



2025 Medicare Parts A & B Premiums and Deductibles

On November 8, 2024, the Centers for Medicare & Medicaid Services (CMS) released the 2025 premiums, deductibles, and coinsurance amounts for the Medicare Part A and Part B programs, and the 2025 Medicare Part D income-related monthly adjustment amounts.

Medicare Part B Premium and Deductible

Medicare Part B covers physicians' services, outpatient hospital services, certain home health services, durable medical equipment, and certain other medical and health services not covered by Medicare Part A.

Each year, the Medicare Part B premium, deductible, and coinsurance rates are determined according to provisions of the Social Security Act. The standard monthly premium for Medicare Part B enrollees will be \$185.00 for 2025, an increase of \$10.30 from \$174.70 in 2024. The annual deductible for all Medicare Part B beneficiaries will be \$257 in 2025, an increase of \$17 from the annual deductible of \$240 in 2024.

The increase in the 2025 Part B standard premium and deductible is mainly due to projected price changes and assumed utilization increases that are consistent with historical experience.

Beginning in 2023, individuals whose full Medicare coverage ended 36 months after a kidney transplant, and who do not have certain other types of insurance coverage, can elect to continue Part B coverage of immunosuppressive drugs by paying a premium. For 2025, the standard Immunosuppressive drug premium is \$110.40.

Medicare Part B Income-Related Monthly Adjustment Amounts

Since 2007, a beneficiary's Part B monthly premium has been based on his or her income. These income-related monthly adjustment amounts affect roughly 8% of people with Medicare Part B. The 2025 Part B total premiums for high-income beneficiaries with full Part B coverage are shown in the following table:

Full Part B Coverage			
Beneficiaries who file individual tax returns with modified adjusted gross income:	Beneficiaries who file joint tax returns with modified adjusted gross income:	Income-Related Monthly Adjustment Amount	Total Monthly Premium Amount
Less than or equal to \$106,000	Less than or equal to \$212,000	\$0.00	\$185.00
Greater than \$106,000 and less than or equal to \$133,000	Greater than \$212,000 and less than or equal to \$266,000	74.00	259.00
Greater than \$133,000 and less than or equal to \$167,000	Greater than \$266,000 and less than or equal to \$334,000	185.00	370.00
Greater than \$167,000 and less than or equal to \$200,000	Greater than \$334,000 and less than or equal to \$400,000	295.90	480.90
Greater than \$200,000 and less than \$500,000	Greater than \$400,000 and less than \$750,000	406.90	591.90
Greater than or equal to \$500,000	Greater than or equal to \$750,000	443.90	628.90

Medicare Part A Premium and Deductible

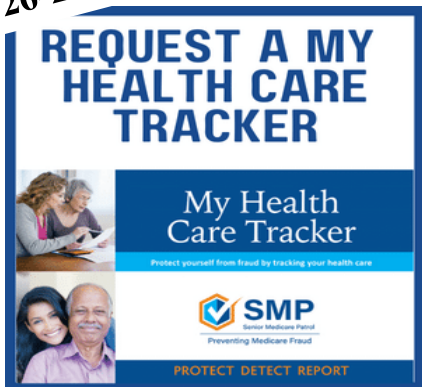
Medicare Part A covers inpatient hospitals, skilled nursing facilities, hospice, inpatient rehabilitation, and some home health care services.

The Medicare Part A inpatient hospital deductible that beneficiaries pay if admitted to the hospital will be \$1,676 in 2025. The Part A inpatient hospital deductible covers beneficiaries' share of costs for the first 60 days of Medicare-covered inpatient hospital care in a benefit period. In 2025, beneficiaries must pay a coinsurance amount of \$419 per day for the 61st through 90th day of a hospitalization (\$408 in 2024) in a benefit period and \$838 per day for lifetime reserve days (\$816 in 2024).

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It's free!
866-726-2916



HOW TO REPORT SUSPECTED FRAUD

If you suspect Medicare fraud or errors, address it immediately by taking these steps:

Rule out error: Call the provider or plan and ask for an explanation if you have questions about yours or your loved one's Medicare Summary Notice (MSN) or Explanation of Benefits (EOB).

Get help from your SMP:

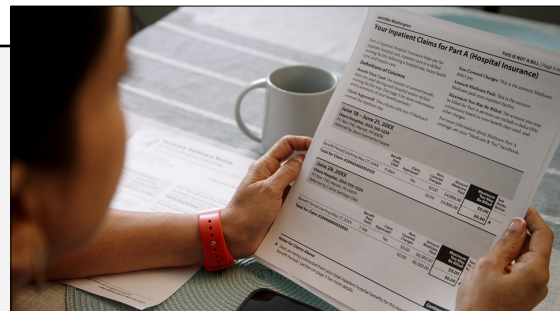
If you are not comfortable calling the provider or plan or if you are not satisfied with their response, contact the AR SMP at 866-726-2916 for help. We will work with you and your provider for answers.

Get help from other sources:

1-800-Medicare (800-633-4227)
OIG-1-800-HHS-TIPS (800-447-8477)

It's a NEW YEAR! REVIEW YOUR MSNs!

This is a great time of year for new year's resolutions! What a great time to resolve to begin or continue to review your Medicare Summary Notices (MSNs)!



It is best to read your MSNs 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. You may also call 1-800-Medicare (800-633-4227); or call the AR SMP at 866-726-2916 for assistance.

If you haven't already, this is also a great time to CREATE AN ACCOUNT by going to www.Medicare.gov. By creating an account, you can add medications, doctors and other information that help make finding a plan fit for you much easier. This is where you can review your MSNs within 24 hours of a claim being filed by your provider. Through this account, you may also order a replacement Medicare card.

If you have questions or need further help, contact your SMP at 866-726-2916.

Improper Billing of Low-Income Medicare Enrollees

Medicare enrollees who are in the Qualified Medicare Beneficiary (QMB) program—a Medicaid program that pays for Medicare costs—should not be billed for health care costs, with a few exceptions. Unfortunately, QMB enrollees often face medical bills that are issued to them improperly.

Recently new resources have been provided to reduce improper billing of low-income Medicare recipients, giving guidance to providers, plans, and debt collectors.

Providers are directed to pay back money collected as a result of improper billing and recall bills sent to collection agencies. Debt collectors are reminded that debts resulting from improper billing should not be collected and should not be used to tarnish an individual's credit scores.

QMB's, who providers will not stop billing them for items and services that Medicare covers, can contact 1-800-Medicare or the AR SMP at 866-726-2916. CMS will advise the provider to stop billing them and to refund any payments they've made.

DID YOU KNOW?

HOW MUCH IS THE PART D PENALTY?

The cost of the late enrollment penalty depends on how long you went without Part D or creditable prescription drug coverage.

Medicare calculates the penalty by multiplying 1% of the "national base beneficiary premium" (\$34.70 in 2024) times the number of full, uncovered months you didn't have Part D or creditable coverage. The monthly penalty is rounded to the nearest \$.10 and added to your monthly Part D penalty.

You will generally have to pay the penalty for as long as you have Medicare drug coverage.

Program	Minimum % of FPL that a state can set	Minimum income level that a state can set in 2024*
Qualified Medicare Beneficiary (QMB) Program	100% of FPL	\$1,275 for individuals \$1,724 for a couple




With the start of a new year, it is a great time to remember to take care of yourself! One way to do that is to get regular screenings. Most Medicare beneficiaries do not realize that Medicare has made great strides in the last ten years in reducing the cost of Medicare. The biggest, and perhaps the most effective, way is the preventive services that help you stay healthy, detect health problems early, determine the most effective treatments, and prevent certain diseases.

Medicare's preventive services include exams, shots, lab tests, and screenings. They also include programs for health monitoring, counseling, and education to help you take care of your own health. Talk to your doctor to determine what preventive services are best for you.

Below is a list of just a few of the preventive and screening services that Medicare Part B covers at 100%:

See Pages 30-55 in the 2025 Medicare & You booklet for details on each service.

(look for the apple) 

[Alcohol misuse screenings & counseling](#)
[Counseling to prevent tobacco use & tobacco-caused disease](#)
[Depression screenings](#)
[Diabetes screenings](#)
[Glaucoma screenings](#)
[Lung cancer screenings](#)
[Mammograms \(screening\)](#)
[One-time "Welcome to Medicare" preventive visit](#)
[Prostate cancer screenings](#)

Shots:

[COVID-19 vaccines](#)
[Flu shots](#)
[Hepatitis B shots](#)
[Pneumococcal shots](#)
[Yearly "Wellness" visit.](#)

Did you receive a suspicious call, letter, text, or email about an alleged problem with your Social Security number, account, or payments?

Did someone contact you and:

- pretend to be from the Social Security Administration or the Office of the Inspector General?
- say there is a problem with your Social Security number, your account, or promise to increase your benefit in exchange for payment?
- pressure you to act immediately or tell you to pay in a specific way?

<https://secure.ssa.gov/oig/scam/>
Report Scams

SOURCE: <https://oig.ssa.gov/report/>

ARE YOU READY?

On May 7, 2025, U.S. travelers will need a REAL ID to board domestic flights.

A Real ID has a gold star in the upper right-hand corner. If you plan on traveling, find out more by clicking on the link below or go to <https://www.dhs.gov/real-id> to find out how to get your Real ID,



For more information: [REAL ID | Homeland Security](#)

Medicaid Fraud Reporting

ALL COMPLAINTS ARE CONFIDENTIAL

The Arkansas Attorney General's Medicaid Fraud Control Unit wants to investigate Medicaid fraud and abuse and neglect of nursing home residents.

Go to: [Medicaid Fraud Reporting - Arkansas Attorney General](#)

to fill out a complaint form so they can best look into your issue. All complaints are confidential.

The complaint form asks for date of complaint; your email; address, and phone number in case they have questions; name of subject of complaint and address phone number of subject; details of complaint; date/timeframe of event; name(s) of nursing home resident(s) affected; address.

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](#).



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

S.O.S.
Safety
Outreach
for
Seniors



Preventing Medicare Fraud

UAMS | Donald W. Reynolds
Institute on Aging

CENTERS ON AGING



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.

Medicare Part D Income-Related Monthly Adjustment Amounts

Since 2011, a beneficiary’s Part D monthly premium has been based on his or her income. Approximately 8% of people with Medicare Part D pay these income-related monthly adjustment amounts. These individuals will pay the income-related monthly adjustment amount in addition to their Part D premium. Part D premiums vary by plan and, regardless of how a beneficiary pays their Part D premium, the Part D income-related monthly adjustment amounts are deducted from Social Security benefit checks or paid directly to Medicare. Roughly two-thirds of beneficiaries pay premiums directly to the plan while the remainder have their premiums deducted from their Social Security benefit checks. The 2025 Part D income-related monthly adjustment amounts are shown in the following table:

Beneficiaries who file individual tax returns with modified adjusted gross income:	Beneficiaries who file joint tax returns with modified adjusted gross income:	Income-related monthly adjustment amount
Less than or equal to \$106,000	Less than or equal to \$212,000	\$0.00
Greater than \$106,000 and less than or equal to \$133,000	Greater than \$212,000 and less than or equal to \$266,000	13.70
Greater than \$133,000 and less than or equal to \$167,000	Greater than \$266,000 and less than or equal to \$334,000	35.30
Greater than \$167,000 and less than or equal to \$200,000	Greater than \$334,000 and less than or equal to \$400,000	57.00
Greater than \$200,000 and less than \$500,000	Greater than \$400,000 and less than \$750,000	78.60
Greater than or equal to \$500,000	Greater than or equal to \$750,000	85.80

ay ABOUT YOU

The AR SMP is thrilled to be featured in AY Magazine's January issue. Check it out!

<https://aymag.com/ask-the-expert-kathleen-pursell/>

[Ask The Expert 2024](#)

What is Senior Medicare Patrol?

Senior Medicare Patrol projects are federally funded grant programs 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:

- To educate and protect Medicare recipients, their caregivers and families, as well as professionals in the aging industry, from fraud and scams.
- 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.

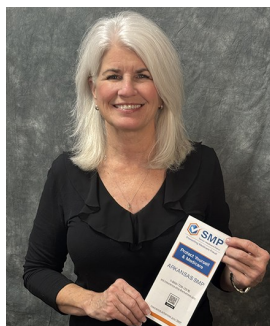
Why is SMP's work important for Medicare beneficiaries?

Senior citizens are one of the most vulnerable and valuable populations in our society. SMP outreach and education efforts empower individuals to understand, recognize and report health care fraud, errors and scams targeting seniors. Repeatedly hearing the SMP message helps in protecting and preventing fraud and scams. Our statewide toll-free helpline (866-726-2916) is available for easy communication with our office. We are a local, unbiased and empathetic group ready to listen, consult, support and assist those who contact us by phone or email aid.insurance.smp@arkansas.gov.

What are the most common types of health care fraud?

Some examples of Medicare fraud include:

- A Medicare number is stolen or obtained deceptively and used to submit fraudulent claims, usually claims for services or supplies that were never provided, not



ordered by a 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 no terminal diagnosis or consent, offering medically unnecessary hospice care in exchange for a Medicare number.

In 2023, SMPs nationwide reported expected Medicare recoveries of more than \$111,277,683. The national SMP program also provided OIG with 26 reports of new fraud trends, including those involving COVID-19, remote patient monitoring, urinary catheters, continuous glucose monitors, internal employee complaints, unsolicited annual wellness visits, fraudulent disenrollment and other concerning trends.

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

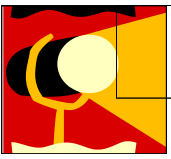
The only way to detect suspected fraud or errors is by reviewing the *Medicare Summary Notice*. If you are a Medicare recipient, caregiver or loved one, it is crucial to review the *MSN* regularly. A good way to quickly know if your loved one has been defrauded is to sign up for an account at [medicare.gov](https://www.medicare.gov),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

866-726-2916 • insurance.arkansas.gov/SMP

This is 100% federally funded by the Administration for Community Living (ACL), U.S. Department of Health and Human Services (HHS) as part of grant #90MPPG0088. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by ACL/HHS, or the U.S. Government.

THE ONLY FREE credit report:
AnnualCreditReport.com

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



SMP IN THE SPOTLIGHT!

Really Special and Valuable People!



Caleb, SMP volunteer coordinator, helps seniors fill out survey after Fraud Bingo at Elaine Christopher Homes on 11/20/24.



Caleb calls Fraud Bingo at W Helena 11/20/24.

Dee calls Fraud Bingo at W Helena Christopher Homes on 11/20/24



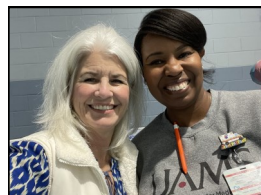
Fraud Bingo Winner holds up the whistle—she is going to BLOW THE WISHTLE ON FRAUD!



I'm Retired... Why Volunteer?

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

And, it's.... **fun!**



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

Thank you, KaSandra Guilbeau with UAMS Texarkana Regional Center on Aging, who arranged an SMP presentation at the SW Community Center in Texarkana during their Christmas Senior Day Out celebration on December 11, 2024. What great fun they had!



Securing today
and tomorrow

New from social security!

Effective January 6, 2025, Social Security will require customers to schedule an appointment for service in their field offices, including requests for Social Security cards.

In an ongoing commitment to serve the public more efficiently, Social Security is expanding appointment-based services at [local Social Security offices](#), aiming to reduce wait times, streamline service delivery, and improve the overall customer experience. Nearly 400 field offices have already moved to appointment-based service this year.

As a reminder, many of our services can be provided via phone with an appointment and do not require a customer to walk into an office for service.

Social Security encourages customers to become accustomed to [online services](#), where many transactions can be completed conveniently and securely, and [automated services](#) available on the National 800# at 1-800-772-1213.

Customers who are not able to handle their business online or with the automated options, may call their [local social security office](#) or the National 800# to schedule an appointment.

Social Security will not turn people away for service who are unable to make an appointment or do not want to make an appointment. For example, members of vulnerable populations, military personnel, people with terminal illnesses, and individuals with other situations requiring immediate or specialized attention may still walk in for service at their field offices. Some offices also have minimal to no wait times, and they will still serve customers who walk in.

SOURCE: Social Security Administration, Office of Communications—OEA.Net.Post@ssa.gov
(11/13/24)

The AR SMP combats health care fraud by providing seniors with education, resources, and tools...

- **Education:** Our annual goal is to provide fraud presentations in every county. This year we are utilizing a full staff by adding S.O.S. projects. We are also gearing up to bring fraud bingo to every senior center in our state.
- **Resources:** We offer email updates of trending fraud/scams. We also send out quarterly newsletters with valuable websites and phone numbers. We provide weekly fraud zoom educational classes and we have a hotline for immediate assistance.
- **Tools:** We provide brochures with easy 1-2-3 protection steps, How to Read Summary notices guidance booklets, Medicare protection toolkits, My healthcare trackers, personal medical records, and small assistance devices that curb scam callers.

FRAUD IN THE NEWS —



Father and son charged with \$28 million scheme

A father and son duo were arraigned on charges relating to their roles in a multimillion-dollar durable medical equipment (DME) and prescription drug health care fraud and kickback scheme. According to documents filed and statements made in court, they operated five Florida companies, each of which generated medically unnecessary prescriptions for certain expensive medications as well as DME, such as orthotic braces. Call centers contacted Medicare beneficiaries by telephone and pressured them to accept the medications and DME. They then transmitted the beneficiaries' personal information, as well as prewritten doctors' orders and prescriptions, to a purported telemedicine company. [Click here](#) to read more.

Doctor Charged in \$32.7M Medicare Fraud Scheme

A federal grand jury in Lafayette, Louisiana, returned an indictment today charging a Louisiana doctor for his role in a scheme to defraud Medicare of over \$32.7 million by submitting claims for medically unnecessary definitive urine drug testing services.

SOURCE: <https://www.justice.gov/opa/pr/doctor-charged-327m-medicare-fraud-scheme>

Pharmacist, brother convicted in \$15M fraud scheme

A Michigan pharmacist and his brother were convicted for their roles in a \$15 million healthcare fraud scheme of billing Medicare, Medicaid and Blue Cross Blue Shield of Michigan for prescription medications they did not dispense at pharmacies they owned or operated in Michigan. Both men were convicted of conspiracy to commit healthcare fraud and wire fraud, and one brother was also convicted of one count of healthcare fraud and faces a maximum of 30 years in prison; the other brother faces up to 20 years in prison.

SOURCE: [Pharmacist, brother convicted in \\$15M fraud scheme](#)
Andrew Cass—November 11, 2024

11/29/24 RESOLVED —

Criminal convictions and civil settlements have been announced against a second wave of doctors who participated in nationwide telemedicine fraud schemes by ordering medically unnecessary orthotic braces and genetic testing, allegedly wasting Medicare dollars to line their own pockets. These actions follow nationwide takedowns of so-called "marketers" and owners of medical supply companies and genetic testing laboratories who worked together to conduct large-scale schemes to defraud Medicare. Federal investigators initiated these investigations based on a detailed review of Medicare data relating to expensive braces and genetic tests, which sometimes exceed \$8,000 per test. Read a [story](#) from Department of Justice [press release](#).

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**

December 11, 2024

OIG publishes a special fraud alert, report, and enforcement action.

Special Fraud Alert: Suspect Payments in Marketing Arrangements Related to Medicare Advantage and Providers

OIG's Special Fraud Alert warns about certain marketing schemes involving the Medicare Advantage program. These schemes involve questionable payments and referrals between Medicare Advantage plans, health care professionals, and third-party marketers such as agents and brokers. These schemes can mislead Medicare enrollees into choosing specific health plans or health care providers that may not meet the enrollees' needs.

Click here to [Read the Alert](#).

Fighting Fraud with AI—

AI helped the feds catch \$1 billion of fraud in one year. And it's just getting started

The federal government's use of artificial intelligence to fight financial crime appears to be paying off.

The U.S. Treasury Department's use of artificial intelligence (AI) in combating financial crime has shown impressive results, recovering \$1 billion in check fraud in fiscal 2024, nearly triple the previous year's amount. AI, specifically machine learning, has helped the department analyze massive data sets to detect and prevent fraud more efficiently, leading to a six-fold increase in fraud recovery. The AI systems, which are used to identify hidden patterns and anomalies, have played a crucial role in safeguarding taxpayer money, particularly after the surge in fraud during the COVID-19 pandemic. The Treasury's focus is on detecting fraudulent transactions in real-time, and while AI flags suspicious activity, human oversight ensures final decisions.

Since 2022, the Treasury has been quietly integrating AI into its fraud detection efforts, similar to practices used by banks and credit card companies. The department handles over 1.4 billion payments annually, making it a prime target for fraud. The Treasury's AI systems are part of broader efforts to tackle financial crime, including tax fraud, while also exploring new data sources and collaborating with state agencies. However, officials remain cautious about the potential risks AI poses to the financial system, acknowledging both the benefits and dangers of its increasing role in detecting and preventing fraud.

SOURCE: [AI helped Uncle Sam catch \\$1 billion of fraud in one year. And it's just getting started | CNN Business](#)
By Matt Egan, CNN

Watch what you say over the phone... the more you say... the more you become prey to the 'AI' predators.

Scammers have learned to use artificial intelligence (AI) to mimic voices with shocking accuracy!



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 (OIG) Office of Inspector General	1-800-HHS-TIPS 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) (DHS’S Choices in Living Resource Center)	1-866-801-3435
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) Little Rock Office	1-800-772-1213 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)—
humanservices.arkansas.gov/divisions-shared-services-aging-adult-behavioral-health-services/choices-in-living-resource-center/

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

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

Arkansas Attorney General—www.arkansasag.gov

Arkansas Attorney General Consumer Protection Division—email: Consumer@ArkansasAG.gov

Area Agencies on Aging—agingarkansas.org

Arkansas Foundation for Medical Care—www.afmc.org

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

BBB (Better Business Bureau)—scams and alerts—
www.bbb.org/scamtracker

CMS (Medicare) Centers for Medicare and Medicaid Services—
www.cms.gov

Do Not Call—www.donotcall.gov

Do Not Mail—www.DMAchoice.org

Elder Tree / Spinsterhaven—Spinsterhaven@gmail.com

Sage—www.sageusa.org

Elder Care Locator—www.eldercare.acl.gov/public/index.aspx

MEDICAID—www.Medicaid.gov

MEDICAID INSPECTOR GENERAL (OMIG)—
ig.arkansas.gov/medicaid-inspector-general/

MEDICARE—www.Medicare.gov

Medicare Interactive Counselor—
www.medicareinteractive.org

Care Compare—www.medicare.gov/care-compare

Medicare Account—www.medicare.gov/account/login
(Access to your personal Medicare claims information)

National Council on Aging—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/

AR SHIP—insurance.arkansas.gov/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—oig.ssa.gov/report

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

UAMS Centers on Aging — UAMSCentersOnAging.org

UAMS Institute on Aging—aging.uams.edu

UofA Cooperative Extension Service—
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.”

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



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 / <https://insurance.arkansas.gov/SMP>