



NEWSLETTER

Editor, Kathleen Pursell—AR SMP Director

HHS Office of Inspector General Report Highlights Impact of SMP Program

Earlier this month, the U.S. Department of Health and Human Services (HHS) Office of Inspector General (OIG) published its [report on the performance of the Senior Medicare Patrol \(SMP\) program in 2023](#). The report illustrates the national impact of the SMP program, based on OIG’s analysis of data collected annually from programs in all 50 states, the District of Columbia, Puerto Rico, Guam, and the U.S. Virgin Islands.

For example, in 2023, the SMP program:

- Provided information to help older adults protect themselves from health care fraud, errors, and abuse at more than 22,000 events, reaching a total of 1.2 million people.
- Worked one-on-one with (or on behalf of) more than 270,000 Medicare beneficiaries — a 10% increase over 2022 — to provide information, advocate to resolve billing issues, and more.

SEE BELOW OVERALL REPORT FOR THE NATIONAL SMP PROGRAM:

Summary of Overall Performance of Projects in 2023*

Performance measures	Total for 2023
Total number of active SMP team members	5,532
Total number of SMP team member hours	532,411
Number of group outreach and education events	22,356
Estimated number of people reached through group outreach and education events	1,244,697
Number of individual interactions with, or on behalf of, a Medicare beneficiary	270,348
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$34,306
Expected Medicare recoveries attributable to the projects	\$111,277,683
Additional expected Medicare recoveries attributable to the projects**	\$0
Expected Medicaid recoveries attributable to the projects	\$0
Additional expected Medicaid recoveries attributable to the projects**	\$0
Savings to beneficiaries attributable to the projects	\$43,524
Other savings attributable to the projects (e.g., savings to supplemental insurance)	\$1,556
Total savings attributable to the projects***	\$111,322,764

* The totals in this table have been rounded.

** Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

*** Total savings include expected Medicare recoveries, expected Medicaid recoveries, and savings to the beneficiaries and others.

- Reported 26 emerging fraud schemes, providing OIG with the information needed to alert consumers about risk and how to protect themselves.

The report also describes how the SMP program helped Medicare recoup more than \$111 million in fraudulent billings and helped Medicare and beneficiaries avoid thousands of dollars in unnecessary costs.

The report notes that these significant accomplishments represent only a portion of the financial benefits of the SMP program — in many cases, Medicare beneficiaries use the knowledge gained through SMP’s outreach and education programs to identify suspected fraud, which they then report through channels that are not connected to the SMP program (such as OIG’s Medicare hotline).

SEE BELOW REPORT FOR AR SMP:

Arkansas – Arkansas Insurance Department

Performance measures	Total for 2023
Total number of active SMP team members	55
Total number of SMP team member hours	2,737
Number of group outreach and education events	235
Estimated number of people reached through group outreach and education events	4,999
Number of individual interactions with, or on behalf of, a Medicare beneficiary	652
Cost avoidance on behalf of Medicare, Medicaid, beneficiaries, or others	\$114
Expected Medicare recoveries attributable to the project	\$1,045
Additional expected Medicare recoveries attributable to the project*	\$0
Expected Medicaid recoveries attributable to the project	\$0
Additional expected Medicaid recoveries attributable to the project*	\$0
Savings to beneficiaries attributable to the project	\$0
Other savings attributable to the project (e.g., savings to supplemental insurance)	\$0
Total savings attributable to the project	\$1,045

* Additional expected recoveries are expected recoveries from cases in which the SMP projects were minimally involved, as distinguished from referrals from SMP projects that led to the opening of investigations or from meaningful contributions by SMP projects to existing investigations.

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ONE WAY TO AVOID SCAMS!

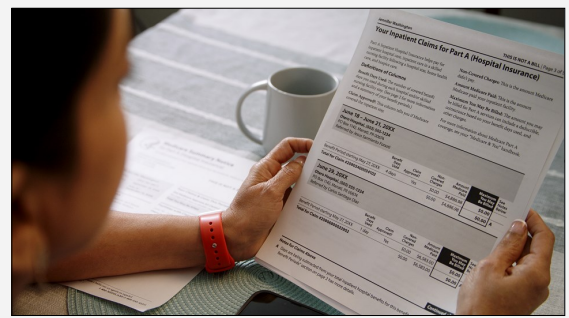
Trust your instincts and report any suspected fraud.

Ask for help. If you have questions about how to protect yourself, need to report fraud, or want help determining whether you've been a victim, the Senior Medicare Patrol (SMP) can help. SMP provides free, unbiased, one-on-one assistance to Medicare beneficiaries, their families, and caregivers.

SOURCE: <https://www.irontribune.com/2024/07/25/beware-of-common-medicaid-scams/>

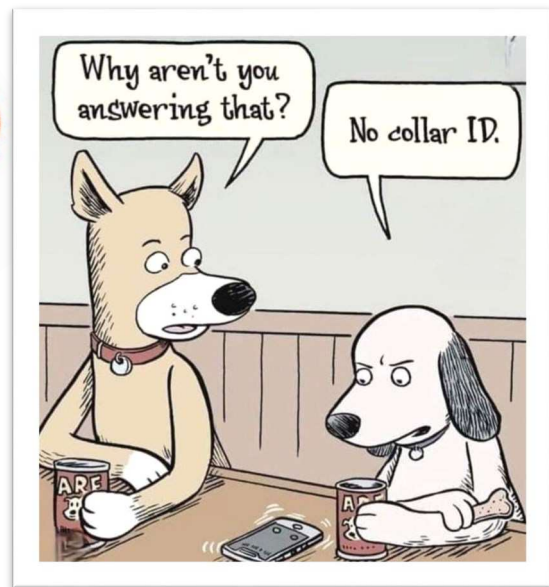
REVIEW YOUR MSNs!

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, fraud, and abuse.



Keep a record of medical visits, tests, receipts for services, and equipment you have received. A My Health Care Tracker, which you can get from the SMP, can help you keep a record.

Compare your MSN or EOB to your receipts and records to 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!



Laughter... it's good for the soul!

Today, I am thankful for the people who love me, the places that soothe me, the adventures that fuel me, and the experiences that have shaped me.

-Lara Deschane



DID YOU KNOW?

The Social Security Administration (SSA) is conducting a targeted mail campaign to reach people who may be eligible for **Extra Help** with Medicare prescription drug costs and Medicare Savings Programs with enrollment information.

Please see their publication: [Understanding the Extra Help with Your Medicare Prescription Drug Plan.](#)

This publication answers all questions surrounding whether or not you qualify for help paying monthly premiums, annual deductibles, and prescription co-payments related to Medicare prescription drug plans.

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

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**



www.Facebook.com/Arkansas Senior Medicare Patrol

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



"When you become frustrated with older people because of what they cannot do, think of how frustrated they must feel because they can no longer do it."

It's easy to feel a surge of frustration when an older loved one struggles with tasks that once seemed simple for them.

Watching them grapple with technology, forgetful moments, or physical limitations can test our patience. However, in these moments, it's essential to remember that our frustration is but a shadow of what they must be experiencing internally.

In the grand tapestry of life, the roles we play often shift. Today, we may be the ones offering support; tomorrow, we might find ourselves in need of it.

By approaching our older loved ones with empathy, we honor their journey and enrich our own, creating a legacy of compassion that transcends generations.



SOURCE: *Tips that Change Your Life*
(Facebook Post: May 31, 2024.)

Falls are often thought to be a problem of mobility.

Whereas they're actually more a problem of immobility.

August is National Immunization Awareness Month (NIAM)



Vaccines help protect people of all ages against many diseases and conditions. This month, CMS is working to highlight the importance of routine vaccinations, increase access to vaccines and encourage those served by CMS to get their routine shots (vaccinations) like [flu shots](#) and [COVID-19 vaccines](#).

Medicare prescription drug coverage (Part D) covers all vaccines recommended, including the vaccines for TDAP, Respiratory Syncytial Virus (RSV), shingles, and more. Medicare Part D won't charge a copayment or apply a deductible for vaccines ACIP recommends.

Learn more about Medicare-covered vaccines by visiting the [Immunization and Vaccine Resources](#) webpage to find immunization resources or visit [Medicare.gov](#) or call 1-800-MEDICARE (1-800- 633-4227) for more information about Medicare coverage and costs.

EXTRA HELP

Is a federal program that helps pay for some to most of the out-of-pocket costs of Medicare prescription drug coverage.

What you'll pay under Extra Help in 2024:

Prescriptions:

- Up to \$4.50 for each generic drug
- Up to \$11.20 for each brand-name drug

Plan premium: as low as \$0
Plan deductible: \$0

Once your total drug costs (what you pay and what is paid on your behalf) reach \$8,000, you'll pay \$0 for each covered drug.

Income & resource limits in 2024:

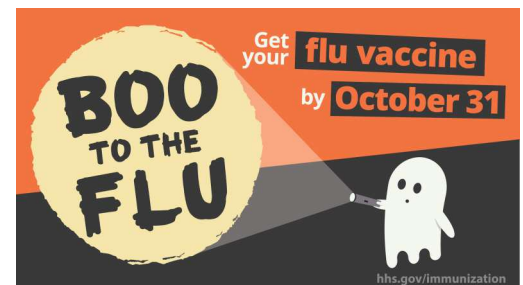
Individual income limit: \$22,590

Individual resource limit: \$17,220

Married couple income limit: \$30,660

Married couple resource limit: \$34,360

"Extra Help" is a Medicare program to help people with limited income and resources pay Medicare drug coverage (Part D) premiums, deductibles, coinsurance, and other costs. You also won't have to pay a Part D late enrollment penalty while you get Extra Help. Some people qualify for Extra Help automatically, and other people have to apply. Learn more from a SHIP! **CALL YOUR ARKANSAS SENIOR HEALTH INSURANCE INFORMATION PROGRAM (AR SHIP) AT 800-224-6330.**



Go Digital

Sign up for electronic resources to get key Medicare information fast!

Free & secure Medicare account

[Create an account](#) to access your Medicare information anytime. You can also:

- Add your prescriptions and pharmacies to help you better compare health and drug plans in your area.
- Sign up to receive electronically your yearly "Medicare & You" handbook and claims statements, called "Medicare Summary Notices."
- View your Original Medicare claims as soon as they're processed.
- Print a copy of your official Medicare card.
- See a list of preventive services you're eligible for in Original Medicare.

Electronic Medicare Summary Notices (eMSNs)

The eMSN is an electronic version of your Original Medicare claims statements, called a [Medicare Summary Notice \(MSN\)](#).

If you choose eMSNs, you won't get printed copies of your MSNs in the mail. You'll get an email every month when MSNs are available in your Medicare account, instead of waiting 3 months for a paper copy.

With eMSNs, you can:

- Eliminate stacks of paper – save or print only what you need
- Track your monthly claims and costs
- Check your remaining deductible amount
- Catch errors in billing and services

How to sign-up for eMSNs

[Log into \(or create\) your Medicare account](#) and select "My account settings."

1. Under the "Email and document settings" section at the top of your account homepage, select "Edit" next to Medicare Summary Notices (MSNs).
2. Under "How do you want to get your MSNs?" select "Electronically" then "Save Changes."

Choose the Electronic "Medicare & You" handbook (also called the "eHandbook")

The [eHandbook](#) is an electronic version of your trusted "Medicare & You" handbook. You can help Medicare save tax dollars by switching to the eHandbook. We'll email you a link to the online PDF version of "Medicare & You" instead of sending you a paper copy each fall.

Help prevent fraud by making sure you're billed only for the services or products you received and that were requested by you or your doctor.



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

Call AR SMP if you see errors on your MSN — 866-726-2916

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

THE ONLY FREE credit report:
Annualcreditreport.com

Partnership

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).

The mission of the UAMS ConA is to improve health outcomes, through interdisciplinary clinical care and innovative education programs, and ensure a healthier, more productive and viable life for today's older Americans.

The UAMS ConA are located throughout Arkansas and are dedicated to improving the health and well-being of older Arkansans. The following is a list of the seven UAMS ConA and their locations:

- Schmieding Center for Senior Health and Education
Northwest Health System, Springdale, AR
- Northeast Center on Aging – Jonesboro, AR
- West Central Center on Aging – Fort Smith, AR
- Delta Center on Aging – Helena, AR
- Texarkana Regional Center on Aging – Texarkana, AR
- South Central Center on Aging – Pine Bluff, AR
- South Arkansas Center on Aging – El Dorado, AR

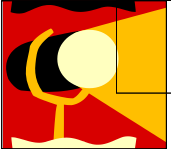
The AR SMP has partnered for the past several years with two Centers, but this year we have increased our team to include the additional 5 Centers. This partnership will help increase statewide visibility to the AR SMP program.

One project we have already begun is bringing the Safety Outreach for Seniors (S.O.S.) events to every county in the state via the Centers on Aging. 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:
866-726-2916
or email: AID.Insurance.SMP@Arkansas.gov.

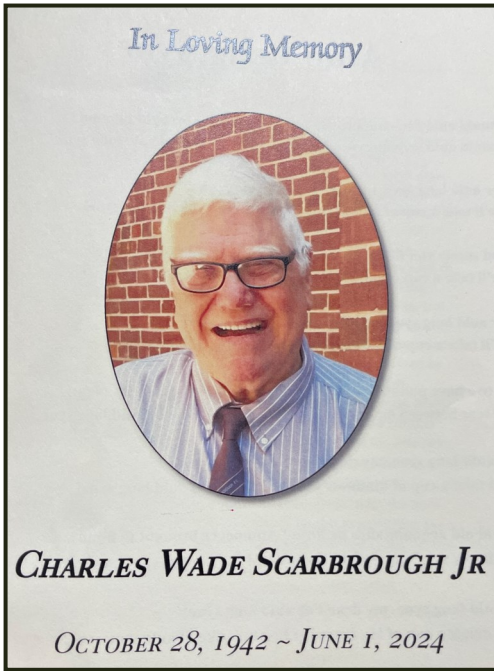
Look for a future S.O.S. event near you!





SMP VOLUNTEERS IN THE SPOTLIGHT!

Really Special and Valuable People!



It is with sadness that I share the loss of a valuable SMP volunteer and friend, Charlie Scarbrough. Charlie called our offices in early 2022 to report the genetic testing scam to which he had fallen victim. Subsequently, Charlie and I appeared on THE VINE, a local morning TV show on an episode during their “Senior Week”. Charlie wanted to share his experience related to the scam because he felt he needed to help prevent others from being taken advantage of.

After talking with Charlie over the phone, I mentioned that he had a beautiful voice and that he should be on the radio! That sparked a very lengthy conversation about his career in radio, TV and voice overs. You would recognize his voice if you heard it, I guarantee it.

When he told me about his career, I didn’t hesitate to ask if he would like to be the intro voice to the SMP podcast “Alert Arkansas,” and he joyfully accepted. We worked together on that and other things for our program for several months following, and we became friends.

Charlie was a ‘foodie’ so we went to lunch together about once a month. He was a talker, with many, many stories to tell, mostly about his family, a few close friends, and his glorious travel adventures. I enjoyed hearing those stories and will miss hearing them.

I am so grateful to have spent time with Charlie, as a volunteer and as a friend. He will be missed by all who knew and loved him. May he rest in peace.



Darlisa Ware and Caitlyn Walker with AR SMP program partner Future Builders RSVP of Central AR showing off their lays at the SMP/RSVP booth during the Hawaiian Luau-themed Alzheimer’s AR Caregiver Workshop in Little Rock on July 8, 2024.



Darlisa Ware and Caitlyn Walker with SMP director Kathleen Pursell at the Cinco De Mayo themed vendor fair at The Manor senior community on May 3, 2024.

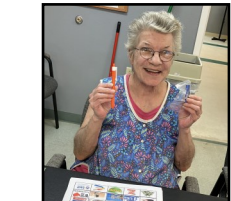


Darlisa, with Future Builders at Maumelle Center on the Lake distributing SMP Newsletters and Future Builders Newsletters, and recruiting volunteers at their 1st Annual Prom!

I’m Retired... Why Volunteer?

There are many reasons why we as older adults should volunteer. Here a few of the main reasons we should consider volunteering even though we are retired.

- **Giving something back** – by volunteering we can leave a legacy for our children and grandchildren by participating in any community service that will improve the future of our world.
- **Social Activity** – volunteering alongside our peers who have common interests and help us to stay socially connected. We make new friends and enjoy working with each other. Sometimes this type of connecting helps us to create lasting relationships.
- **Health Benefit** – there are significant health benefits that volunteering can bring to our lives. Better physical, mental, and overall sense of improved health and well-being come with spending time doing something meaningful.
- **Impact** – volunteering strengthens our ties with our community, neighborhood resources, and provides fulfilling activities.
- AND it’s



SMP FRAUD BINGO Prize Winners—
Worley’s Place, Jacksonville-August 2024

NOLA 2024! SMP/SHIIP/MIPPA NATIONAL CONFERENCE



ACL Staff



2024 Barbara McGinity SMP Leadership Award recipient, Travis Trumitch, Illinois SMP, pictured with SMP Resource Center Director Nicole Liebau.



Exploring the French Quarter



OHIC / ACL STAFF TOGETHER AGAIN!

Another successful Annual SMP/SHIIP/MIPPA National Conference, this year held in New Orleans, LA, July 15-17, 2024!

The agenda was chock-full of excellent speakers from leaders in the aging industry ranging from the U.S. Office of Inspector General, SSA, and USDA Food and Nutrition Services to our federal partners, ACL and CMS, and our peers from other SMP programs nationwide.

Hot topics covered included: updates from federal partnerships; food insecurities; how to handle SMP and SHIIP casework; understanding Medicare Advantage, supporting dually eligible beneficiaries and people with intellectual and

developmental disabilities; MIPPA program improvements; reimagining the SMP volunteer program around diversity, equity and inclusion (DEI); rebranding SHIIP; Reframing Aging; and using media for outreach, among many other topics!

We also made time to have some good times with old friend and made new friends! We went on the River boat cruise and saw a waterside view of the city skyline; and many enjoyed a social event exploring the French Quarter on the Mississippi Riverwalk, Jackson Square, and a stroll on Royal Street.

The annual Barbara McGinity Award was announced at the conference, and this year's recipient was Illinois SMP Program Director, Travis Trumitch. This leadership award recognizes an individual who inspires others and serves as "a champion for all" by being an active advocate for beneficiaries, their families, and caregivers in the fight against health care fraud, error, and abuse.

As you can see, there was a lot of great information! Much was learned and a lot of questions answered! Much thanks to the staff of the Administration for Community Living (ACL) and the SMP Resource Center staff; and all who help to make this conference better every year!



Preventing Medicare Fraud

866-726-2916

FRAUD IN THE NEWS —



Ohio Medical Doctor Sentenced to Prison for Health Care Fraud Scheme

7/19/2024

OHIO—An Ohio woman was sentenced to 26 months in prison for her role in a durable medical equipment (DME) scheme. She was also ordered to pay more than \$4.47 million in restitution. She purportedly provided “telehealth services” and was paid a fee to conduct patient consultations, which never took place. She signed more than 11,000 prescriptions for orthotic braces for approximately 3,000 Medicare beneficiaries with whom she had no patient-physician relationship and frequently ordered multiple braces for each patient, without ever having examined them. Watch and read a [story](#) from WTOL and read a Department of Justice [press release](#).

SOURCE: [Northern District of Ohio | Ohio Medical Doctor Sentenced to Prison for Health Care Fraud Scheme | United States Department of Justice](#)

Nurse Practitioner Sentenced for \$192M Medicare Fraud Scheme

12/21/2023

FLORIDA—A Florida nurse practitioner (NP) was sentenced to 20 years for genetic tests, DME (orthotics), and COVID fraud by submitting over \$192 million in fraudulent claims, personally pocketing \$1.9 million. She was the highest ordering NP for cancer genetic tests in the U.S.; she routinely billed more than 24 hours of telemedicine visits a day—the majority of which were not performed, and falsifying medical conditions and diagnoses; and she worked with telemarketing companies and other non-licensed individuals to sign orders.

SOURCE: <https://www.justice.gov/opa/pr/nurse-practitioner-sentenced-192m-medicare-fraud-scheme>

Update: Lab Owner Sentenced to 10 Years in Prison

Daniel Hurt was sentenced to 10 years in prison and was ordered to pay more than \$97 million in restitution for conspiring to commit health care fraud and conspiring to pay and receive unlawful kickbacks. In one scheme, Hurt admitted that he and his co-conspirators, including individuals associated with so-called marketing entities, acquired thousands of cancer genomic (CGx) testing samples from Medicare beneficiaries located throughout the United States. Marketers used targeted campaigns to induce beneficiaries to submit CGx specimens by means of cheek swabs sent to their homes or provided to them at purported “health fairs.” In another, Hurt admitted that he owned several clinical laboratories that conducted or arranged for a variety of medical tests and that he paid kickbacks and bribes to various entities who supplied referrals and orders for CGx for Medicare and other health care benefit program beneficiaries without regard to medical necessity. [Click here](#) to read more.

SOURCE: [Western District of Pennsylvania | Florida Man Sentenced to 10 Years in Prison and Ordered to Pay More Than \\$97 Million in Restitution for Participation in Multiple Health Care Fraud and Kickback Schemes | United States Department of Justice](#)

TERMINOLOGY—

FINANCIAL FRAUD of Older Adults

Financial fraud occurs when a perpetrator obtains the voluntary provision of personal information, property, or monetary resources through the use of duplicitous tactics. For an incident to be classified as a personal financial fraud, victims must be intentionally deceived and lose money in the transaction.

Financial fraud falls under a larger category of financial exploitation (improper use of another person’s funds, property, or resources) and also includes financial abuse.

Financial Fraud vs. Financial Abuse:

The primary distinction between financial abuse and financial fraud is who commits the crime.

Individuals who know the victim and are in positions of trust (for example, family members or paid caregivers) commit financial abuse of older adults; **strangers mainly commit financial fraud**.

SOURCE: National Institute of Justice: [Term of the Month | National Institute of Justice \(ojp.gov\)](#)



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

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

It's BAAACK!

Genetic testing scams are again a rapidly growing fraud trend throughout the country. Scammers are offering Medicare beneficiaries cheek swabs for genetic testing to obtain their Medicare information for fraudulent billing purposes or possibly medical identity theft.



Genetic Testing Fraud

Genetic testing fraud occurs when Medicare is billed for a test or screening that was not medically necessary and/or was not ordered by a beneficiary's treating physician. This could also leave the beneficiary responsible for \$9,000 to \$11,000 in tests.

Here are several ways genetic testing can be described on your Medicare statement:

- Cancer screening/test
- DNA screening/test
- Hereditary cancer screening/test
- Dementia screening/test
- Pharmacogenetics (medication metabolization)
- Parkinson's screening/test

Report potential genetic testing fraud if:

- A company offers you "free" or "at no cost to you" testing without a treating physician's order and then bills Medicare.
- A company uses "telemedicine" to offer testing to you over the phone and arranges for an unrelated physician or "teledoc" to order the test
 - You see on your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB):
- Charges (usually thousands of dollars) for a broad range of genetic tests that you did not request or possibly even receive
- Charges for pharmacogenomic tests (to determine how you metabolize drugs) for drugs that do not apply to you
- A company requests your Medicare number (or possibly driver's license) at health fairs, senior centers, assisted living facilities, malls, farmers markets, parking lots outside retail stores, home shows, or church-sponsored wellness events.

Cardiovascular Genetic Testing Fraud

Cardiovascular genetic testing fraud occurs when Medicare is billed for a cardio type of test or screening that was not medically necessary and/or was not ordered by a beneficiary's treating physician.

Here are several ways cardiovascular genetic testing is advertised:

- Cardio/cardiac genetic screening/test
- Cardiovascular genetic screening/test
- Comprehensive cardiovascular panel
- Comprehensive cardiomyopathy NSG
- Cardiovascular disease genetic kit
- Hereditary cardiovascular profile

Report potential cardiovascular genetic testing fraud if:

- A company offers you "free" or "at no cost to you" testing without a treating physician's order and then bills Medicare.
- A company uses "telemedicine" to offer testing to you over the phone and arranges for an unrelated physician or "teledoc" to order the tests.
- Medicare is billed (usually thousands of dollars) for a broad range of cardiac genetic tests that you did not request or possibly even receive.
- A company calls you stating your doctor or cardiologist requested that you have the testing done and they will send you a testing kit.

To learn more about tips related to cardiovascular genetic testing fraud, [click here](#).

Watch the Video:

https://smpresource.org/medicare-fraud/fraud-schemes/genetic-testing-fraud/?fbclid=IwY2xjawEnYXNleHRuA2F1bQkxMQABHRHWNsWZbx_zELHy4Bz_BanAYTt4BM0VV_g2c31tXHJ3pSQ7UUaiaqpeTg_aem_UYepEolmsYVpamtoxtM4g

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

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—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

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.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

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 SHIP—<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)

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:
kathleen.pursell@arkansas.gov — **866-726-2916**



SMP

Senior Medicare Patrol

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