



## Medicare Fraud Prevention Week June 1-5, 2026

Medicare Fraud Prevention Week is hosted by the **Administration for Community Living** and the Senior Medicare Patrol, known as the SMP. The SMP is a national program to educate Medicare beneficiaries about Medicare fraud, errors, and abuse.

Medicare Fraud Prevention Week focuses on the actions everyone can take to prevent Medicare fraud, errors, and abuse. Medicare Fraud Prevention Week runs the week of June 5, or 6/5, because most people become eligible for Medicare when they turn 65.

### Why is This Week Important?

Medicare loses an estimated \$60 billion each year due to fraud, errors, and abuse, though that number is impossible to measure. Every day, issues related to these problems affect people across the country, often costing them time, money, and well-being.

Medicare-related errors contribute to this annual loss even though errors can be honest health care billing mistakes. However, repeated errors by a doctor or provider could be considered a red flag of potential fraud or abuse if not corrected.

When people steal from Medicare, it hurts us all and is big business for criminals.

Some common examples of fraud, errors, or abuse could include:

- Charging for services or supplies that were not provided
- Misrepresenting a diagnosis, a person's identity, the service provided, or other facts to justify payment
- Prescribing or providing excessive or unnecessary tests and services



Falling prey to consumer scams or health care fraud

may mean that your Medicare number has been "compromised" as a result of medical identity theft. Stealing from Medicare leaves less available funds for those needing services now as well as those needing Medicare in the future.

**PROTECT**  
•  
**DETECT**  
•  
**REPORT**

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# MEDICARE FRAUD PREVENTION WEEK

## 5<sup>th</sup> MEDICARE FRAUD PREVENTION WEEK *Save the Date!* 6/1 - 6/5



— Prevent, Detect, Report! —



Learning how to prevent, detect, and report Medicare fraud and then sharing what you learn with others is how Medicare beneficiaries, caregivers, family members, partners, health care professionals, and the whole community can participate in this week.

*SOURCE:* <https://smpresource.org>

### Prevent

The most effective way to stop Medicare fraud from happening is to prevent it in the first place. Steps to prevent Medicare fraud:

- Don't answer unknown calls. Wait for a message and call the person back.
- Stay up to date on the latest scams from the SMP through [social media](#), the national [fraud schemes pages](#), or [local events](#).
- Download the SMP mobile app, [SMP Medicare Tracker](#).

### Detect

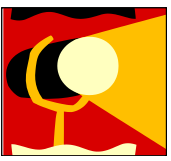
For situations you can't prevent, learning how to detect potential fraud, errors, and abuse is very important. Steps to detect Medicare fraud:

- Learn [How to Read Your Medicare Summary Notice \(MSN\)](#) to spot red flags.
- Create a [Medicare.gov](#) account to review claims quicker. MSNs are mailed every 180 days or at least twice a year.
- Request and use a [My Health Care Tracker](#) from the SMP and track what happens at appointments to then compare with what is billed on the MSNs and/or Explanation of Benefits (EOBs).

### Report

If you find something concerning on an MSN or accidentally gave out your Medicare information, report it! Don't hide it and don't be ashamed. Scammers are really good at what they do and the SMP is here to help. Steps to report Medicare fraud:

- Fill out this [online form](#) to be connected to your local SMP.
- Call [1-877-808-2468](#) to be connected to your local SMP.
- Use the [SMP Medicare Tracker app's](#) report fraud button which works just like the online form.



# SMP IN THE SPOTLIGHT!

## Really Special and Valuable People!

### We asked seniors....

### *WHAT'S YOUR MEDICARE FRAUD TIP?.....*

#### **Melvin J:**

*Always review your statement and look it over very, very carefully.*

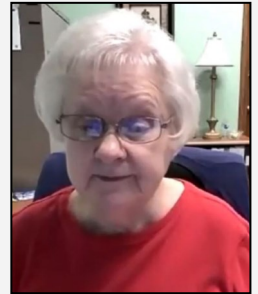


#### **MaryAnn V:**

*Never give out your Medicare card number or your personal information to anyone asking for it, unless you are the one initiating the call. Always remember, stay safe and secure.*

#### **Julia A:**

*Right now during Medicare Advantage Open Enrollment, you need to be careful about those phone calls you're receiving, because their not coming from Medicare, even though they say they are. So, the best thing to do is just hang up the phone and don't talk to them because they will not necessarily give you correct information.*



#### **Margie J:**

*Do not give out your Social Security number to anyone. Do not answer the phone and say yes to questions that are asked to you. Do not carry your Social Security ID with you.*

### **ADMINISTRATION EXPLORING DEFAULT ENROLLMENT INTO MEDICARE ADVANTAGE**

March 26, 2026

The Trump Administration is considering a bill that was introduced in the current session of Congress ([H.R. 3467](#)) that would automatically enroll retirees into Medicare Advantage (MA) plans instead of traditional Medicare if they do not opt out. The bill would mandate that once people are enrolled in an MA plan, they would be unable to disenroll or switch plans for three years.

*Right now*, people who do not choose between traditional Medicare and Medicare Advantage are automatically placed in traditional Medicare. Medicare *does* allow some employers and unions to automatically enroll their retirees into MA plans with which they contract. Supporters say the change could help more people get coverage, but critics worry it could push seniors into private plans they may not want or fully understand.

# MEDICARE

## IMPORTANT UPDATE:

### MEDICARE SUMMARY NOTICES (MSNs) MAILINGS REDUCED TO SIX MONTHS

What's New in Medicare

## WHAT'S NEW IN 2026?

As of **January 1, 2026**, Medicare has updated the frequency of **paper statements** for Medicare Summary Notices (MSNs). Going forward, **MSNs will now be mailed twice a year (every 6 months)** if services or medical supplies are rendered during that period. This change means that beneficiaries will receive their Medicare Summary Notices only twice a year, instead of the previous quarterly mailing schedule. This change, an effort to reduce costs, is part of a larger shift for beneficiaries to conduct business online. Read more at [medicareadvocacy.org/msn-mailings-reduced-to-six-months/](https://medicareadvocacy.org/msn-mailings-reduced-to-six-months/)

This has the potential to cause errors and suspected fraudulent charges to go undetected for up to six months!

However, if you want to **access your Medicare Summary Notices (MSNs) MONTHLY**, you can easily do so by creating a **Medicare.gov** account. Visit [Medicare.gov](https://www.Medicare.gov) and click "Log In" then "Create Account" to get started.. When logging into your account, you can access your MSNs monthly, as soon as your claims are processed.

#### **Benefits of Creating a Medicare.gov Account:**

By creating a **Medicare.gov** account, you can:

- **View Your Original Medicare Claims:** See a detailed record of your claims, including dates, services, and amounts charged. By regularly checking your claims, you'll be able to **readily detect errors** (such as incorrect charges or services not provided) and **identify potential fraudulent charges** (such as charges for products or services you didn't receive). Having access to this information allows you to catch issues early and take the necessary steps to address them with your healthcare provider or the AR SMP.
- **Print or Order a Replacement Medicare Card:** If you need a replacement or simply want to print your card, you can easily do this through the online portal.
- **Compare Health and Drug Plans:** Explore options for Medicare Advantage (Part C) and prescription drug plans (Part D) to find the best options for your needs.
- **Check Your Part B Deductible Status:** Keep track of your Part B deductible and see how much you've already paid toward it.
- **Pay Your Premiums Online:** Easily make premium payments for Original Medicare or your Medicare Advantage plan.

Some Medicare beneficiaries are receiving new Medicare cards with new numbers. Medicare is sending these new cards with a letter explaining why a new number has been issued. If you aren't sure if mail from Medicare is legitimate, call 1-800-Medicare and ask.

### Replaced Medicare Beneficiary Numbers (MBI's)



Some Medicare beneficiaries are receiving new Medicare cards with new numbers.

If you aren't sure if mail from Medicare is legitimate, call 1-800-Medicare and ask.



[www.Facebook.com/ARSeniorMedicarePatrol](https://www.Facebook.com/ARSeniorMedicarePatrol)



CHAMPION YOUR HEALTH: MAY 2026

Every May, the Administration for Community Living (ACL) leads the nation's observance of Older Americans Month, a time to recognize older Americans' contributions, highlight aging trends, and reaffirm its commitment to serving older adults.

The 2026 theme, **Champion Your Health**, focuses on prevention, wellness, and personal responsibility as cornerstones of healthy aging. It encourages taking an active role in managing your own health, advocating for yourself, accessing preventive care, and making informed decisions that support independence.



### ***DID YOU KNOW?***

***One*** of 12 criteria is needed for Medicare Part B to cover AMBULANCE TRANSPORTATION:

**Transportation must meet “origin and destination requirements.”**

Medicare only covers ambulance transportation to and from the following destinations:

- Hospital
- Critical Access Hospital (CAH)
- Skilled Nursing Facility (SNF)
- The individual's home (from any of the above institutions)
- Dialysis facility for ESRD patients who require dialysis

**SOURCE:** TO VIEW ALL 12 CRITERIA NECESSARY FOR PART B TO COVER AMBULANCE TRANSPORTATION:

[Ambulance Coverage - Center for Medicare Advocacy](#)



**Serve your community.  
VOLUNTEER for the Arkansas Senior Medicare Patrol.  
Free Training Available!**

AR SMP is currently recruiting volunteers to speak to small groups of their peers and help provide Medicare education at community events (exhibit booths at community health fairs). The role of volunteers is to share information that can help others PREVENT, DETECT, and REPORT Medicare fraud, waste, and abuse.

Go to: [www.aid.insurance.smp@arkansas.gov](mailto:www.aid.insurance.smp@arkansas.gov) or call 866-726-2916

a great turn out, many vendors with information, door prizes and more! A BIG thank you to **Angie and Kaitlyn with Center on Aging Northeast and Keri with Delta Center on Aging** for hosting the event! A big shoutout to Southern Caregivers who provided a wonderful breakfast and to Eli Health for providing an awesome lunch! Lastly, a tremendous thank you to St Bernards for allowing us to use their beautiful auditorium! Thank you to Justin Briggs with KJNB Northeast Arkansas News who was filming live at the event. See news clip: [Jonesboro seniors learn health, safety at UAMS event | Live Stream | kjnb.com](https://www.kjnb.com/news/2026/03/18/jonesboro-seniors-learn-health-safety-at-uams-event/)

Thank you Justin Briggs for coming out and sharing our event with the community!

We were also on KJNB's Facebook page: <https://www.facebook.com/share/v/18F2MMdV4E/?mibextid=wwXlfr>

If you would like one of these events to come to your community call AR SMP 866-726-2616.

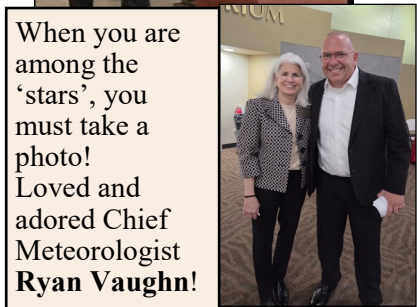


**SOUTHERN CAREGIVERS**

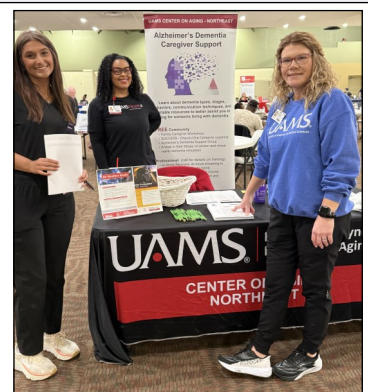
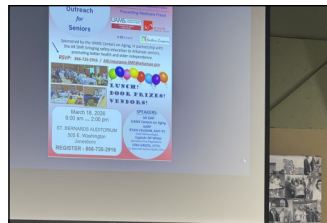
**Fire Captain JW White**



kjnb.com  
**Jonesboro seniors learn health, safety at UAMS event**



When you are among the 'stars', you must take a photo! Loved and adored Chief Meteorologist **Ryan Vaughn!**



Kaitlyn and Angie from CoA NE on ends; and middle Keri from Delta CoA—THANK YOU FOR YOUR HARD WORK!



**Eli Health**

**AR SMP**

# Be aware of **SCAMS**

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

## FRAUD/SCAM OF THE MONTH

### January — DME / URINARY CATHETERS

AR SMP referred 7 cases to the U.S. Office of Inspector General (OIG) for further investigation of suspected fraudulent charges for DME/Urinary Catheters on Medicare statements.

### February — DME / BRACES

We referred 5 cases to the U.S. Office of Inspector General (OIG) for further investigation of suspected fraudulent charges for DME/braces on Medicare statements. Braces: Ankle, Elbow, Knee, Hip, Wrist.

### March — DME / URINARY CATHETERS AND GLUCOSE MONITORS.

6 cases were referred to ACL / the U.S. Office of Inspector General (OIG) for further investigation of suspected fraudulent charges on Medicare statements for DME/Urinary Catheters & Glucose Monitors.

AR SMP Helpline Calls

## FRAUD ALERT



### Urinary Catheter Fraud:

The AR SMP has AGAIN started receiving multiple reports of urinary catheters showing up as claims on Medicare Summary Notices (MSNs) and the beneficiary has never received them and their doctor did not order them; however, the providers are being paid. This was rampant in 2025! **BEWARE—it is back!**

### What You Should Know:

Medicare recipients are receiving MSN showing charges for **300 intermittent catheters** they did not order from providers they do not know. These claims are being paid by Medicare! It is FRAUD!

### How to Respond:

- **Please review all claims on your Medicare Summary Notices (MSNs).** If you see something that seems wrong or you don't understand, contact the AR SMP.
- If you see charges for “intermittent urinary catheters” that you did not receive or your doctor did not order, call the AR SMP.
- If a scammer has tricked you into giving your Medicare number, report it to the AR SMP.
- Always read your MSNs to look for charges for things you did not receive, and that your doctor did not order.
- If you are suspicious of any calls you receive, before you respond, hang up and call the AR SMP.

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

## Trump Administration Prioritizes Affordability by Announcing Major Crackdown on Health Care Fraud

At the White House, J.D. Vance, Robert F. Kennedy, Jr. of the U.S. Department of Health and Human Services, and Mehmet Oz, Administrator of the Centers for Medicare & Medicaid Services, announced new anti-fraud measures to crack down on fraud targeting Medicare and Medicaid.

Key actions include temporarily withholding \$259.5 million in quarterly federal Medicaid funds to Minnesota to prevent questionable claims, imposing a nationwide moratorium on new Medicare enrollment for certain medical equipment suppliers, and launching a nationwide public call to action for Americans to strengthen fraud prevention efforts through stakeholder input. This initiative is a coordinated, data-driven strategy to prevent fraud, hold bad actors accountable, protect patients, and safeguard taxpayer dollars.

### The Centers for Medicare & Medicaid Services (CMS) is working to stop fraud in Medicare.

CMS is stopping new Medicare enrollment for some medical supply companies (DMEPOS) for six months. This is because some companies were involved in fraud and false billing. Last year, CMS stopped over \$1.5 billion in suspicious billing.

During this pause, CMS will create stronger rules to prevent fraud, waste, and abuse. CMS will also publicly share the names and details of providers removed from Medicare to increase transparency.

### Reducing fraud helps lower Medicare costs.

For example, fixing unfair pricing for skin substitutes lowered Medicare premiums by \$11 per month. Lower spending helps keep healthcare more affordable for patients while still providing necessary treatments.

## Social Security number & card

[ssa.gov/number-card](https://ssa.gov/number-card)

### IRS to End Paper Tax Refund Checks Starting September 30, 2025

The IRS will stop sending paper tax refund checks and switch to **electronic payments**. This change will:

- **Improve security:** Electronic refunds are less likely to be lost or stolen.
- **Speed up refunds:** Direct deposits arrive in under 21 days, while paper checks can take 6 weeks or more.
- **Save money:** Electronic payments are cheaper and more efficient.

### What You Need to Know:

- **Filing remains the same:** Continue to file your taxes as usual.
- **Refunds go digital:** Most refunds will be sent via direct deposit.
- **No bank account?** Options like prepaid debit cards will be available.

Make sure your **bank info** is up to date with the IRS. If you don't have an account, consider opening one.

## Calling all Seniors!

*Did someone say let's play BINGO?*

The AR SMP presents Fraud Bingo with senior groups in every county in Arkansas! We will come to a location near you.

SMP Fraud Bingo that is!



Call us for the opportunity to share the simple 3-step message of PROTECT,

While we know that Medicare fraud is a very tough subject to talk about... playing a game while learning takes the bite out of the message!

DETECT, REPORT. We also cover the latest scams trending in our state.



We play, we win prizes, and we learn!



Shannan presenting and Charlene helping the players!

ARSMP had a fantastic time playing SMP Fraud Bingo at Fort Smith Senior Center! We partnered with Charlene Hooten with Brookfield, and Shannan Johnson with UAMS West Central CoA for a power-packed presentation and donuts! Everyone walked away winners. We learned how to be aware of fraud and scams and how to be wiser Medicare consumers! A big thank you to Cindy for inviting us to come! If your group of seniors would benefit from this program, we'd love to come present.

To schedule a fraud bingo call AR SMP for details!  
866-726-2916

# FRAUD IN THE NEWS —



February 20, 2026

## **Former NFL player convicted in nearly \$200M Medicare fraud scheme**

A former NFL player defrauded Medicare and CHAMPVA out of nearly \$200 million. The scheme involved working with overseas call centers that pressured elderly Americans—many suffering from Alzheimer’s or dementia—into providing personal and Medicare information and agreeing to receive medically unnecessary orthotic braces. In some cases, call recordings were altered to falsely indicate patient consent. Fraudulent doctors’ orders were obtained through fake telemedicine companies whose medical professionals never examined or even spoke with the patients.

The defendant sold these false orders to marketers and durable medical equipment/supply companies, and some claims were submitted for braces for deceased beneficiaries, and for amputees for limbs they did not have.

SOURCE: <https://insurancenewsnet.com/inarticle/former-nfl-player-convicted-in-nearly-200m-medicare-fraud-scheme>

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February 19, 2026

## **Indiana Doctor Sentenced to 8 Years for \$20M Healthcare Fraud**

An Indiana physician and sole owner of a surgery center, billed for thousands of surgeries she never actually performed, totaling approximately \$50 million. \$20 million was from Medicare and private insurers, and nearly \$460,000 of that money was paid from patients’ fraudulent co-insurance payments. She has been sentenced to 97 months in federal prison and ordered to pay back \$19.1 million in restitution.

SOURCE: <https://wibc.com/879108/indiana-doctor-sentenced-to-8-years-for-20m-healthcare-fraud/>

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February 24, 2026

## **Texas Doctor Sentenced to 8.5 Years in Prison for \$145 Million Health Care Fraud Scheme**

An orthopedic surgeon was sentenced to 102 months in prison and ordered to pay more than \$13 million in restitution for his role in a \$145 million scheme to defraud the Department of Labor through fraudulent claims for prescription compounded creams. Over the course of the scheme (2014-2017), the pharmacies received over \$90 million for the unnecessary prescriptions.

He accepted bribes and kickbacks in exchange for writing thousands of prescriptions for medically unnecessary compounded medications for injured federal workers covered by the Office of Workers’ Compensation Programs, prioritizing illegal profits over patient safety.

Pharmacy owners paid the surgeon and other providers millions in illegal payments to prescribe the creams, which were mixed in pharmacy back rooms by untrained teenagers at a cost of about \$15 per prescription and then billed to federal insurance programs for up to \$16,000 each. Patients testified that the creams were ineffective and sometimes caused painful skin rashes.

SOURCE: <https://www.justice.gov/opa/pr/texas-doctor-sentenced-85-years-prison-145-million-health-care-fraud-scheme#:~:text=%E2%80%99CDr.%20Michael%20Taba%20accepted%20bribes,patients%20safety%2C%E2%80%9D%20said%20Inspector>

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## **Owner of Durable Medical Equipment Company Sentenced for \$59M Medicare Fraud**

A Florida man was sentenced to 12 years in prison followed by three years of supervised release for participating in a large Medicare fraud scheme involving durable medical equipment companies. He secretly owned and controlled multiple equipment suppliers while hiding his involvement from Medicare because prior felony convictions made him ineligible to enroll in the program. To conceal his role, he used nominee owners and falsified enrollment forms and financial records, while co-conspirators paid illegal kickbacks to patient recruiters to obtain Medicare beneficiaries. The companies then billed Medicare for medically unnecessary equipment and items not eligible for reimbursement, submitting about \$61.5 million in fraudulent claims and receiving roughly \$26.7 million in payments. He pleaded guilty to conspiracy to commit health care fraud and wire fraud in November 2024 and was also ordered to pay more than \$21 million in restitution and forfeit over \$2.5 million.

SOURCE: <https://www.justice.gov/opa/pr/owner-durable-medical-equipment-company-sentenced-59m-medicare-fraud>

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## **Texas Fugitive Apprehended and Sentenced to Over 12 Years in Prison for \$61M Telemarketing Fraud Scheme Targeting Medicare Beneficiaries**

(March 27, 2026; U.S. Department of Justice)

A Texas man was sentenced Wednesday to 150 months in prison and two years of supervised release for organizing and leading a \$61.5 million health care fraud and wire fraud conspiracy in which thousands of Medicare beneficiaries who were the victims of deceptive telemarketing were sent thousands of orthotic braces, foot baths, and genetic tests they did not need. According to court documents and evidence presented at trial, Robert “Bobby” Leon Smith III, 50, of Archer City, Texas, owned and operated seven durable medical equipment (DME) supply companies based in Florida, Texas, and Maryland through which he submitted millions of dollars in false claims to Medicare for orthotic braces and foot baths that beneficiaries did not need. SOURCE: [Texas Fugitive Apprehended and Sentenced to Over 12 Years in Prison for \\$61M Telemarketing Fraud Scheme Targeting Medicare Beneficiaries](https://www.justice.gov/opa/pr/texas-fugitive-apprehended-and-sentenced-to-over-12-years-in-prison-for-61m-telemarketing-fraud-scheme-targeting-medicare-beneficiaries) | Office of Inspector General | Government Oversight | U.S. Department of Health and Human Services

# Medicare Fraud, Waste & Abuse

## What is Senior Medicare Patrol?

The national Senior Medicare Patrol (SMP) program is a federally-funded grant program of the U.S. Department of Health and Human Services, Administration for Community Living. The Arkansas SMP program is administered through the Arkansas Insurance Department in Little Rock.

The goal of the SMP program is twofold:

1. To educate and protect Medicare recipients, their caregivers and families, as well as professionals in the aging industry, from fraud and scams.
2. To protect the Medicare trust fund, which is made up of taxpayer money and loses approximately \$90 billion annually to fraud, waste and abuse.

The SMP message is simple: “protect, detect and report.” These three steps work together to combat fraud and errors.

## Why is SMP’s work important for Medicare beneficiaries?

Senior citizens are one of the most vulnerable and valuable populations in our society. The outreach and education efforts of the SMP program empower individuals to understand, recognize, and report health care fraud, errors, and scams targeting seniors. Hearing the SMP message repeatedly helps protect against and prevent fraud and scams. We are a local, unbiased, and empathetic group ready to listen, consult, support, and assist those who contact us by phone or email.

Our helpline—**866-726-2916**—is available for easy communication with our office, or you may also email us for assistance—

[aid.insurance.smp@arkansas.gov](mailto:aid.insurance.smp@arkansas.gov).



Preventing Medicare Fraud

## What are the most common types of Medicare fraud?

Some examples of Medicare fraud include:

- **Stolen Medicare number:** A Medicare number is stolen or obtained deceptively and used to submit fraudulent claims. These are usually claims for services or supplies that were never received nor requested, not ordered by your provider, or not medically necessary, such as: durable medical equipment, glucose monitors, diabetic supplies, and genetic testing.
- **Double billing:** A provider charges Medicare twice for the same service or item that was either not received or only received once.
- **Upcoding:** Filing a Medicare claim for a more expensive product or procedure than was provided.
- **Hospice fraud:** Someone is signed up on hospice despite having no terminal diagnosis or consent, or offering medically unnecessary hospice care in exchange for a Medicare number.

## How do I know if my loved one on Medicare is being defrauded?

The only way to detect suspected fraud or errors is by reviewing the *Medicare Summary Notice*. If you are a Medicare recipient, caregiver, or a family member, it is crucial to review the *MSN* regularly. A good way to quickly know if your loved one has been defrauded is to create an account at [medicare.gov](https://www.medicare.gov). This secure account will allow for easier and more readily-available monitoring of your loved one’s Medicare account online.

AR SMP Program Director, Kathleen Pursell  
1 Commerce Way  
Little Rock AR 72202

The Arkansas Senior Medicare Patrol (AR SMP) can help with suspected fraudulent charges or billing errors on your Medicare statements.

**866-726-2916**

[insurance.arkansas.gov/SMP](https://www.insurance.arkansas.gov/SMP)


In 2024, the 54 SMP projects had a total of 5,643 active team members who conducted a total of 22,752 group outreach and education events, reaching an estimated 1,172,875 people. In addition, the projects had 283,724 individual interactions with, or on behalf of, a Medicare beneficiary.

[SMP Results - Senior Medicare Patrol](#) FOR MORE INFORMATION: [2024 Performance Data for the Senior Medicare Patrol Projects](#)

## IMPORTANT PHONE NUMBERS:

<b>AANHR</b> —AR Advocates for Nursing Home Residents	<b>501-548-8423</b>
<b>Acentra Health</b> (Quality Improvement Org.)	<b>1-888-315-0636</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 (Pulaski Co)</b>	<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>LGBT Elder Hotline</b>	<b>888-234-SAGE</b>
<b>Medicaid</b> —(Claims Unit)	<b>1-800-482-5431</b>
<b>Medicaid Inspector General (OMIG)</b>	<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>Oaklawn Foundation/Center on Aging</b>	<b>501-623-0020</b>
<b>OIG</b> —Nat’l Medicare Fraud Hotline (OIG) Office of Inspector General	<b>1-800-HHS-TIPS</b> <b>1-800-447-8477</b>
<b>OLTC</b> —Office of Long Term Care	<b>1-800-LTC-4887</b>
<b>Ombudsman</b> —State Ofc of Long Term Care	<b>501-682-8952</b>
<b>Resource Center (ADRC)</b> (DHS’S Choices in Living Resource Center)	<b>1-866-801-3435</b>
<b>SHIIP</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) Little Rock Office	<b>1-800-772-1213</b> <b>1-866-593-0933</b>
<b>SSA Fraud Hotline</b>	<b>1-800-269-0271</b>
<b>Texarkana Regional Center on Aging</b>	<b>1-870-773-2030</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:



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

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

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

**Arkansas Attorney General Consumer Protection Division**—*email*: [Consumer@ArkansasAG.gov](mailto:Consumer@ArkansasAG.gov)

**Area Agencies on Aging**—[agingarkansas.org](http://agingarkansas.org)

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

**Arkansas SMP**—[aid.insurance.smp/Arkansas.gov](http://aid.insurance.smp/Arkansas.gov)

**BBB (Better Business Bureau)**— *scams and alerts*—  
[www.bbb.org/scamtracker](http://www.bbb.org/scamtracker)

**Choices in Living Resource Center** (DHS)—  
[humanservices.arkansas.gov/divisions-shared-services-aging-adult-behavioral-health-services/choices-in-living-resource-center/](http://humanservices.arkansas.gov/divisions-shared-services-aging-adult-behavioral-health-services/choices-in-living-resource-center/)

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

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

**Report Unwanted Calls**—  
<https://consumercomplaints.fcc.gov/hc/en-us>

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

**Sage**—[www.sageusa.org](http://www.sageusa.org)

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

**Federal Trade Commission**—[www.reportfraud.ftc.gov](http://www.reportfraud.ftc.gov)  
(and) [www.identitytheft.gov](http://www.identitytheft.gov)

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

**MEDICAID INSPECTOR GENERAL (OMIG)**—  
[ig.arkansas.gov/medicaid-inspector-general/](http://ig.arkansas.gov/medicaid-inspector-general/)

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

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

**Care Compare**—[www.medicare.gov/care-compare](http://www.medicare.gov/care-compare)

**Medicare Account**—[www.medicare.gov/account/login](http://www.medicare.gov/account/login)  
(Access to your personal Medicare claims information)

**National Council on Aging**—[www.noa.org/older-adults/benefits/healthcare/medicare](http://www.noa.org/older-adults/benefits/healthcare/medicare)

**Office of Long Term Care**— [humanservices.arkansas.gov/divisions-shared-services/provider-services-quality-assurance/office-of-long-term-care/](http://humanservices.arkansas.gov/divisions-shared-services/provider-services-quality-assurance/office-of-long-term-care/)

**AR SHIIP**— [insurance.arkansas.gov/consumer-services/senior-health/](http://insurance.arkansas.gov/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—Report SS Fraud**— [oig.ssa.gov/report](http://oig.ssa.gov/report)

**TAP**—[dws.arkansas.gov/ar-rehabilitation-services/access-accomodations/telecommunication-access-programtap/](http://dws.arkansas.gov/ar-rehabilitation-services/access-accomodations/telecommunication-access-programtap/)  
(Telecommunications Access Program)

**UAMS Centers on Aging** — [UAMSCentersOnAging.org](http://UAMSCentersOnAging.org)

**UAMS Institute on Aging**—[aging.uams.edu](http://aging.uams.edu)

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



**SMP**

Senior Medicare Patrol

Preventing Medicare Fraud

## 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.

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

## AR SMP PARTNERS

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

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

**AmeriCorps Seniors RSVP**  
**Southeast AR Educ Service 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

### Area Agencies on Aging (AAA)

#### White River AAA

870-612-3000



Preventing Medicare Fraud

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

Report Medicare Fraud, Error & Abuse  
1-866-726-2916 / website: [ar.gov/SMP](http://ar.gov/SMP)