



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

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NEWSLETTER



Editor, Kathleen Pursell—AR SMP Director

Arkansas's Medicaid Fraud Control Unit ranked fourth in country for abuse and neglect convictions

Arkansas Attorney General Tim Griffin released the following statement highlighting the work done by his office's Medicaid Fraud Control Unit (MFCU) that resulted in a No. 4 ranking for abuse and neglect convictions, according to the U.S. Department of Health and Human Services (HHS) Office of Inspector General's Medicaid Fraud Control Units Fiscal Year 2023 Annual Report:

“This recently published report shows that Arkansas ranked fourth in the country in total convictions for abuse and neglect, which are crimes perpetrated most often against elderly and disabled victims. My office investigated and prosecuted 13 cases that led to convictions in Federal Fiscal Year 2023, outranking much larger states like California and New York, both of which have more than 10 times the number of staff as Arkansas.

“I am supremely proud of my office's MFCU team and their commitment to protecting our vulnerable population in Arkansas. All 13 cases that resulted in convictions were prosecuted by either Senior Assistant Attorney General Sharon Strong or Assistant Attorney General Gabby Davis-Jones. This ranking shows that my office is maximizing its resources on behalf of Arkansas taxpayers.”

The report covers Federal Fiscal Year 2023, which ran from October 2022 through September 2023. The unit is tasked to fight Medicaid fraud by investigating and prosecuting violations of state and federal laws involving Medicaid providers and the abuse or neglect of long-term care facility residents.

If an Arkansan suspects Medicaid fraud or the abuse and neglect of a long-term care facility resident, they can file a complaint by visiting <https://arkansasag.gov/resources/contact-us/medicaid-fraud-reporting/> or by calling (800) 482-8982.

All complaints are confidential.

SOURCE: [Arkansas's Medicaid Fraud Control Unit Ranked Fourth in Country in 2023 for Abuse and Neglect Convictions – Arkansas Attorney General \(arkansasag.gov\)](#)

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S. O. S. Safety Outreach for Seniors



In partnership with
Future Builders Inc.
AmeriCorps Seniors

MAY 16, 2024
9:00 am - 2:00 pm

**SHERMAN PARK
RECREATION CENTER**
624 N. Beech St. / NLR

VENDORS!

LUNCH!

**DOOR
PRIZES!**



SPEAKERS:

AR SMP - Medicare Fraud/Scams
AARP Fraud Watch Network
Local FBI Special Agent
SSA - SS Scams
UAMS AGECE



REGISTER:
AR SMP - 866-726-2916
kathleen.pursell@Arkansas.gov

REGISTER TODAY!

**REPORTING
IS THE
FIRST STEP!**

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
and scams to the
Arkansas SMP
—866-726-2916—**

DO YOU REVIEW MEDICARE STATEMENTS?

Reading Medicare statements is the first line of defense!

You should always review Medicare Summary Notices (MSNs) carefully. MSNs summarize Medicare claims, just like credit card or bank statements summarize charges. Reviewing MSNs is the only way to detect errors or possible fraud. In the past, scammers would send products even when people

would refuse them, and the charges would show up on Medicare statements. Now, scammers often do not send the products but still bill Medicare.

Scammers count on the fact that a lot of people do not review their Medicare statements so scammers can continue to cheat Medicare and fill their own pockets.

Be sure to review all statements and REPORTR discrepancies to AR SMP 866-726-2916.

DID A SCAMMER STEAL YOUR PERSONAL INFORMATION?

Here's what you should do....

If your Medicare number or your Social Security number were stolen by a scammer, there are steps you should take:

Report medical identity theft if your Medicare number was stolen or compromised. REVIEW EACH MEDICARE SUMMARY NOTICE (MSN) and report discrepancies to the AR SMP at 1-866-726-2916; or call 1-800-Medicare to report a stolen or misused Medicare number.

Report that your Social Security number or identity was stolen by following these steps:

1. Call your banks.
2. Call your credit card companies.
3. Call the three credit bureaus and put a FREEZE on your accounts. Here is contact information for the three major credit reporting bureaus:
TransUnion LLC: (800) 916-8800—TransUnion.com; P.O. Box 2000, Chester, PA 19016.
Experian: (800) 200-6020—Experian.com; P.O. Box 2002, Allen, TX 75013.
Equifax: (800) 685-1111—Equifax.com; P.O. Box 740241, Atlanta, GA 30374.
4. Check your credit for free here online:
<https://www.AnnualCreditReport.com>—You may be able to view free credit reports more frequently online.

You can request and review your free report through one of the following ways:

- **Online:** Visit AnnualCreditReport.com
- **Phone:** Call (877) 322-8228
- **Mail:** Download and complete the [Annual Credit Report Request form](#).

Mail the completed form to:

Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA 30348-5281

You can request all three reports at once or you can order one report at a time. By requesting the reports separately (for example, one every four months) you can monitor your credit report throughout the year. Once you've received your annual free credit report, you can still request additional reports. By law, a credit reporting company can charge no more than \$14.50 for a credit report.

TIP:

Beware of 'credit repair companies' who contact you stating they can erase your bad credit that was a result of stolen identity, for a small fee. Most of the time these suspicious companies promise to protect you or fix the problem, but usually just take your money and do nothing to fix the problem. Please know there is no easy fix. It takes time and diligence on your part.

Medicaid Planning –

The majority of persons considering Medicaid are “over-income” and/or “over-asset”, but they still cannot afford their cost of care. For these persons, Medicaid planning exists.

By working with a Medicaid Planning Professional, families can employ a variety of strategies to not only become Medicaid eligible, but also to protect their home from Medicaid's Estate Recovery Program.

Click here to:

[Connect with a Medicaid Planner.](#)

<https://www.medicaidplanningassistance.org/find-a-medicaid-planner/#step=0>

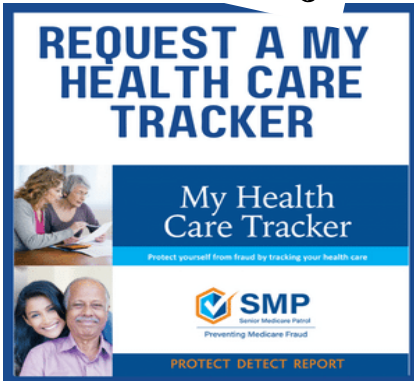


“Arkansas Senior Medicare Patrol offers an extremely valuable resource to help seniors recognize and avoid the fraudulent scams that are so pervasive in today's digital world. We are assaulted daily via mail, phone, email, and the internet with scams that would not only defraud the Medicare system (which hurts us all) but also attempt to rob us of our life savings. SMP works with the FTC, AARP, and other agencies to identify fraudulent schemes and sound the alarm to make us aware and educate us on how to protect ourselves. Arkansas Senior Medicare Patrol is a boots on the ground organization that helps disseminate this information to the most vulnerable among us, namely seniors and our families and caregivers. Please follow this page and visit their website at ar.gov/SMP for timely updates on the latest scams, and learn how you can help spread the word. It truly is a lifeline in a murky sea.” — Paula Blackard



www.Facebook.com/Arkansas Senior Medicare Patrol

It's free!
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/>

THE AR SENIOR MEDICARE PATROL (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 them and avoid becoming a victim!

You can help in the fight against Medicare fraud!

The AR SMP is ready to provide you with the information you need to PROTECT, DETECT, and REPORT your fraud, errors and scams.

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.

Call or email to schedule a free presentation:

AR Senior Medicare Patrol

866-726-2916

AID.Insurance.SMP@arkansas.gov

Scan the code below to access more information on preventing, detecting, and reporting suspected Medicare fraud.





Do you have family or friends who live outside the state of Arkansas? Help them locate the SMP in their state:

The 2024 theme of Older Americans Month is *Powered by Connection*, which recognizes the profound impact that meaningful relationships and social connections have on our health and well-being.



Tri County Rural Health Network, Inc.

Ms. Naomi Cottoms and the TriCounty Rural Health Network have been an integral partner with the AR SMP program since early 2000. It is with a heavy heart that I post the news of her passing on March 5 after her battle with cancer. Ms. Cottoms was a highly respected, loved and admired icon in Helena and the entire Delta community, and she will be forever missed. The work she did improving lives, mentoring, and loving those in need will never be forgotten.



FIND YOUR LOCAL

[Locator - Senior Medicare Patrol \(smpresource.org\)](http://smpresource.org)



SMP
Senior Medicare Patrol

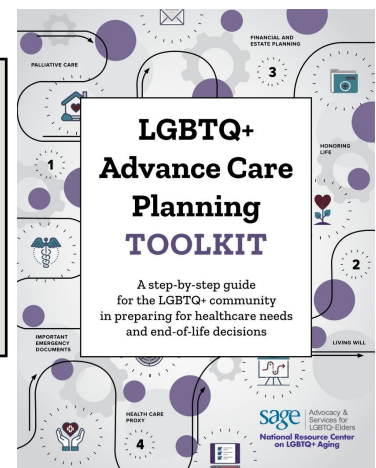
Preventing Medicare Fraud

LGBTQ+ Advance Care Planning Toolkit

A step-by-step guide for the LGBTQ+ community in preparing for healthcare needs and end-of-life decisions.

January 2024 | Eliza Giles, MSN, RN, AGCNP, CHPN, SAGE Intern

→ [Learn More](#) [Download PDF](#)



Addressing Disparities in Cardiovascular Disease Among LGBTQ+ Older People



[SAGE Amgen English Final.pdf](#)
(lgbtagingcenter.org)

LGBTQ+ adults face unique stressors due to their sexual orientation and gender identity, putting them at higher risk for cardiovascular health disparities.

Health disparities are differences in health that negatively affect groups who have experienced discrimination or exclusion based on personal characteristics, including race, ethnicity, religion, gender, age, sexual orientation, and gender identity.

LGBTQ+ elders, like all older individuals, have an increased risk of cardiovascular disease and events such as heart attacks and strokes. Due to their age, prolonged exposure to stressors, other medical conditions, and social/environmental factors, LGBTQ+ elders may face even greater cardiovascular risks. However, some cardiovascular risks can be reduced. It is crucial to address modifiable cardiovascular risk factors as an opportunity to improve the health and well-being of LGBTQ+ elders. **Taking action can make a significant impact!**

Cardiovascular disease mortality has decreased in the US due to advancements in medicines and surgical procedures.

However, it remains the leading cause of illness, disability, and death globally. In 2020, the American Heart Association (AHA) stressed the significance of enhancing cardiovascular health among LGBTQ+ adults. They identified exposure to psychosocial stressors throughout life and unhealthy coping mechanisms as key contributors to cardiovascular health disparities in the LGBTQ+ community.

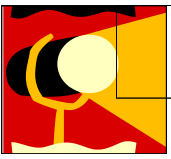
Studies indicate no significant differences in diagnosed cardiovascular disease or events between LGBTQ+ and non-LGBTQ+ populations.

Nonetheless, two crucial points should be noted:

- The AHA emphasizes the importance of reducing cardiovascular risk to enhance LGBTQ+ cardiovascular health.
- Research on cardiovascular disease risk in LGBTQ+ populations has produced inconsistent findings, potentially overlooking actual disparities in cardiovascular outcomes.

Understanding limitations in LGBTQ+ health research is crucial due to the following factors:

- Limited assessment and documentation of LGBTQ+ status in healthcare settings and records.
- Reluctance from healthcare practitioners to ask about sexual orientation and/or gender identity, and patients declining to disclose this information.
- Potential resistance from patients to participate in research, particularly if they have experienced discrimination in healthcare settings.
- The necessity to study diverse groups within the LGBTQ+ population separately, as combining them into one broad category masks significant differences in behavior, norms, preferences, and history.
- Difficulty in drawing generalizable conclusions due to small sample sizes.



SMP VOLUNTEERS IN THE SPOTLIGHT!

Really Special and Valuable People!

Dee Edwards with SMP's partner organization FUTURE BUILDERS, INC. plays SMP Fraud Bingo at a combined event with E Little Rock Senior Center and Dunbar Senior Center on March 14, 2024. They all had a great time! Thank you Future Builders for a fun way to spread the SMP message!



HAVE YOU SEEN OUR BILLBOARD?




Need Volunteers? We've Got 'Em!

We Provide Volunteer Services in:
Pulaski, Saline, Lonoke & Garland County


501-897-0793

Make Giving Back Your Second Act..Volunteer Today!

NATIONAL VOLUNTEER WEEK—APRIL 21- 27, 2024



POINTS OF LIGHT
NATIONAL VOLUNTEER WEEK
APRIL 21-27

SMP
Senior Medicare Patrol
Preventing Medicare Fraud

THE AR SMP WANTS TO



OUR VOLUNTEERS
AND
PARTNERS
FOR ALL YOU DO
TO HELP MAKE OUR
PROGRAM
SUCCESSFUL!

No one feels more strongly about keeping criminals out of Medicare than seniors themselves.
Volunteer with the SMP!

ar.gov/SMP / 866-726-2916

VOLUNTEER

SS —

For more than ten years, Social Security (SS) has offered video services to the public in our local offices and in third-party partner locations nationwide. Using Polycom Video Service Delivery (VSD) units in partner locations, they can remotely serve people who may not have access to their local offices, telephone, or the internet.

In addition to VSD units, people at Tribal and community service locations can now use Microsoft Teams to meet with SS staff via video. This option allows the site to use their own equipment to securely connect customers with Social Security.

For more information on video service options or establishing video partner agreements for VSD, contact your local Social Security office.

Always consider that the caller may be a scamster trying to get your personal information! Remember...sometimes, it is shrewd to be rude! If you suspect the call may be a scam...JUST HANG UP!



**PREVENT
DETECT
REPORT**

**MEDICARE FRAUD,
ERRORS, AND ABUSE**

WWW.SMPRESOURCE.ORG
1-877-808-2468




SMP
Senior Medicare Patrol
Preventing Medicare Fraud
866-726-2916

FRAUD IN THE NEWS —



FCC Makes AI-Generated Voices in Robocalls Illegal February 8, 2024

The FCC announced the unanimous adoption of a Declaratory Ruling that recognizes calls made with AI-generated voices are "artificial" under the Telephone Consumer Protection Act (TCPA).

“The rise of these types of calls has escalated during the last few years as this technology now has the potential to confuse consumers with misinformation by imitating the voices of celebrities, political candidates, and close family members. While currently State Attorneys Generals can target the outcome of an unwanted AI-voice generated robocall—such as the scam or fraud they are seeking to perpetrate—this action now makes the act of using AI to generate the voice in these robocalls itself illegal, expanding the legal avenues through which state law enforcement agencies can hold these perpetrators accountable under the law. “

[FCC Makes AI-Generated Voices in Robocalls Illegal | Federal Communications Commission](#)

NURSE PRACTITIONER SENTENCED FOR \$192M MEDICARE FRAUD SCHEME

12/21/2023

FLORIDA—A Florida nurse practitioner (NP) was sentenced to 20 years for genetic tests, DME (orthotics), and COVID fraud by submitting over \$192 million in fraudulent claims, personally pocketing \$1.9 million. She was the highest ordering NP for cancer genetic tests in the U.S.; she routinely billed more than 24 hours of telemedicine visits a day—the majority of which were not performed, and falsifying medical conditions and diagnoses; and she worked with telemarketing companies and other non-licensed individuals to sign orders.

SOURCE: <https://www.justice.gov/opa/pr/nurse-practitioner-sentenced-192m-medicare-fraud-scheme>

MEDICAID FRAUD CONVICTION OF SEARCY BUSINESS OWNER

February 26, 2024

LITTLE ROCK AR—Pamela Townsend Bell, the owner of a mental health agency in Searcy called “I’m a 10 Wellness Center” was arrested in 2022, and March 2024 was convicted on two counts of Medicaid fraud. The office of Arkansas Attorney General Tim Griffin announced that Bell was convicted of two counts of Medicaid fraud (Class B felonies) for billing Medicaid for claims where unlicensed, uncredentialed social work interns provided therapy to her clients. She was sentenced to five years of probation, restitution in the amount of \$11,765.62 to the Arkansas Medicaid Program Trust Fund and a \$23,531.24 fine. Bell will be excluded from providing services to Medicaid beneficiaries in the future.

SOURCE: [Attorney General Griffin Announces Medicaid Fraud Conviction of Searcy Business Owner – Arkansas Attorney General \(arkansasag.gov\)](#)

MEDICAID FRAUD CONVICTION

January 25, 2024

LITTLE ROCK AR—Shaona Mizell, 52, of Paragould pled guilty to Medicaid fraud, a Class A misdemeanor. Mizell was a personal care aide who billed Medicaid for several months of care that she did not provide. She was sentenced to one year of probation, a \$200 fine and payment of \$3,331.38 in restitution to the Arkansas Medicaid Program.

SOURCE: [Attorney General Griffin Announces Medicaid Fraud Conviction – Arkansas Attorney General \(arkansasag.gov\)](#)

ATTORNEY GENERAL GRIFFIN TAKES TEXAS ROBOCALLER TO COURT FOR VIOLATING PERMANENT BANS.

March 28, 2024

LITTLE ROCK AR—Attorney General Tim Griffin announced that he and seven other attorneys general of Indiana, Michigan, Missouri, North Carolina, North Dakota, Ohio and Texas are asking the court enforce a \$122 million fine against a Texas-based robocaller for violating permanent robocall and telemarketing bans, the amount that would have otherwise been suspended if robocaller had followed the rules of the permanent injunction and the court’s order from March of 2023.

SOURCE: https://arkansasag.gov/news_releases/attorney-general-griffin-takes-texas-robocaller-to-court-for-violating-permanent-bans/

Be aware of **SCAM(S)**:

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

Medicare Fraud Prevention Week

**MEDICARE FRAUD
PREVENTION WEEK**

6/3-6/9



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. Medicare Fraud Prevention Week is hosted by the national Senior Medicare Patrol (SMP) program.

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.

If you are a **Medicare beneficiary**, start the week by learning how to read your Medicare statements! Read your Medicare Summary Notice (MSN) or Explanation of Benefits (EOB) in the paper form that is mailed to you or go online to Medicare.gov and review claims digitally.

Remember the three steps from the SMP: Prevent, Detect, Report!

Prevent: Learn how to read your MSN by watching this video, [How to Read Your Medicare Summary Notice \(MSN\)](#). You can also call your SMP or go to their website to learn how to best protect yourself and your loved ones from health care fraud, errors, or abuse. Find your SMP by using the [state locator](#).

Detect: When reviewing your MSN or EOB, look for services, products, or equipment you didn't receive, double charges, or items your doctor didn't order.

- Request and use a [My Health Care Tracker](#) from your SMP to compare appointment information you recorded with what is printed in your MSNs and/or EOBs.
- If you find items of concern, call the doctor or company in question and ask them about potential mistakes. Call your insurance company if you still have questions.

Report: Call or email your local SMP if you believe that you have experienced health care fraud, errors, or abuse or if you would like to request a My Health Care Tracker.

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 Improvmnt 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	1-800-HHS-TIPS
(OIG) Office of Inspector General	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)	1-866-801-3435
(DHS’S Choices in Living Resource Center)	
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)	1-800-772-1213
Little Rock Office	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)—
www.choicesinliving.ar.gov/

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

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

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

Arkansas Attorney General—www.arkansasag.gov

Arkansas Attorney General Consumer Protection Division—e-mail: consumer@ag.state.ar.us

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

Arkansas Foundation for Medical Care—www.afmc.org

Arkansas SMP—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

Do Not Call—www.donotcall.gov

Do Not Mail—www.DMAchoice.org

Elder Tree / Spinsterhaven—Spinsterhaven@gmail.com

Elder Care Locator—www.eldercare.gov

H.E.A.T—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

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

MEDICARE—www.medicare.gov

Medicare Interactive Counselor—
www.medicareinteractive.org

Hospital Compare—www.hospitalcompare.hhs.gov

MyMedicare.gov—www.mymedicare.gov
(Access to your personal Medicare claims information)

MyMedicareMatters.org (National Council on Aging)

Office of Long Term Care—<http://humanservices.arkansas.gov/dms/Pages/oltcHome.aspx>

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

Pharmaceutical Assistance Program—
medicare.gov/pap/index.asp

Physician Compare—www.medicare.gov/find-a-doctor

AR SHIP—<https://insurance.arkansas.gov/pages/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—<https://oig.ssa.gov/report>

TAP—www.arsinfo.org (Telecommunications Access Program)

UofA Cooperative Extension Service—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 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

Spinsterhaven
Fayetteville, AR
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**

To receive the Arkansas SMP Newsletter call or email:
AID.Insurance.SMP@arkansas.gov — 866-726-2916



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