



## Elder Abuse: Combating Injustice

By Mark Majestic, Associate Commissioner,  
Office of Program Integrity

Last Updated: June 15, 2023

The COVID-19 pandemic may have led us to focus more on ourselves – and forget about checking in with others. World Elder Abuse Awareness Day reminds us about the importance of staying in touch with older persons.

Elder abuse is the intentional mistreatment or harming of an older person. An older person is defined by the Social Security Act as someone over age 60. This abuse takes many forms – including physical, emotional, neglect, sexual harm, and financial exploitation. More than 1 in 10 older adults experience some form of abuse each year. That number is likely much higher because elder abuse is often underreported—especially in underserved communities.

Abuse victims typically show emotional and behavioral red flags, such as depression, unusual fear or anxiety, or intentional isolation. Many victims are abused by someone they know or trust.

It's important to look for unusual changes in behavior around:

- Family members.
- Staff at inpatient facilities.
- Hired or volunteer caregivers.
- People in positions of trust like doctors or financial advisors.

You can also help make a difference by checking in with older loved ones.

Looking for warning signs of mistreatment is the first step to preventing abuse. Signs of physical abuse include bruises, burns, or other unexplained injuries.

There may also be signs of neglect like:

- Poor nutrition or hygiene.
- Lack of necessary medical aids like glasses or medications that a caretaker should be providing.

There may also be indications of financial abuse. These may include:

- Unpaid rent.
- Sudden changes to a will.
- Unusual changes in money management.
- Large, unexplained financial transactions.

- Mortgages despite sufficient financial resources.
- Allowing someone new to access bank accounts.

If you suspect that someone is a victim of elder abuse, don't ignore it! If you or someone you care about is in a life-threatening situation, call 911.

If you suspect that something isn't right – but nobody seems to be in immediate danger – contact:

- \* Adult Protective Services  
800-482-8049.
- \* National Center on Elder Abuse — 1-855-500-3537.
- \* Eldercare Locator
- \* 800-677-1116.

*SOURCE:*

<https://blog.SSA.gov/author/mark-majestic>  
**Author:** Mark Majestic, Associate Commissioner,  
Office of Program Integrity | SSA

World Elder Abuse Awareness Day:  
Combating Injustice | SSA

### INSIDE THIS ISSUE:

Inside Medicare	Pgs 2-4
Covid Updates	Pg 5
Medicaid Unwinding	Pg 6
Elder LGBTQ	Pg 7
Volunteer Spotlight	Pg 8
Fraud in the News	Pg 9
Scams	Pg 10
Phone Nmbrrs/Websites	Pg 11
SMP Mission/Partners	Pg 12

# INSIDE MEDICARE —

**Medicare's Open Enrollment** is the time of year when you can make changes to your Medicare coverage. This period runs from **October 15 through December 7**, and any changes you make will take effect on January 1.

During Medicare's Open Enrollment Period (OEP), you will likely experience more marketing from private Medicare plans, like Medicare Advantage Plans and Part D plans. Companies try to reach consumers in various ways, like television commercials, radio ads, events, mailings, phone calls, and texts. The government has rules, though, to protect you from aggressive or misleading marketing. Knowing the rules can help you make the best choices for yourself during OEP.

## Watch out for people who:

- Ask for your Medicare number, Social Security number, or bank information, especially before you decide to enroll. Someone can use this information to enroll you in a plan without your permission.

- Say they represent Medicare. Plans are never allowed to state they represent or are endorsed by Medicare or any other government agency. They cannot use the Medicare name or logo on their marketing materials in a way that implies this.
- Send you unsolicited text messages or phone calls .
- Pressure you to enroll in their plan. You can use the entire Open Enrollment Period to make your decisions. You will not receive extra benefits for signing up early.
- Offer you gifts to enroll in their plan. Gifts must be given to everyone at an event regardless of their enrollment choice, and cannot be worth more than \$15.

Learn more about Medicare Open Enrollment from the [SHIP National Technical Assistance Center: https://www.shiphelp.org/.../medicares-open-enrollment...](https://www.shiphelp.org/.../medicares-open-enrollment...)

## DID YOU KNOW?

Medicare Advantage Plan Enrollees in 2008 were at 22% and up to 50% in 2022!

**Half of Medicare Beneficiaries are in MA Plans**

## TERMINOLOGY —

**Ageism** is the stereotyping and discrimination against individuals or groups on the basis of their age. Ageism against older people is based on an underlying belief that being younger is superior. It is also rooted in a failure to acknowledge that we are all aging, from the moment we are born, and that aging is a natural process to be embraced rather than avoided. Ageism can take many forms, including prejudicial attitudes, discriminatory practices, or institutional policies and practices that perpetuate stereotypical beliefs about people who are older. Ageism can affect people receiving care and services, the staff who provide care and services, and family members.

**Implicit bias** refers to the attitudes and stereotypes we associate with other people that exist without our conscious knowledge. Implicit biases may be positive or negative but the key thing is that they are activated involuntarily and without our awareness or intentional control. Implicit biases may result in individuals having feelings and attitudes about other people based on their age, race, ethnicity, physical or cognitive ability, or appearance. A common implicit bias about older people is that they are “doddering but dear,” meaning that they are typically incompetent but sweet natured.

<https://ageismtoolkit.vcu.edu/glossary/#d.en.496670>

Beginning January 1, 2024, nearly 300,000 low-income people with Medicare currently enrolled in the Extra Help program will be newly eligible for expanded benefits including no deductible, no premiums and fixed, lowered copayments for certain medications. An additional 3 million people could benefit from the Extra Help program now but aren't currently enrolled. drug plan. If you qualify for Extra Help and don't select a plan, Medicare will select a plan for you.

## Cut your Medicare prescription drug costs with “Extra Help”

**Great news!** Thanks to the new prescription drug law, the Inflation Reduction Act, in 2024 people with Medicare may qualify for even more savings through the Extra Help program. This program helps some people pay their Medicare drug coverage (Part D) costs, like premiums, deductibles, coinsurance, and other costs. In 2024, the program will expand and you may qualify.

### How does Extra Help lower my costs?

In 2024, everyone who qualifies for Extra Help will pay:

- \$0 for your Medicare drug plan premium.

- \$0 for your plan deductible.

- A reduced amount for both generic and brand-name drugs.

If you get any level of Extra Help now, and meet the qualifications for next year, you'll get these cost savings automatically—you don't need to reapply.

### How do I find out if I qualify for Extra Help?

In most cases, you must live in one of the 50 states or the District of Columbia, and have income and resources below a certain limit. The income limit is based on your income from the previous year.

Your annual income must be below \$21,870 for an individual, or \$29,580 for a married couple in 2023.

Your resources must be below \$16,600 for an individual, or \$33,240 for a married couple in 2023.

Resources include:

- money in a checking, savings, or retirement account, stocks, and bonds.

- Resources **don't** include your home, one car, burial plots, up to \$1,500 for burial expenses if you've put that money aside, furniture, and other household and personal items

These limits can change each year. Even if you don't qualify for Extra Help now, you can reapply for Extra Help any time, if your income and resources change.

### How do I apply for Extra Help?

Some people qualify automatically, but if you don't, it's easy to apply for Extra Help:

- Visit Social Security online at [ssa.gov/extrahelp](https://ssa.gov/extrahelp).

- Call Social Security at 1-800-772-1213. TTY users can call 1-800-325-0778.

After you apply, Social Security will review your application and **send you a letter** to let you know if you qualify for Extra Help. Once you qualify, you can choose a Medicare drug plan. If you qualify for Extra Help and don't select a plan, Medicare will select a plan for you.

### **Where can I get more information?**

Social Security at [ssa.gov/extrahelp](https://ssa.gov/extrahelp) or call 1-800-772-1213 (TTY: 1-800-325-0778)

[Medicare.gov/extrahelp](https://medicare.gov/extrahelp) or call 1-800-633-4227 (TTY: 1-877-486-2048).

## 2024 Medicare Parts A & B Premiums and Deductibles

On October 12, 2023, CMS released the 2024 premiums, deductibles, and coinsurance amounts for the Medicare Part A and Part B programs, and the 2024 Medicare Part D income-related monthly adjustment amounts.

### Medicare Part B

The annual deductible for all Medicare Part B beneficiaries will be \$240 in 2024, an increase of \$14 from the annual deductible of \$226 in 2023.

### Medicare Part A Inpatient Hospital

The Medicare Part A inpatient deductible that beneficiaries pay if admitted to the hospital will be \$1,632 in 2024, an increase of \$32 from \$1,600 in 2023. 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 2024, beneficiaries must pay a coinsurance amount of:

- \$408 per day for the 61<sup>st</sup> through 90<sup>th</sup> day of a hospitalization (\$400 in 2023) in a benefit period
- \$816 per day for lifetime reserve days (\$800 in 2023).

### Skilled Nursing Facility

For beneficiaries in skilled nursing facilities, the daily coinsurance for days 21 through 100 of extended care services in a benefit period will be \$204.00 in 2024 (\$200.00 in 2023).

SOURCE: [2023-10-19-MLNC | CMS](#)



Preventing Medicare Fraud

**866-726-2916**



[www.Facebook.com/Arkansas Senior Medicare Patrol](https://www.Facebook.com/ArkansasSeniorMedicarePatrol)

**THE AR 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 and avoid becoming a victim!

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.

We want to protect you and your loved one from falling victim.

**Call to schedule a  
free presentation  
or for more information  
about the  
AR Senior Medicare Patrol  
call  
866-726-2916**

**ARKANSAS  
ASSOCIATION OF  
AREA AGENCIES  
ON AGING**



*Helping the aging population of Arkansas lead better, more independent lives.*

CONNECTING FAMILIES WITH  
ELDER CARE

Area Agencies on Aging (AAAs) provide information and resources to older people who are looking for the services they need. There is an AAA in your county!

For an Agency near you, contact the Arkansas Association of AAAs at 866-245-5498 or visit <https://agingarkansas.org/>

# Updated COVID-19 Vaccine Now Recommended for Children and Adults

The updated COVID-19 vaccine is available for children and adults. Updated COVID-19 vaccines are on the way to providers and availability will continue to increase in the coming weeks. [Search](#) to find a location near you. If you do not find a convenient location, check back later, or contact your health care provider or local health department. If you have insurance, check with your selected site or your insurer to confirm that the site is in network. Learn more about [COVID-19 vaccine recommendations](#).

CDC's [Bridge Access Program](#) offers COVID-19 vaccines at no cost for adults 18 years and older without health insurance and adults whose health insurance does not provide zero-cost coverage for COVID-19 vaccines.

COVID-19 Vaccines through this program are available at select local healthcare providers, local health centers, and pharmacies. If you are uninsured, you can [find free COVID-19 testing](#) and [free COVID-19 treatment](#) that can reduce your risk of hospitalization and death.

## [Respiratory syncytial virus \(RSV\)](#)

Learn more about [RSV and RSV prevention](#).

## [Search for Flu Vaccine Locations](#)

The first and most important step to [protect yourself against flu viruses](#) is to get a flu vaccine. You can get a flu vaccine at the same time as a COVID-19 vaccine. [Find your flu vaccine](#).

SOURCE:

[Vaccines.gov - Find COVID-19 vaccine locations near you](#)



Medicare.gov

**Important: The [updated 2023-2024 COVID-19 vaccines](#) are now available** (as of September 25) to better protect you against the most common variants of the virus circulating now. Medicare covers the COVID-19 vaccine at no cost to you.

The CDC recommends that **everyone ages 6 months and older get the updated 2023-2024 COVID-19 vaccine** to protect against serious illness. Protection from previous vaccination or

infection weakens over time, so it's important to get the updated COVID-19 vaccine now to stay protected.

Click here to: [Find COVID-19 Vaccines](#)

Also, every U.S. household can order **4 more COVID-19 at-home tests** — shipped directly to your home at no cost.

Visit [COVIDTests.gov](#) to place your order. <https://www.covid.gov/tests>

Before You Throw Out "Expired" Tests! **NOTE: SOME** have an **Extended Expiration Date:**

[At-Home OTC COVID-19 Diagnostic Tests | FDA](#)

# MEDICAID BENEFICIARIES

If you need assistance or have questions about your Medicaid coverage, below are some resources:

- 855-372-1084
- Renew Arkansas —844-872-2660
- [access.arkansas.gov](https://www.access.arkansas.gov)
- [Access Anywhere - Arkansas Department of Human Services](#)

Do Not  
PAY TO SIGN UP  
FOR MEDICARE OR  
MEDICAID.

Signing up does not cost anything.



## The AR SMP recommends that you should:

- Not answer calls from numbers you do not recognize;
- Guard your Medicare and Medicaid cards and numbers like credit card numbers;
- Not confirm your Medicare or Medicaid numbers to anyone who calls you or emails you;
- Make sure your contact information is up to date with Medicaid. This includes your correct mailing address, phone number, and email address.
- Reach out to your AR SMP 866-726-2916 if you were contacted by someone who was possibly trying to steal your personal information or benefits.

## THE NEW CMS.GOV HAS LAUCHED!

CMS.gov has a new look. Check it out here:

<https://cms.gov>



IT'S THAT TIME OF YEAR AGAIN WHEN WE FEEL A TUG AT OUR HEARTS TO GIVE! EVER WONDER IF THAT CHARITY YOU'RE THINKING ABOUT DONATING TO IS LEGITIMATE? *BEFORE* YOU GIVE, CHECK IT OUT HERE:

[www.charitynavigator.org](http://www.charitynavigator.org)  
[Popular Charities | Charity Navigator](#)



# Elder LGBTQ Information

## Over 120 Bills Restricting LGBTQ Rights Introduced Nationwide in 2023 So Far

SOURCE: <https://www.aclu.org/press-releases/over-120-bills-restricting-lgbtq-rights-introduced-nationwide-2023-so-far>

Washington—124 total bills restricting LGBTQ people, targeting their freedom of expression, the safety of transgender students, and access to health care for gender dysphoria, have been introduced in the legislature in 2023. This is down from the 278 bills targeting LGBTQ people in 2022, largely focused on transgender youth.

The American Civil Liberties Union (ACLU) has made efforts to track these bills to help advocates take action by categorizing them by their issue focus and updating them to current status.

There are 7 primary areas of notable interest: Health Care Access; Schools and Education; Free Speech and Expression; Access to accurate IDs; Weakening Civil Rights Laws; Public Accommodations; Other Anti-LGBTQ Bills (bills that don't fit in any other categories).

The ACLU has [protected families from a statewide effort](#) in Texas to remove transgender youth from their parent's custody and [successfully defended bans on books](#) by or about LGBTQ people.

For more on the ACLU's work on LGBTQ rights, [click here](#).

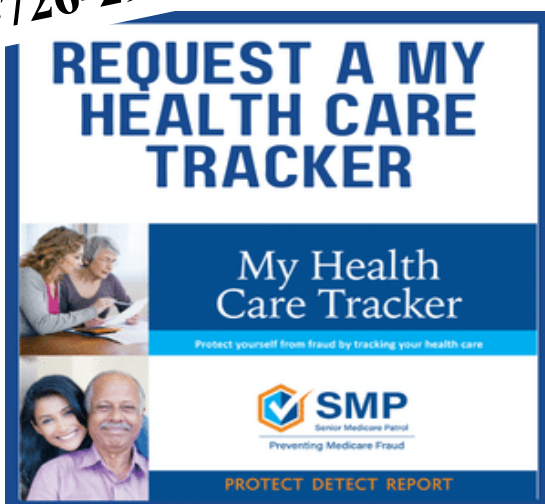
For more on anti-LGBTQ bills introduced in the 2023 state legislative session, [click here](#).

### Medicare Part B covers a wide range of preventive services, including but not limited to:

- ◆ Abdominal aortic aneurysm screenings
- ◆ Alcohol misuse screenings & counseling
- ◆ Blood-based biomarker tests
- ◆ Cardiovascular disease screenings
- ◆ Cardiovascular disease (behavioral therapy)
- ◆ Cervical & vaginal cancer screenings
- ◆ Colorectal cancer screenings
- ◆ Multi-target stool DNA tests
- ◆ Screening barium enemas
- ◆ Screening colonoscopies
- ◆ Screening fecal occult blood tests
- ◆ Screening flexible sigmoidoscopies
- ◆ Depression screenings
- ◆ Diabetes screenings
- ◆ Diabetes self-management training
- ◆ Flu shots
- ◆ Glaucoma tests
- ◆ Hepatitis B shots
- ◆ Hepatitis B Virus (HBV) infection screenings
- ◆ Hepatitis C screening tests
- ◆ HIV screenings
- ◆ Lung cancer screenings
- ◆ Mammograms (screening)
- ◆ Medicare Diabetes Prevention Program
- ◆ Nutrition therapy services
- ◆ Obesity screenings & counseling
- ◆ One-time "Welcome to Medicare" preventive visit
- ◆ Pneumococcal shots
- ◆ Prostate cancer screenings
- ◆ Sexually transmitted infections screenings & counseling

**WHEN YOU CREATE A [MEDICARE.GOV](https://www.medicare.gov) ACCOUNT, enter your email address and you will receive an email when you are entitled to one of these free preventive services—Medicare pays 100%, no co-pay, no deductible.**

**It's free!**  
**866-726-2916**



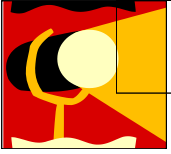
### DID YOU KNOW?

#### 10 Things Medicare Doesn't Cover

by Dena Bunis, [AARP](#), Updated April 11, 2023

1. Opticians and eye exams
2. Hearing aids
3. Dental work
4. Overseas care
5. Podiatry
6. Cosmetic surgery
7. Chiropractic care
8. Massage therapy
9. Nursing home care
10. Concierge care

For additional information on each topic,



# SMP VOLUNTEERS IN THE SPOTLIGHT!

## Really Special and Valuable People!

LR HOPE—June 29, 2023  
SMP Vendor Booth



Thank you!  
SMP VOLUNTEERS at  
the Alzheimer's AR LR  
HOPE CARE  
WORKSHOP  
City Center, Little Rock,  
June 29, 2023  
Future Builders Central  
AR RSVP  
SMP Volunteers



SMP Volunteers Melvin Jones and Gus Swain  
with director of THE MANOR, Benton.



Charlotte Clausen with South  
Central Center on Aging handed  
out bags with Medicare Minutes  
and SMP Fraud Alerts to  
attendees at Senior Day at the  
Fair in Jefferson County on



Thank you G.U.M. Girls (God Use Me)  
women's church group at Cornerstone Bible  
Fellowship in Sherwood on  
August 12, 2023. Pictured: Debra Williams,  
Kathleen Pursell and Uvita Scott



New SMP Volunteer Eric Hairston at the  
SAGE Health and Senior Resource Fair  
at Benton Senior Center on August 2,  
2023. Eric shadowed SMP program  
director on how to host an exhibit booth.  
Great job, Eric, and glad to have you  
aboard!



AmeriCorps Seniors RSVP of  
Central AR/Future Builders  
VOLUNTEER RECRUITMENT  
EVENT June 22, 2023 at  
Sherman Park, North Little Rock.  
Thank you SHIIP volunteers for  
hosting the SMP vendor booth!  
Great job!

Fraud and Scam Free in 2023  
Lunch & Learn-Magnolia Room  
at Garvan Woodland Gardens,  
Hot Springs, August 31, 2023.  
GREAT GROUP! Thanks Future  
Builders Central AR RSVP for  
organizing this event. Photo to  
R features SMP Volunteer Judy  
Ramer at the welcoming table!



Judy Ramer, SMP Volunteer  
hosting a booth at the  
Jacksonville Community  
Health Fair. THANKS  
JUDY!



THANKS JUNE BROWN,  
SMP volunteer, for hosting the SMP  
vendor booth at the Woodland Heights  
Fall Carnival 10.20.23.



# FRAUD IN THE NEWS —



## Federal and state agencies crack down on illegal telemarketers

The Department of Justice (DOJ), Federal Trade Commission (FTC), and Federal Communications Commission (FCC) announced a crackdown on telemarketing operations responsible for billions of illegal calls to U.S. consumers, capping approximately a year of enforcement actions. The U.S. Postal Inspection Service, Social Security Administration Office of the Inspector General, and other law enforcement partners, including attorneys general from all 50 states and the District of Columbia, joined the announcement. The Justice Department has pursued about 90 cases against illegal telemarketing operations and those who facilitate those illegal calls in an initiative called “Operation Stop Scam Calls.” Defendants, as alleged in the government’s complaints, continued to transmit illegal calls even after being warned that those calls were scam pitches. [Click here](#) to read a story from CBS News and click here for a DOJ [press release](#).

## Feds Announce COVID-19 Fraud Enforcement Action

The Justice Department announced the results of a coordinated, nationwide enforcement action to combat COVID-19 fraud. There were 718 enforcement actions – including federal criminal charges against 371 defendants – for offenses related to over \$836 million in alleged COVID-19 fraud. More than 50 U.S. attorneys’ offices and more than a dozen law enforcement and OIG partners worked together to conduct the sweep. Court-ordered restitution amounted to over \$57 million. Attorney General Merrick B. Garland said that the department “has now seized over \$1.4 billion in COVID-19 relief funds that criminals had stolen and charged over 3,000 defendants with crimes in federal districts across the country.” Read a Department of Justice [press release](#).  
10/5/23

Now that the federal government is allowing every U.S. household to order [four free](#) COVID-19 rapid tests, fraud schemes may follow. In fact, fraudsters have already been sending COVID test kits in the mail to Medicare beneficiaries across the country who did not request them. The Senior Medicare Patrol (SMP) deemed it the most -reported Medicare coronavirus fraud. Read a [story](#) from Bloomberg Law.

SMP Resource Center products often contain links to copyrighted material. The SMP Resource Center is providing these links as a convenience and for informational purposes in our efforts to report and educate on Medicare fraud; they do not constitute a guarantee, endorsement, or approval by SMP of any of the information available on the external site. SMP bears no responsibility for the accuracy, legality, or content of the external site or for that of subsequent links. If you have any questions or concerns about the links provided, please contact the SMP Center at [nliebaw@smpresource.org](mailto:nliebaw@smpresource.org).

## Office of Public Affairs | Nurse Practitioner Convicted of \$200M Health Care Fraud Scheme | United States Department of Justice

9/21/23

Miami—Nurse practitioner convicted of submitting more than #200m in false and fraudulent claims for expensive genetic testing and medical equipment (orthotic braces) that were medically unnecessary. Telemarketing companies would contact Medicare recipients convincing them to request braces and tests. In 2020 the NP ordered more cancer genetic tests for Medicare beneficiaries than any other provider in the nation, including oncologists and geneticists.

SOURCE: <https://www.justice.gov/opa/pr/nurse-practitioner-convicted-200m-health-care-fraud-scheme>  
More information can be found at [www.justice.gov/criminal-fraud/health-care-fraud-unit](http://www.justice.gov/criminal-fraud/health-care-fraud-unit).

**IF YOU HAVE RECEIVED COVID TEST KITS IN THE MAIL, THAT YOU DID NOT ORDER, REPORT IT TO THE AR SMP — 866-726-2916.**



**76**

**COVID TESTS RECEIVED BY ONE BENEFICIARY!**

## 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

## THE NEW MEDICARE CARD SCAM!




In 2018, Medicare updated the Medicare card from containing a person's Social Security number to a random identifier that includes numbers and letters. That was the last time the card was updated and there is no new Medicare card. The only way to receive a new Medicare card is to request one from Medicare. You may also print your own Medicare card if you have a [Medicare.gov](https://www.Medicare.gov) account.

### Report potential Medicare card scams if:

Someone calls you claiming:

- You are getting a new, plastic Medicare card.
- Medicare is switching to a card with chip in it.
- Your Medicare card has EXPIRED! Or New for 2024!
- You need a red, white and black card.
- They need your Medicare number to see if you have received your new one yet.
- They need you to verify your Medicare number so they can confirm you have the correct Medicare card.

You are NOT getting a new Medicare card

✗		NOT WITH A MICROCHIP
✗		NOT A PLASTIC ONE
✗		NOT BECAUSE OF COVID-19

## Protecting Yourself from Marketing Violations

<div style="display: flex; align-items: center; justify-content: center;"> <div>Plans can</div> </div>	<div style="display: flex; align-items: center; justify-content: center;"> <div>Plans cannot</div> </div>
<ul style="list-style-type: none"> <li>✓ Send you mail</li> <li>✓ Have educational exhibits at public events</li> <li>✓ Call or email you about other health plans and products, as long as you are already a plan member and haven't asked them not to call or email</li> <li>✓ Schedule an appointment to discuss plan options with you, but                             <ul style="list-style-type: none"> <li>• Before the appointment, you must formally decide which topics will be discussed</li> <li>• The appointment must occur 48 hours or more after it is scheduled (unless you walk into their office or it's the very end of OEP)</li> <li>• The plan agent must stick to the topics you have agreed on in advance</li> <li>• The plan agent may not use your appointment or the time before or after to market or sell plans to other people in your building or neighborhood</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>✗ Call, send text messages, or leave voicemail messages, unless you are already a plan member or you gave the plan permission</li> <li>✗ Email you or call you (even if you are a plan member) if you opt out of this communication</li> <li>✗ Ask for your personal information or try to sell you a plan at an educational exhibit</li> <li>✗ Approach you in public areas, such as a parking lot, hallways, or sidewalks</li> <li>✗ Give you prizes or gifts worth over \$15                             <ul style="list-style-type: none"> <li>• Cannot be in the form of cash</li> <li>• Cannot require enrollment or an appointment to get the gift</li> </ul> </li> <li>✗ Conduct promotional activities worth over \$15 per expected event attendee (for example, a raffle prize at an event for 10 people must be valued at or below \$150)</li> <li>✗ Provide full meals at sales / marketing events</li> </ul>

REPORT  
MARKETING  
VIOLATIONS TO

AR SMP  
866-726-2916 or

AR SHIP  
800-224-6330

Open  
Enrollment  
Period.

October 15 —  
December 7

You can join,  
switch, or drop a  
plan.  
Your coverage  
will begin on  
January 1  
as long as the  
plan gets your  
request by  
December 7.

## IMPORTANT PHONE NUMBERS:

<b>AANHR</b> —AR Advocates for Nursing Home Residents	<b>501-548-8423</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</b> (Pulaski Co)	<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>KEPRO -AR QIO</b> (Quality Improvmt Org.)	<b>1-888-315-0636</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</b> (OMIG)	<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>Mid-Delta Community Consortium</b>	<b>1-870-407-9000</b>
<b>Oaklawn Foundation/Center on Aging</b>	<b>501-623-0020</b>
<b>OIG</b> -Nat’l Medicare Fraud Hotline	<b>1-800-HHS-TIPS</b>
(OIG) Office of Inspector General	<b>1-800-447-8477</b>
<b>OLTC</b> —Office of Long Term Care	<b>1-800-LTC-4887</b>
<b>OLTC</b> —Abuse Complaint Section	<b>501-682-8430</b>
<b>Ombudsman</b> —State Ofc of Long Term Care	<b>501-682-8952</b>
<b>Resource Center (ADRC)</b>	<b>1-866-801-3435</b>
(DHS’S Choices in Living Resource Center)	
<b>RSVP of Central Arkansas</b>	<b>501-897-0793</b>
<b>SHIP</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)	<b>1-800-772-1213</b>
Little Rock Office	<b>1-866-593-0933</b>
<b>SSA Fraud Hotline</b>	<b>1-800-269-0271</b>
<b>South Central Center on Aging</b>	<b>1-866-895-2795</b>
<b>South East AR Center on Aging</b>	<b>1-870-673-8584</b>
<b>Texarkana Regional Center on Aging</b>	<b>1-870-773-2030</b>
<b>Tri-County Rural Health Network</b>	<b>1-870-338-8900</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:



**ADRC**—AR Aging & Disability Resource Center (DHS)—  
[www.choicesinliving.ar.gov/](http://www.choicesinliving.ar.gov/)

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

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

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

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

**Arkansas Attorney General Consumer Protection Division**—e-mail: [consumer@ag.state.ar.us](mailto:consumer@ag.state.ar.us)

**Area Agencies on Aging**—<https://agingarkansas.org/>

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

**Arkansas SMP**—[www.ar.gov/smp](http://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](http://www.cms.hhs.gov)

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

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

**Elder Tree / Spinsterhaven**—[Spinsterhaven@gmail.com](mailto:Spinsterhaven@gmail.com)

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

**H.E.A.T**—[www.stopmedicarefraud.gov/](http://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](http://www.Medicaid.gov)

**MEDICAID INSPECTOR GENERAL (OMIG)**—  
<http://omig.arkansas.gov/fraud-form>

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

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

**Hospital Compare**—[www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)

**MyMedicare.gov**—[www.mymedicare.gov](http://www.mymedicare.gov)  
(Access to your personal Medicare claims information)

**MyMedicareMatters.org** (National Council on Aging)

**Office of Long Term Care**—[http://](http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx)  
[humanservices.arkansas.gov/dms/Pages/oltcHome.aspx](http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx)

**Office of Inspector General (OIG)**—email:  
[HHSTips@oig.hhs.gov](mailto:HHSTips@oig.hhs.gov)

**Pharmaceutical Assistance Program**—  
[medicare.gov/pap/index.asp](http://medicare.gov/pap/index.asp)

**Physician Compare**—[www.medicare.gov/find-a-doctor](http://www.medicare.gov/find-a-doctor)

**AR SHIP**—<https://insurance.arkansas.gov/pages/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 OIG**—Report SS Fraud—<https://oig.ssa.gov/report>

**TAP**—[www.arsinfo.org](http://www.arsinfo.org) (Telecommunications Access Program)

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

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

## AR SMP PARTNERS

**AmeriCorps Seniors RSVP/EI Dorado**  
El Dorado, AR  
870-864-7080

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

**Oaklawn Center on Aging Inc.**  
Hot Springs, AR  
501-623-0020

**Spinsterhaven**  
Fayetteville, AR  
[Spinsterhaven@gmail.com](mailto:Spinsterhaven@gmail.com)

**Tri County Rural Health Network**  
Helena, AR  
870-338-8900

**Texarkana Regional Center on Aging**  
Texarkana, AR  
870-773-2030

**South Central Center on Aging**  
Pine Bluff, AR  
870-879-1440

**AmeriCorps Seniors RSVP/  
South East AR Educ Services Coop  
Foster Grandparent Program**  
Monticello, AR  
870-367-4819

**Arkansas Association of Area Agencies on Aging**  
866-245-5498

**UAMS  
Centers on Aging**



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**