Medicare Fraud and Abuse: Crimes Against Seniors and People with Disabilities

Senior Medicare Patrol

Funding provided by the Administration for Community Living (Department of Health and Human Services)
California Health Advocates
Our Focus

Providing quality Medicare and related healthcare coverage information, education and policy advocacy

- **Policy** – Conduct public policy research to support recommendations for improving rights and protections for Medicare beneficiaries and their families

- **Training** – Provide timely and high-quality information on Medicare through our website, fact sheets, policy briefs and educational workshops

- **Advocacy** – Bring the experiences of Medicare beneficiaries to the public, and especially legislators and their staff at federal and state levels, through media and educational campaigns
Today’s Agenda

- Hot Trends in Medicare Fraud
  - Sandy Morales, Senior Medicare Patrol
- Ambulance Take Down
  - Jacob Dugger, Safeguard Services
- Questions / Answers From the Front
  - Carolyn Cahn, CMS Region IX
Thank you SMP Partners

- Share these messages with your clients:
  - “Protect your social security #”
  - “Review your MSN, EOBs”
  - “Report your concerns”

- Refer cases to your HICAP SMP Liaison or to Sandy Morales at smorales@cahealthadvocates.org

- Hot line 855-613-7080
SMPs empower and assist Medicare beneficiaries, their families and caregivers to prevent, detect, and report health care fraud, errors, and abuse through outreach, counseling and education.

- Protect, Detect, Report
  - www.cahealthadvocates.org
  - www.smpresource.org
Medical Equipment Fraud

- Ads for durable medical equipment
  - “FREE” or “100% covered by Medicare”
  - Senior calls the 800#, gives up personal info
  - Authorizations faxed to provider

- Medicare Summary Notice shows:
  - Supplier billed Medicare for $1350.00
  - Medicare approved $1130.25
  - Medicare paid supplier $886.12
  - Beneficiary owes $226.05
Agent Marketing Misconduct

- CMS Marketing Rules Do Not Allow:
  - Unsolicited phone calls, emails, home visits
  - Offering prizes or cash to enroll
  - Enrolling beneficiary in MA and Supplement

- Beware of:
  - Agents warning ‘you must change plans every year’
  - Limited offers, early bird discounts
  - Agents gaining access to housing complexes
  - Agents collecting Medicare numbers
¡Evite las estafas de mercadeo de Medicare!

¡Nunca revele su número de Medicare a ninguna persona que usted no conozca o que no sea de confianza!

Para reportar fraude llame a Senior Medicare Patrol (SMP) al (855) 613-7080

Betty y un Agente Codicioso

¡Evite las estafas de mercadeo de Medicare!

www.cahealthadvocates.org
Smarter than a Scammer: Placemat Features “Scam Pyramid”

WISE & Healthy Aging of Los Angeles is warning home delivered meal recipients about scams by providing them with laminated double sided color placemats emblazoned with common scams and resources. The placemats feature a “scam pyramid” which shows common scams, red flags, prevention techniques, and how to report. The Senior Medicare Patrol sponsored the printing and dissemination of the placemats, which are being made available, free of charge to non-profit organizations.

To place orders, contact Sarah Barnard at sbarnard@wiseandhealthyaging.org or 310-394-9871 ext. 423.
Look For:

- Billing Medicare with improper coding – claims denied by Medicare – beneficiaries in collection
- Billing for trips never provided
- Billing for emergency runs for non-emergency trips and falsifying documents
- Billing for advanced life support services when basic life support was provided and giving false information
- Double billing—billed Medicare and received payment, but are also going after the beneficiary for the full amount
California Health Advocates

www.cahealthadvocates.org

- Administrative office
  - (916) 231-5110

- Senior Medicare Patrol
  - (855) 613-7080
  - smorales@cahealthadvocates.org

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Jacob is a 21 year law enforcement veteran with LAPD (patrol, gangs and homicide), Topeka, KS Police Department (patrol) and Shawnee County Department of Corrections (Topeka, KS).

He has been with Safeguard Services (SGS) for 5 years as a Fraud Investigator and currently is the Medi-Medi Team Lead.

He is a licensed CA Private Investigator.
Commander Cahn is a Public Health Officer who has worked in the San Francisco CMS regional office for over 12 years.

Prior to her role in the Medicare FFS branch she worked for the Division of Survey & Certification.

As a nurse consultant Carolyn is the lead in the SFRO for fraud-related concerns, and helps with cases elevated through SMP and the 1-800-MEDICARE line.

She is the SFRO Medicare lead for Medicare-related Tribal concerns and Medicare-related issues pertaining to dual eligible beneficiaries.

Her nursing background includes inpatient care, home health, jail health care, and emergency room nursing.