



Preventing Medicare Fraud

Protecting, Detecting & Reporting Medicare Fraud, Errors & Abuse

203-757-5449 or 1-800-994-9422

Sponsored by: Western CT Area Agency on Aging (WCAAA)

84 Progress Lane, Waterbury, CT 06705

Presented by: Audrey Cole



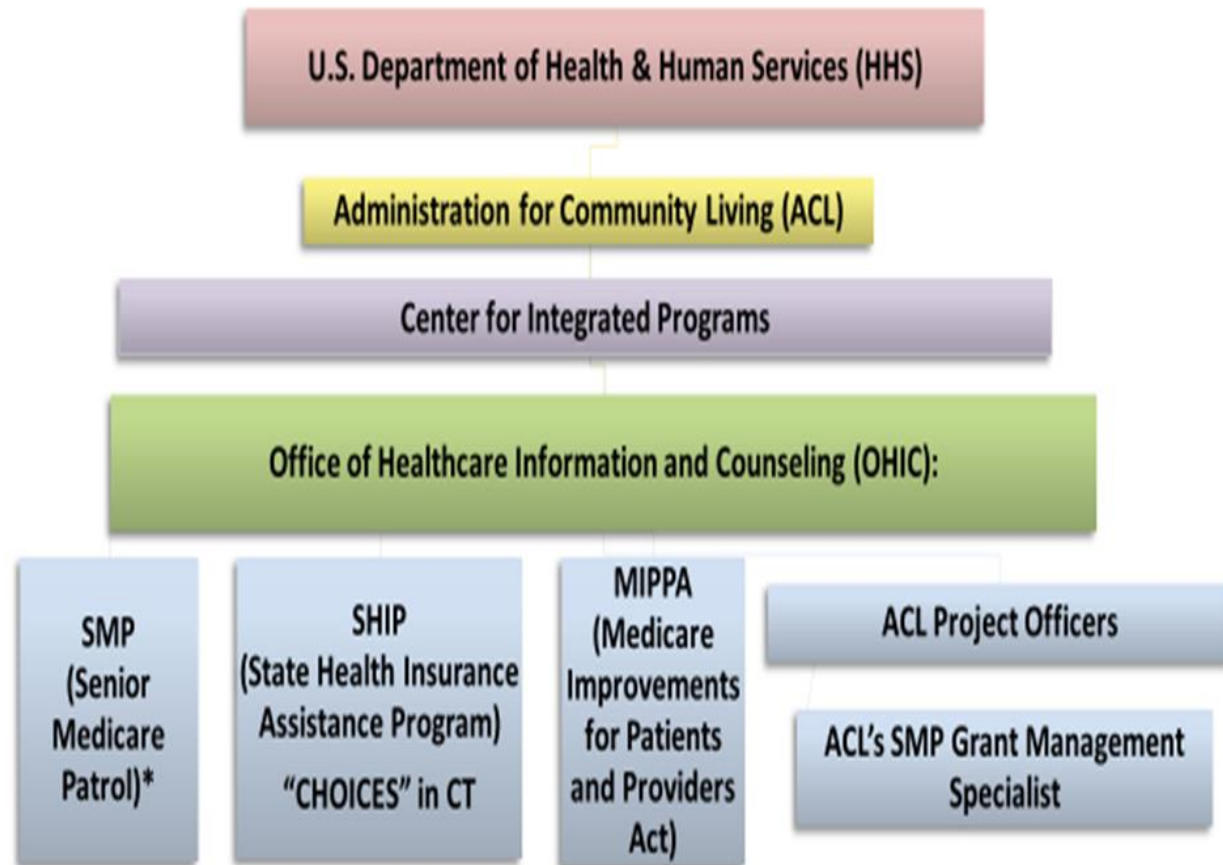
**WESTERN CONNECTICUT
AREA AGENCY ON AGING**

wcaaa.org

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U. S. Agencies Serving Your **SMP***



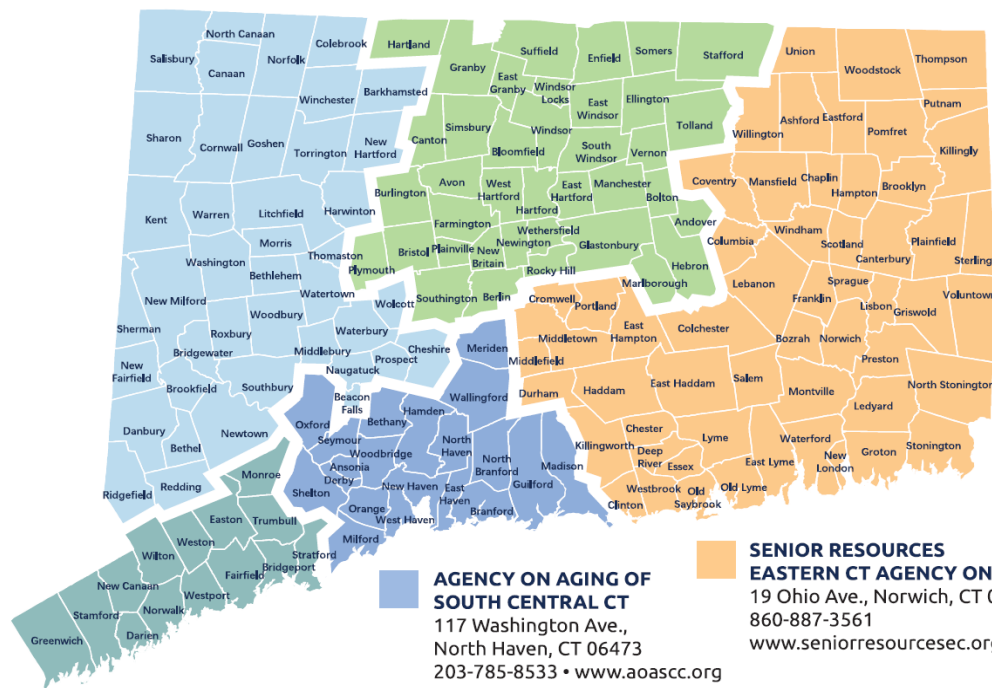
For more information, visit ACL's website: www.acl.gov

WESTERN CT AGENCY ON AGING

84 Progress Lane, Waterbury, CT 06705
203-757-5449 • www.wcaaa.org

NORTHCENTRAL AGENCY ON AGING

151 New Park Ave., PO Box 75, Hartford, CT 06106
860-724-6443 • www.ncaaaact.org



Have questions? We have Aging Answers:

NAVIGATION

- Medicare and Health Insurance Navigation
- Medicare Savings Program
- Low Income Subsidy
- Preventing Scams
- Prescription Drug Assistance
- Medicaid Application Assistance
- Social Security Assistance
- Application and Enrollment for all State and Federal Supports

CAREGIVER SUPPORTS

- Alzheimer's Respite Care Program
- National Family Caregiver Support Program
- Support for Home Safety Technology & Other Services Including Adult Day Care, Aides, Adult Diapers, Emergency Response Meals and More
- Caregiver Support Groups
- Caregiver Navigation Support

CARE MANAGEMENT

- Veterans Self-Directed Care
- Alzheimer's Respite
- National Family Caregiver
- CT Home Care for Elders*
- CT Home Care for Acquired Brain Injury*
- CT Home Care for Persons with Disabilities*
- Private Care Management*

*NOT AVAILABLE IN ALL REGIONS

The Senior Medicare Patrol (SMP) Mission ...

- Empower and assist Medicare beneficiaries, their families and caregivers
- to prevent, detect and report health care fraud, errors and abuse
- through outreach, counseling and education



The SMP program:

- Helps Medicare beneficiaries and families prevent, detect and report healthcare fraud, errors and abuse
- Helps preserve the integrity of Medicare through cost recovery and cost avoidance
- Relies on team volunteers who are the “eyes & ears” in their community and help perform SMP education, outreach and counseling



**... needs additional
SMP research/investigation**

May be an error ...



MEDICAL IDENTITY THEFT AFFECTS YOU

If someone steals your
Medicare number and
uses it as their own,
it can result in:

- ❖ False or missed diagnoses
- ❖ Treatment for conditions
you don't have
- ❖ Incorrect lab results
- ❖ Bills for services you
didn't receive
- ❖ Denied services
- ❖ Denied prescriptions

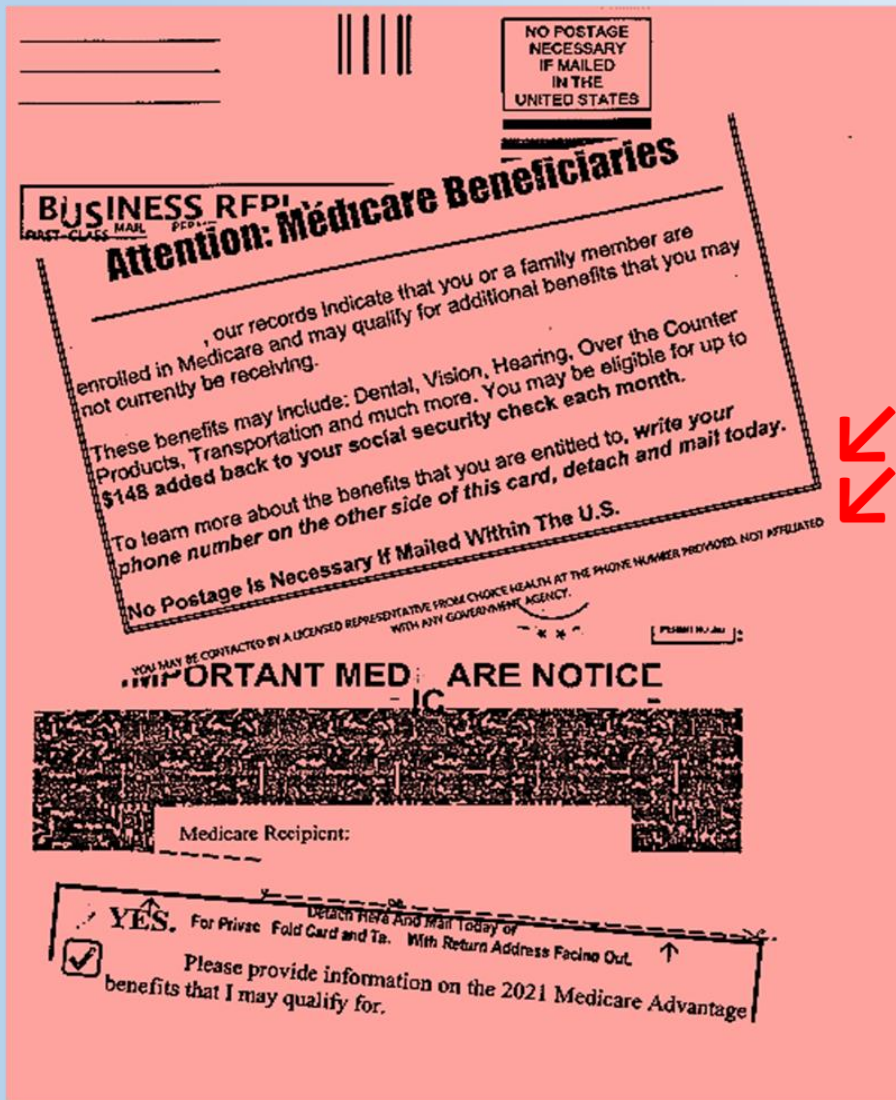
Estimated 60 Billion Dollars Lost to Medicare Fraud Annually!

How You Can Help:

- *Treat your Medicare card like a credit card.* Your Medicare number can be valuable to thieves who want to steal your medical identity or bill Medicare without even seeing you.
- *Don't take advice or offers of medical services* from people you don't know who call, come to your house, or approach you in public.
- *Read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB).* Look for services or equipment you didn't receive, double charges, or things your doctor didn't order.
- *Ask questions and report problems.* Call the doctor or company and ask them about mistakes. Call the insurance company if you still have questions. **Get help from your local SMP.**
- *Volunteer!* (<https://www.smpresource.org/Content/You-Can-Help/Become-a-Volunteer.aspx>) No one cares more about keeping criminals out of Medicare than the people who need it. Become part of your local SMP program. Help protect your friends and neighbors.

<https://www.smpresource.org/Content/Medicare-Fraud/Dollars-Lost-to-Fraud.aspx>

Please *READ* the teeny tiny print!



Postcards ... many confuse

Not from Medicare!

These are from
Medicare Advantage plans

***“YOU MAY BE
CONTACTED BY A
LICENSED
REPRESENTATIVE
FROM CHOICE
HEALTH AT THE
PHONE NUMBER
PROVIDED. NOT
AFFILIATED WITH ANY
GOVERNMENT
AGENCY”***

IMPOSTER SCAMS

An “Imposter Scam” is when a scammer pretends to be someone you trust in an effort to get sensitive information or money from you. Popular imposter scams involve individuals pretending to represent government agencies such as Social Security, Medicare, or the Internal Revenue Service.



Here is what the scams look like and what you need to know to avoid getting scammed.

These scams typically start with an **unsolicited** phone call. The scammer **asks to verify** your number to ensure they have the right person. They may say they are **updating their files or issuing you a new number**. Scammers **usually threaten** something bad will happen if you do not cooperate. Scammers may say personal or financial information has been **compromised**, or **suspected fraud activity has occurred with your account**.

These are the important facts:

- Government agencies generally will **not make unsolicited** calls to your home. Their contact will be by U.S. Mail and provide information you need to know and how you should contact them. They will call your home if you call them **and request a call back**.
- Government agencies will not call and threaten you with arrest, law suits, jail time, nor threaten to suspend your benefits. **If you feel threatened, it is likely a scam.**
- Government agencies will not call and ask you for your Medicare or Social Security numbers. **They already have this information and do not need you to verify it.** You should never provide personal private information over the phone unless you’re sure you are talking to a trusted source and the information is needed for a legitimate purpose.
- Government agencies will not request payments from you by phone, nor will they ask you to send money on a gift card, wire transfer, or money order. **You should never send money by any of these three methods and never send money to anyone from an unsolicited phone call.**

Please call Senior Medicare Patrol at your local CT Area Agency on Aging to report “Imposter Scam” Medicare or Social Security fraud at 1-800-994-9422

Senior Medicare Patrol (SMP) provides information needed to **PROTECT** you from Medicare fraud, errors, or abuse; **DETECT** potential fraud, errors, or abuse; and **REPORT** your concerns.

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If you did not initiate the call ...
never, ever give out any
personal or financial
information to the caller!

If a caller uses *fear* to get
you to take some action ...
beware!

Be on guard:

Artificial Intelligence (AI) and Voice Cloning is being used to mimic your voice ... or the voice of someone you know. *Never* give out personal or financial information to someone you do not know.

Be especially vigilant during 3 day holiday weekends when government agencies and banks will be closed making it very difficult to report compromised banking, social security and Medicare identification numbers.

Medicare Open Enrollment

MARKETING VIOLATIONS

THERE ARE LIMITS ON HOW MEDICARE PLANS CAN CONTACT YOU. MEDICARE PLANS:

- **CAN'T CALL YOU** IF YOU DON'T HAVE A RELATIONSHIP WITH THEIR COMPANY.
- **CAN'T SEND YOU EMAILS** IF YOU HAVEN'T AGREED TO THIS FORM OF CONTACT.
- **CAN'T COME TO YOUR HOME** TO SELL MEDICARE PRODUCTS WITHOUT AN INVITATION.
- **CAN'T LEAVE FLYERS, DOOR HANGERS, OR LEAFLETS ON YOUR CAR OR AT YOUR HOME,** UNLESS YOU MISSED A SCHEDULED APPOINTMENT.

 **SMP** RESOURCE.ORG

SUPPORTED BY GRANT # 90MFR00002 FROM AG.



SMP Team Volunteer Roles

Administration & Distribution

Participate in office projects, distribute SMP materials to senior centers, assemble supplies for community events and seek out volunteer opportunities for other volunteers.



Community Events & Health Fairs

Attend community events to distribute SMP materials, answer basic questions about SMP, and refer seniors to other resources.



Presentations

Promote the SMP program through presentations at local gatherings like clubs, support groups, retiree associations, or anywhere seniors gather.



Complex Interactions

Gather facts from beneficiaries, healthcare providers, insurance companies, & Medicare surrounding beneficiary issues to aid in problem resolution.



Individual Interactions

Meet with beneficiaries to help them understand Medicare Summary Notices.

To add all telephone #'s to “*Do Not Call*” registry **call 1-888-382-1222**
Report fraud, identity theft, or “*Do Not Call*” listing violations to the
Federal Trade Commission (FTC) **call 1-877-382-4357**

National Elder Fraud Hotline: **1-833-372-8311**

Main Social Security # 1-800-772-1213

Social Security Offices in CT:

Danbury = **1-866-275-7821**

Hartford = **1-877-619-2851**

Torrington = **1-877-405-0486**

East Hartford = **1-866-706-6759**

Waterbury = **1-877-405-4874**

New Britain = **1-866-858-6086**

MEDICARE: 1-800-633-4227

Free COVID test kits (availability varies): **1-800-232-0233** or **covidtests.gov**

CREDIT REPORTING COMPANIES:

EQUIFAX 1-888-378-4329, TRANSUNION 1-800-916-8800, EXPERIAN 1-888-397-3742



FEDERAL TRADE COMMISSION
[ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud)

Problems with
any of these?

Report it.

[ReportFraud.ftc.gov](https://www.ftc.gov/report-fraud)



Questions?

Visit us on-line: www.wcaaa.org

For more information

Call toll-free: **1-800-994-9422**

Direct Line: **1-203-757-5449**

To report suspected fraud/abuse

For speakers, training, and/or materials

To Volunteer with the SMP program

***** Please complete separate anonymous ACL surveys before you leave *****

