and getting back in the fight!

— Dee

WELCOME CALEB PRICE!

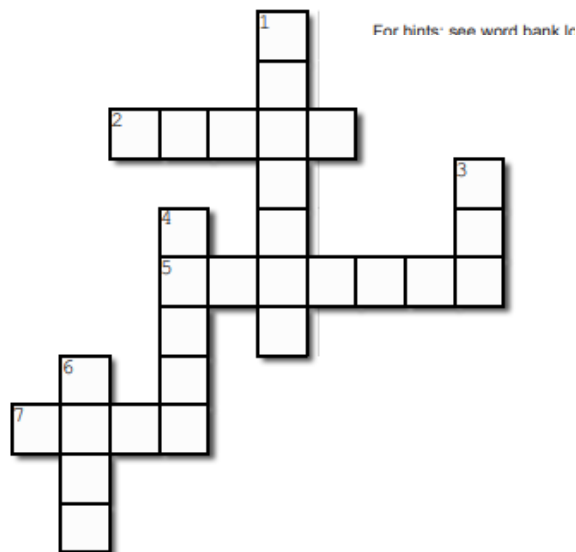
We are pleased to announce Caleb Price who joined the AR SMP team September 30, 2024 as the Program/Volunteer Coordinator for the AR SMP! He has been a great addition to the team, and we are so excited to have him! Caleb will be providing a lot of support running the program from an internal perspective, and you will see Caleb out around the state hosting SMP exhibit booths at the various health fairs throughout the year. Welcome fellow fraud fighter!

Here are a few words from Caleb:

I am very excited about getting the opportunity to work with AR Senior Medicare Patrol and the team I have joined. I look forward to the opportunity to get out there and spread the word to help prevent a numerous amount of different scams and frauds. I love waking up everyday with the chance to help people out and make a difference. I cannot wait to get more and more involved with the SMP team and have the chance for my role to increase more and more by the day. —Caleb



Protecting Your Medicare Crossword



Across

2. _____ share your Medicare number with anyone other than your medical provider or pharmacist
5. _____ if someone calls and tries to threaten or pressure you into something
7. Always _____ your Medicare Summary Notices (MSN)

Down

1. _____, detect, report
3. report fraud, errors, or abuse to
4. your Medicare or important papers before throwing them away
6. Medicare does not _____ anything

ANSWERS:
Prevent; Never; SMP; Shred; Hang up; sell; read.

In late September 2024, all U.S. households may order up to four COVID-19 test kits (at no charge)

www.COVIDTests.gov

HHS.gov
Administration for
Strategic
Preparedness &
Response (ASPR)
[ASPR COVID-19 Testing](http://ASPR.COVID-19Testing)
(covidtests.gov)



COVID-19 Testing

Order Your 4 Free At-home COVID-19 Tests

Every U.S. household is eligible to order 4 free at-home tests.

Your order of 4 individual rapid antigen COVID-19 tests is completely free - you won't even pay for shipping.

[Order Free At-home Tests](#)

Need help placing an order for your at-home tests?
Call [1-800-232-0233](tel:1-800-232-0233) (TTY [1-888-720-7489](tel:1-888-720-7489)).

[COVID Home Tests | USPS](#) YOU CAN ALSO ORDER DIRECTLY FROM THIS SITE <https://special.usps.com/testkits>

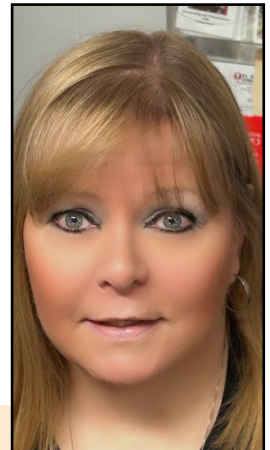
To find out if your test has an extended expiration date, check the [FDA's list of extended expiration dates](#).

Crabby Road 11-9-11



YOU SAY GOODBYE, AND I SAY HELLO!

We are happy, but also sad, to see Cheryl Splawn RETIRING from our partner organization, El Dorado Connections RSVP. Cheryl has worked closely with the AR SMP program since 2008 as Volunteer Manager with El Dorado Connections. Like us, her volunteers love her and will miss her dearly! Although she will be retiring, she will still be working with SMP as a VOLUNTEER! We say goodbye to Cheryl as a partner, but we say hello to our friend as a new SMP volunteer!



A few words from Cheryl:

I am grateful to have worked in this organization for the past 17 years. My journey started with Linda Fitts, former director of El Dorado Connections RSVP in 2003, and now under the directorship of Julia Amis. During these past 17 years, I have gained friendships that I'll value forever. I've genuinely enjoyed working on various projects that have helped El Dorado Connections grow and be seen as a resource for information in the tri-county area.

While working with the Senior Medicare Patrol program I had the chance to speak to senior adult groups on how to protect themselves from Medicare fraud, waste and abuse of their Medicare money, and I plan to continue working with the AR SMP program as a volunteer in my retirement.

I have learned, throughout the years, how priceless volunteers are and their capacity to reach out and lend a hand wherever possible in the community. I also understand the importance of nonprofits and the struggles they go through to help in the community, and for this, I will be forever grateful.



THE ONLY FREE credit report:
Annualcreditreport.com

Starting in 2025

Yearly out-of-pocket costs
CAPPED AT \$2,000
for prescription drugs covered
by Medicare



Good news! Starting in 2025, all Medicare plans will include a **\$2,000 cap on what you pay out-of-pocket for prescription drugs covered by your plan.** Review your plan to make sure it covers your drugs and meets your needs and budget for 2025.

When's the Medicare Open Enrollment Period?

Every year, Medicare's open enrollment period is **October 15 - December 7.**

What's the Medicare Open Enrollment Period?

Medicare health and drug plans can make changes each year—things like cost, coverage, and what providers and pharmacies are in their networks. During this time you should review and compare your Medicare options and, if necessary, change your health plans for the following year to better meet your needs. This includes:

- Switching between Original Medicare and Medicare Advantage Plan.
- Changing to another Medicare Advantage Plan.
- Joining or changing Medicare Part D Prescription Drug Plans.

Changes made during the Open Enrollment period, take effect on January 1, 2025.

How do you know if you need to change plans?

If you are a Medicare health or prescription drug plan recipient, you should always review the materials the plans send you, like the "Evidence of Coverage" (EOC) and "Annual Notice of Change" (ANOC). If you are satisfied that your current plans will meet your needs in 2025, and the plans are still being offered, you don't need to do anything.

Where can you find Medicare plan information or compare plans?

1-800-MEDICARE or [Medicare.gov](https://www.Medicare.gov) or **CLICK HERE TO: [Explore your Medicare coverage options](#)**

AR SHIIP is here to serve you. If you need assistance finding the right plan for you, please contact the AR SHIIP program for unbiased help. You can contact SHIIP by calling **1-800-224-6330**

The 2025 premium amounts, drug costs, and income limits weren't available at the time of printing this newsletter. Visit [Medicare.gov](https://www.Medicare.gov) to get the most up-to-date information.

November is National Family Caregivers Month

Celebrated every November, National Family Caregivers Month (NFCM) is a time to recognize and honor family caregivers across the country. It offers an opportunity to raise awareness of caregiving issues, educate communities, and increase support for caregivers.

The national observance is led by [Caregiver Action Network \(CAN\)](https://www.CaregiverActionNetwork.org), a nonprofit that provides free

education, peer support, and resources to family caregivers. CAN selected the 2024 theme, *I Care...*, to highlight the importance of self-recognition and self-identity — key factors in caregivers' access to essential support. According to CAN, more than half of those providing care in the U.S. don't recognize themselves as caregivers. As a result, many do not connect with supports that can make a difference throughout their caregiving journeys. Families are the primary source of

support for older adults and people with disabilities in the U.S. Many family caregivers work and provide care, experiencing conflicts between competing responsibilities. Research indicates that caregiving takes a significant emotional, physical, and financial toll. ACL is a proud observer of NFCM, but we work year-round through programs and councils to support and empower family caregivers.

Read [President Biden's NFCM proclamation.](#)



The AR SMP is pleased to announce its partnership with the University of Arkansas for Medical Sciences (UAMS) Centers on Aging (ConA) program of the Donald W. Reynolds Institute on Aging (RIOA) bringing Safety Outreach for Seniors (S.O.S.) events to every county in the state. These S.O.S. events are informative, interactive, safety education events promoting consumer awareness and elder independence. Speakers for these events may include SMP, AARP, SSA, FBI, UAMS and local emergency responders, among others.

Contact the AR SMP for more information:
Call 866-726-2916 or
email AID.Insurance.SMP@Arkansas.gov.

Look for a future S.O.S. event near you!

S.O.S. Safety Outreach for Seniors



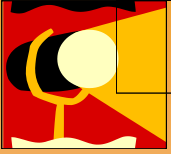
Preventing Medicare Fraud



CENTERS ON AGING

See below photos from our S.O.S. event in Springdale at the Schmieding Center on





SMP IN THE SPOTLIGHT!

Really Special and Valuable People!



SMP PARTNER, Andrea Pruitt, with Southeast Arkansas Education Cooperative, Foster Grandparent Program, calling SMP FRAUD BINGO at the CB King Adult Center in Desha County and the SEARK Educ Coop office in Drew County. Thank you for spreading the SMP message of fraud prevention!



SMP Case Manager Dee Edwards, with KaSandra Gilbeau with SMP partner organization Texarkana Regional Center on Aging, hosting the joint exhibit booth at the TownSquare Senior Expo on the border of Texas and Arkansas on September 13, 2024. There was a huge turnout and a lot of SMP and Center on Aging information distributed. Everyone had a lot of fun with the Velcro ball toss game!



SMP program director Kathleen Pursell, with Sherri Pennington, outreach coordinator at Mt Carmel. Thank you, Sherri, for the invitation to present to your amazing group of residents! Mt. Carmel Community at Hot Springs Village was a wonderful audience on Sept 10!



What a great group at College Square retirement living community in Conway on September 12, 2024. These guys were very attentive and won the prizes for answering questions! Thanks for being such fun group!



Nancy Bailey, Community Support Specialist with Area Agency on Aging of Southwest Arkansas, Inc. and VOLUNTEER with SMP partner organization Texarkana Regional Center on Aging, donning the new SMP t-shirt!

SMP looks GREAT on you, Nancy!

I'm Retired... Why Volunteer?

- Giving something back.
- Social Activity.
- Health Benefit.
- Impact on your community/neighbors.

And, it's....

THE AR SENIOR MEDICARE PATROL (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 them and avoid becoming a victim!

You can help in the fight against Medicare fraud!

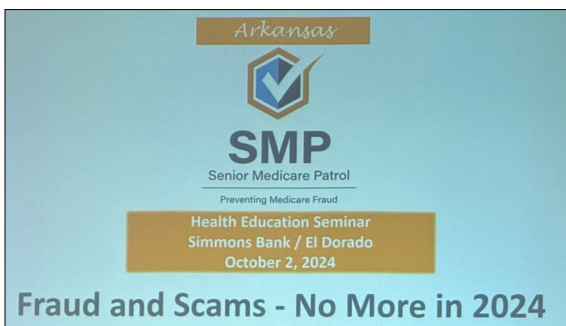
The AR SMP is ready to provide you with the information you need to **PROTECT, DETECT, and REPORT** your fraud, errors and scams.

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.

“Kathleen, we so enjoyed your presentation. Thank you for educating us to protect ourselves!!! It was an excellent presentation and many seniors came up to me to tell me how much they enjoyed the presentation.” —Dena

Call or email to schedule a
free presentation
AR Senior Medicare Patrol
—866-726-2916—
AID.Insurance.SMP@Arkansas.gov

NEED A SPEAKER? We are scheduling for 2025 now! Call 866-726-2916 to schedule a presentation in your community! Photos below show a typical presentation setting (PowerPoint not necessary)! Call today! 866-726-2916.



FRAUD IN THE NEWS —



Medical Device Company to Pay \$700,000 to Resolve False Claims Act Allegations Concerning Inflated Reimbursements from Medicare and Medicaid

Medical device manufacturer THD America Inc., located in Natick, Massachusetts, and its corporate parent, THD SpA of Italy (collectively, THD), have agreed to pay \$700,000 to resolve allegations that THD violated the False Claims Act by knowingly causing physicians to use incorrect codes to obtain inflated reimbursement from Medicare and State Medicaid programs for the use of THD's hemorrhoid removal system called the Slide One Kit (the Kit).

SOURCE: <https://www.justice.gov/opa/pr/medical-device-company-pay-700000-resolve-false-claims-act-allegations-concerning-inflated>

Arkansas Attorney General announces arrest in Medicaid fraud case

Conway, AR — Victoria Smith-Williams, 36, from Conway, was arrested on October 17, 2024 on one count of Medicaid fraud for billing \$18,000.00 for Medicaid services not rendered to Medicaid recipients during the same hours for which she submitted time-sheets for working as a dental assistant. The charge is classified as a Class B felony.

SOURCE: [Attorney General Griffin Announces Medicaid Fraud Arrest – Arkansas Attorney General](#)

Doctor Sentenced for \$54M Medicare Fraud Scheme

Texas—A 54 year-old Texas doctor, who in 2022 pled guilty to conspiracy to commit wire fraud, was sentenced on October 29, 2024 to 10 years and one month in prison and ordered to pay over \$34 million in restitution for his role in a scheme to defraud Medicare.

The doctor received kickbacks totaling more than \$466,000 for electronically signing doctor's orders that were used to submit false and fraudulent claims to Medicare for DME and cancer genetic testing that were not needed or used. Medicare recipients were targeted at health fairs and through telemarketing campaigns convincing them to agree to medically unnecessary cancer genetic testing and DME.

SOURCE: [Office of Public Affairs | Doctor Sentenced for \\$54M Medicare Fraud Scheme | United States Department of Justice](#)

Scan the code below to access more information on preventing, detecting, and reporting suspected Medicare fraud.



AR SMP's primary goal is to prevent, detect and report Medicare fraud, errors and abuse. AR SMP will arm you with the knowledge to identify common scams, safeguard your personal information, identify and dispute billing inaccuracies and avoid unnecessary charges.

AR SMP can work with you or your family member/caregiver(s) to handle these issues, to ensure you are protected. If necessary, AR SMP can also refer you to outside organizations that can intervene. For more information, visit insurance.arkansas.gov/SMP.

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!

REPORT suspected fraud to the Arkansas SMP — 866-726-2916

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

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



YOU ARE NOT GETTING A NEW MEDICARE CARD

- ✗ Not with a microchip
- ✗ Not a plastic one
- ✗ Not because of Medicare Open Enrollment

SMP Senior Medicare Patrol
Preventing Medicare Fraud
SMPRESOURCE.ORG

MEDICARE HEALTH
Name/Nombre
JOHN W

If you haven't ordered one, you are NOT getting a new Medicare card!

Have you gotten a call asking you to confirm your Medicare number or asking if you got a new Medicare card that's:

- plastic,
- microchipped,
- new because it's an election year,
- or for any other reason?

If so, it's a scammer trying to get your actual Medicare number to scam Medicare and steal your medical identity.

If you have received any of these calls or have given out your Medicare number, please contact your local Arkansas Senior Medicare Patrol at 866-726-2916.

The AR SMP helpline has been receiving calls about ostomy pouch charges on Medicare statements that aren't needed, wanted, or received.

This could be the beginning of a new scam trend.

Be sure to review your Medicare statements and look for ostomy supplies.

If you find suspicious charges like this, report it to the Arkansas #SeniorMedicarePatrol at 866-726-2916 or email aid.insurance.smp@arkansas.gov.



NEW SCAM ON THE MSN: OSTOMY SUPPLIES

Check your Medicare statements to make sure you don't have claims for things you don't need.

"Ostomy supplies are covered for use on a beneficiary with a surgically created opening (stoma) to divert urine, or fecal contents outside the body."
- CMS



Oh no,
I gave out my Medicare number. What do I do now?

- 1 Know that it's not your fault. Scammers are tricky! They put on pressure, lie, and earn your trust. Don't feel guilty.
- 2 Call your local Senior Medicare Patrol (SMP) and tell them what happened. They will help you with the steps to take to report your Medicare number stolen.

Call: 877.808.2468

SMP Senior Medicare Patrol
www.SMPRESOURCE.ORG
Supported by a \$1,000,000 award from ACLU/MSL. Contact us and we'll help you report the official view of the U.S. Government.

If you have been one of the millions of people to experience Medicare fraud, know that it isn't your fault. Scammers are professionals at what they do.

If you did give out your Medicare number, do not be embarrassed or ashamed. Also, don't hide it. If you know someone may have your number, please report it.

The AR Senior Medicare Patrol is here to help. Call 866-726-2916 or email aid.insurance.smp@arkansas.gov.

IMPORTANT PHONE NUMBERS:

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

HELPFUL WEBSITES:



ADRC—AR Aging & Disability Resource Center (DHS)—
www.choicesinliving.ar.gov/

AR Advocates for Nursing Home Residents
(AANHR)—www.aanhr.org; e-mail: Info@aanhr.org

AR Long Term Care Ombudsman Program—
www.arombudsman.com

Arkansas Attorney General—www.arkansasag.gov

Arkansas Attorney General Consumer Protection Division—e-mail: consumer@ag.state.ar.us

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

Arkansas Foundation for Medical Care—www.afmc.org

Arkansas SMP—aid.insurance.smp/Arkansas.gov

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

Do Not Call—www.donotcall.gov

Do Not Mail—www.DMAchoice.org

Elder Tree / Spinsterhaven—Spinsterhaven@gmail.com

Elder Care Locator—www.eldercare.gov

H.E.A.T—www.stoppedmedicarefraud.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

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

MEDICARE—www.medicare.gov

Medicare Interactive Counselor—
www.medicareinteractive.org

Hospital Compare—www.hospitalcompare.hhs.gov

MyMedicare.gov—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

Pharmaceutical Assistance Program—
medicare.gov/pap/index.asp

Physician Compare—www.medicare.gov/find-a-doctor

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

SMP Locator—SMPResource.org (locate an SMP outside of AR)

Social Security Administration (SSA)—www.ssa.gov

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

TAP—www.arsinfo.org (Telecommunications Access Program)

UAMS Centers on Aging — UAMSCentersOnAging.org

UAMS Institute on Aging—<http://aging.uams.edu/?id=4605&sid=6>

UofA Cooperative Extension Service—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 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

AR SMP PARTNERS

AmeriCorpsSeniors RSVP / El Dorado
El Dorado, AR
870-864-7080

AmeriCorpsSeniors RSVP / Central AR
Little Rock, AR
501-897-0793

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

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

**UAMS Centers on Aging (ConA)
ConA Northeast**
870-207-7598

Delta ConA
870-714-3061

Schmieding ConA
479-365-2855

South AR ConA
870-881-8969

South Central ConA
870-879-1440

Texarkana ConA
870-773-2030

West Central ConA
479-478-8819

To receive the **Arkansas SMP Newsletter** call or email:
aid.insurance.smp@arkansas.gov — **866-726-2916**



Preventing Medicare Fraud

Arkansas Senior Medicare Patrol (AR SMP)
Arkansas Insurance Department (AID)
1 Commerce Way—Ste 110
Little Rock AR 72202

Report Medicare Fraud, Error & Abuse
1-866-726-2916 / <https://insurance.arkansas.gov/SMP>