

Medicare loses an estimated \$60 billion each year due to fraud, errors, and abuse. Every day, these issues affect countless beneficiaries nationwide.

## HOW DOES HEALTH CARE FRAUD HAPPEN?

Billing for services that were never rendered. By using patient information, sometimes obtained through identity theft, to file claims for procedures that didn't take place or products never received.

## HOW DO SCAMS HAPPEN?

Through kindness or bullying, scammers try to get you to send them money or disclose your personal information.

## PROTECTING YOU & MEDICARE

The good news is that by following some simple tips, you can protect yourself against these types of scams. Remembering to **protect**, **detect**, and **report** helps everyone, including you and your loved ones.

Administered by the Arkansas Insurance Department, the Arkansas Senior Medicare Patrol (AR SMP) recruits volunteers to educate Arkansans about the prevalence of health care fraud and how they can protect themselves.

To learn more or to volunteer, visit [www.smpresource.org](http://www.smpresource.org).



The national SMP program is for people of all ages with Medicare. SMP is funded by the U. S. Department of Health and Human Services (DHHS) Administration for Community Living (ACL).



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Preventing Medicare Fraud



# ARKANSAS SMP

1-866-726-2916  
[aid.insurance.smp@arkansas.gov](mailto:aid.insurance.smp@arkansas.gov)



[insurance.arkansas.gov/SMP](http://insurance.arkansas.gov/SMP)

# PROTECT



Protect yourself against Medicare fraud.

Protecting your personal information is your best defense against health care fraud and abuse.

## Steps to protect yourself and your health care benefits:

- Your Medicare number is your personal information. It can be more important to thieves than a credit card or bank account number.
- Remember, Medicare won't call to ask for your Medicare number.
- Don't carry your Medicare card unless you'll need it for a doctor's appointment.
- Keep a record of your medical visits, tests, and procedures in a health care journal or calendar.
- Save your Medicare Summary Notices (MSN) and Explanations of Benefits (EOB).

# DETECT



Detect potential fraud, errors, and abuse.

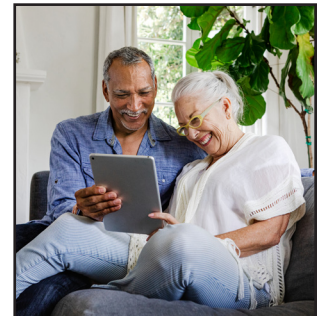
Knowing how to spot suspicious activity can help you stop health care fraud and abuse in its tracks.

## Steps to detect possible fraud, errors, and abuse:

Review your Medicare statements for mistakes by comparing them to your personal records.

## Look for three things on your Medicare statements:

1. Charges for something you didn't get.
2. Billing for the same services or supplies twice.
3. Services that weren't ordered by your doctor.



# REPORT



Report suspected fraud, errors, and abuse.

If you suspect you have been a target of fraud, report it. This will help you and others at risk for health care scams.

## Steps to report suspicious behavior:

- If you receive a suspicious call, don't give out any personal information. Report the call immediately to your local SMP.
- If you have questions about your Medicare statements, call your health care provider or plan.
- If you're not comfortable calling your health care provider or you're not satisfied with the response, call your local SMP. All conversations are confidential.