



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

Can They Do That?! Help Prevent Health Care Fraud and Abuse

This project was supported, in part, by the U.S. Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of a financial assistance award totaling \$653,404 with 100 percent funding by ACL/HHS. The contents are those of the author and do not necessarily represent the official views of, nor an endorsement by, ACL/HHS, or the U.S. Government.

Medicare Fraud, Errors, and Abuse Affect...

Everyone

- ✓ **Billions** of taxpayer dollars lost to improper claims
- ✓ Medicare trust fund at risk

Medicare Beneficiaries

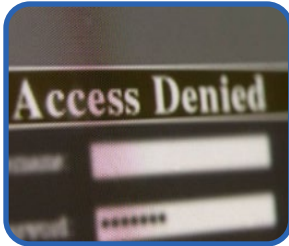
- ✓ Higher premiums
- ✓ Less money for needed benefits
- ✓ Quality of treatment



Consequences of Medicare Fraud, Errors, and Abuse



Medical identity theft



Health impacts



Personal financial losses

What is the Senior Medicare Patrol?

SMPs...

Help Medicare Beneficiaries
PREVENT,
DETECT, and
REPORT
Health Care Fraud

Conduct Outreach,
Education &
One on One
Counseling

Rely on
Volunteers to
Help Perform
SMP Work

The SMP mission is...

to 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.



What is Medicare?



Federal health insurance program created in 1965



- People ages 65 and older
- Some people with disabilities under 65
- And a few others



Not designed to pay 100% of all medical bills

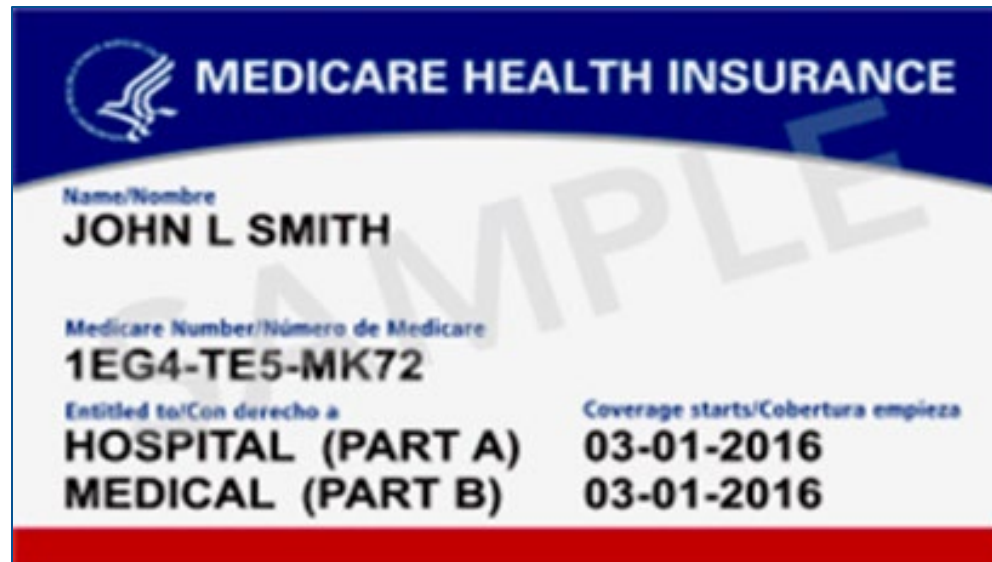


Covers over 63 million people

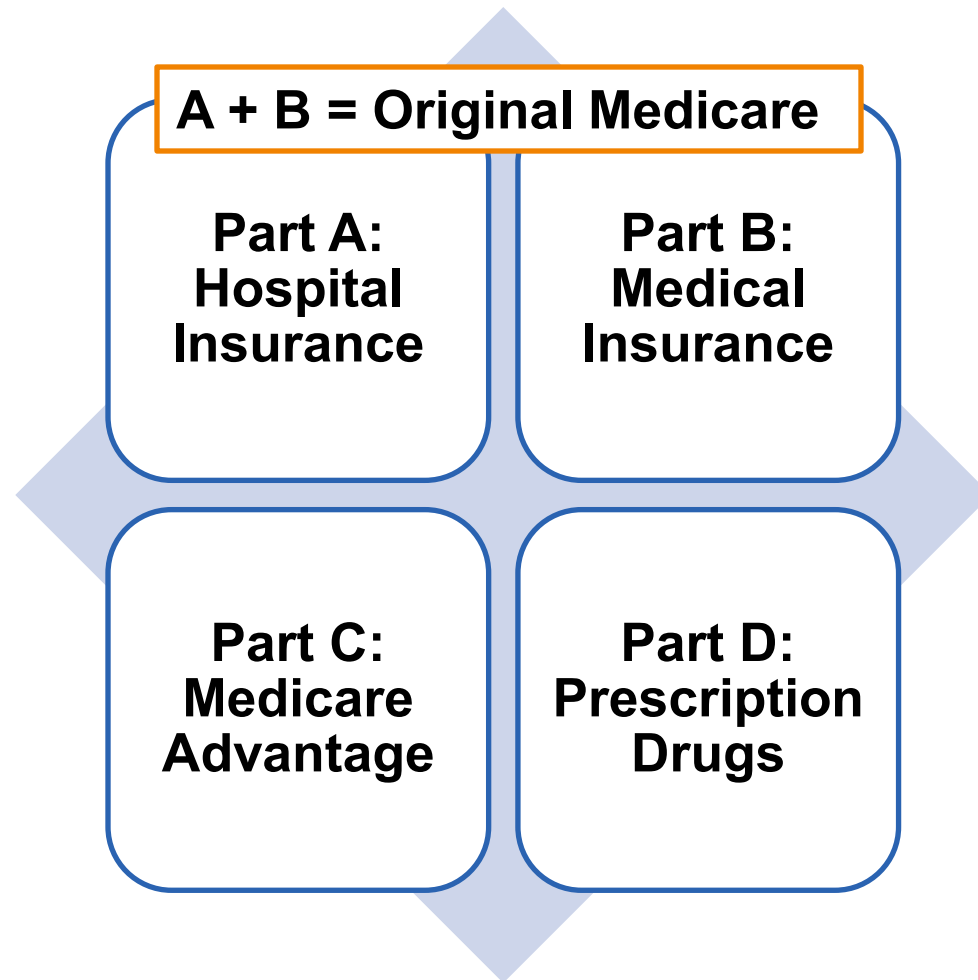
Medicare Numbers and Cards

All Medicare beneficiaries are issued a Medicare number and card upon enrollment.

A Medicare number is as valuable to identity thieves as a credit card number.



Parts of Medicare



What is Medicare Fraud?



Intentionally billing Medicare for services that were not received or billing for a service at a higher rate than is actually justified

What is Medicare Abuse?



Providers supply services or products that are not medically necessary or that do not meet professional standards

Examples of Fraud & Abuse

Billing for services, supplies, or equipment that were not provided

Billing for excessive medical supplies

Obtaining or giving a Medicare number for “free” services

Improper coding to obtain a higher payment

Unneeded or excessive x-rays and lab tests

Claims for services that are not medically necessary

Using another person’s Medicare number, or letting someone else use your number

What about Errors?

Health care services and billing are complicated, which can lead to errors.



Only a review and investigation of the issue will determine if it is an error, fraud, or abuse.

Three Steps to Prevent Health Care Fraud



1) Protect

2) Detect

3) Report

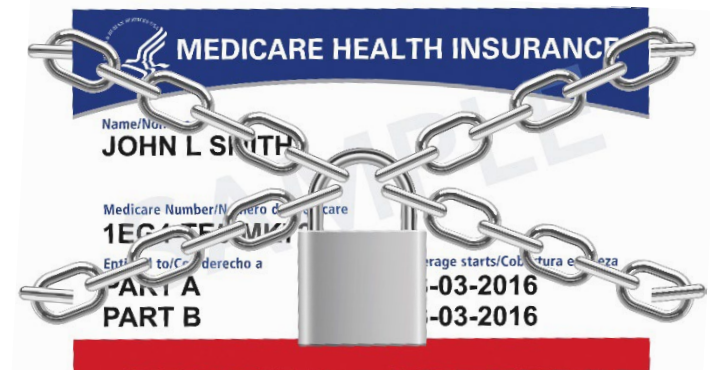
Step 1: Protect Yourself and Others from Medicare Fraud

DO

- Do **GUARD YOUR CARD** like your credit cards.
- Do watch out for identity theft.
- Do be aware that Medicare doesn't call or visit to sell you anything.
- Do be cautious of offers for "free" medical services.
- Do **pass it on!**

DON'T

- Don't give out your Medicare number except to your doctor or other Medicare provider.
- Don't carry your Medicare card unless you will need it.



Step 2: Detect Medicare Fraud & Abuse

Review **Medicare Summary Notices (MSNs)** and other statements for:

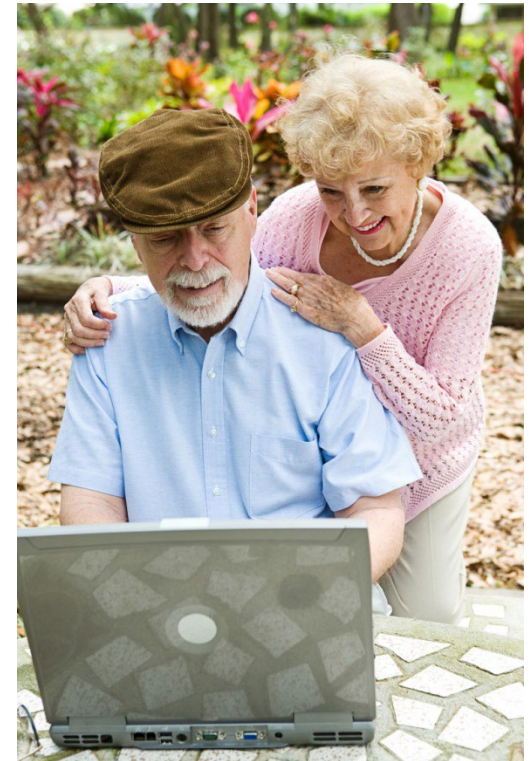
1. Services you didn't receive
2. Double billing
3. Services not ordered by your doctor



Step 2: Detect Medicare Fraud & Abuse, *continued*

Access your Medicare information online at www.Medicare.gov.

- ✓ View recent MSNs
- ✓ Track claims made on your behalf
- ✓ Check payment status
- ✓ And more!



Step 2: Detect Medicare Fraud & Abuse, *continued*

Use your **My Health Care Tracker** provided by the SMP.

- ✓ Take your tracker with you to your medical appointments and use it to record information from your appointments.
- ✓ When your MSNs or other statements arrive, compare them to the information in your tracker.
- ✓ Contact SMP for help when needed.



Step 3: Report Suspected Medicare Fraud and Abuse



- ✓ Call the provider.
- ✓ Gather information and documentation.
- ✓ **Contact the SMP.**
 - This is a free and confidential service!

Three Steps to Prevent Health Care Fraud

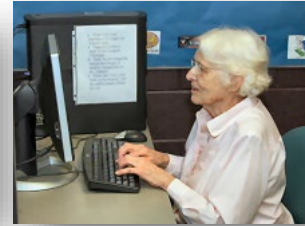
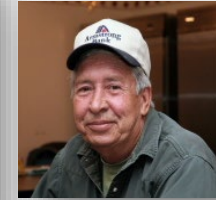


1) Protect

2) Detect

3) Report

SMP Team Members



Application
and
background
check

Compete Two
Day Training

Presentations,
Counseling,
etc.

Perform
administrative
work

How SMP can support your organization?

- ✓ **Group Presentations & Events**
- ✓ **Receive Beneficiary Complaints**
- ✓ **Fraud & Abuse Screening**
- ✓ **Referrals of Suspected Fraud and Abuse**
- ✓ **Navigate Medicare Complexities**
- ✓ **Help and Support**

Popular Medicare Fraud Schemes:

Ambulance

Cardiac Genetic Testing

COVID-19

Durable Medical Equipment (DME)

Genetic Testing

Home Health Care

Hospice

Medical Identity Theft

Medicare Card Scams

Misleading Marketing & Marketing Violations

Nursing Home Care

Outpatient Mental Health Care

Pharmacy & Prescription Drug

Remote Patient Monitoring (RPM)

Contact the Missouri SMP:

Visit us online: www.missoursmp.org

- For more information

“Like” us on Facebook: MissouriSMP

Call Toll-free: 888-515-6565

- To report suspected fraud/abuse
- For training, speakers, and/or materials
- To volunteer with the SMP program

Thank You!



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

Rona McNally

Director of Special Projects

RMcNally@goaging.org

Samantha Schnell

Special Projects Manager

SSchnell@goaging.org

Leslee Howard

Outreach/Media Coordinator

LHoward@goaging.org

Questions?



Real Life Cases: Medicare Fraud & Abuse in Missouri!*

