Current trends:

1. New Medicare card related phone scams
2. Questionable Hospice Enrollments
3. Durable Medical Equipment (DME)/Back Brace Scams
New Medicare Cards

- **Beware of:**
  - Unsolicited calls
    - Offering to send the new Medicare card and asks for the Medicare number
    - Saying beneficiary needs to get a temporary card, which costs between $5-$50 and you need to give them some personal information
    - Offering free genetic testing to screen for cancer followed by getting your new Medicare card
    - Offering to send the new Medicare card along with a complimentary brace Medicare is giving away to alleviate pain

- Reports received by HICAPS, beneficiaries, family members and caregivers throughout CA.

- **If you have a Medicare beneficiary who needs assistance, SMP will need:**
  - Beneficiary’s name, address, date of birth, Medicare number and a good contact number
  - Copy of Medicare Summary Notices if applicable - **VERY IMPORTANT**
Your New Medicare Card

Will Be Mailed Between April 2018 & April 2019

- Your new Medicare card will not include a Social Security number.
- New number, new card, same benefits.
- No cost to you.

- Update your current address with Social Security at: ssa.gov/myaccount or call 1-800-772-1213.
- Your new card will be mailed to you. Medicare will not call you about your new card or number.
- After you receive your new card, shred your old card.

FRAUD ALERT! New Card = New Scams
- Scammers may try to convince you they are from Medicare. Medicare will not call you or visit you in person. All Medicare communication will be through the mail!

Picture of the front and back of our new bookmarks.

We currently have them available in English, Spanish, Tagalog, Chinese, Korean, Hmong, Armenian, Vietnamese, Russian and Punjabi.

To place an order, contact Jasmine at jsuo@cahealthadvocates.org
Protect - Guard your Card

Treat your Medicare card like a credit card number.

- Don’t carry your Medicare card unless you need it.
- Only take it to doctor’s appointments, visits to your hospital or clinic, or trips to the pharmacy.
- Never give your Medicare number to a stranger.
Step 2: Detect – Potentially Fraudulent Billing

Medicare Summary Notice (MSN)

- Shows all your services or supplies
  - Billed to Medicare in 3-month period
  - What Medicare paid
  - What you owe
  - Accessible 24/7 via mymedicare.gov
√ Keep track of medical appointments
  – use journal or calendar

√ Review MSNs and EOBs
  – Did you go to the doctor that day?
  – Did you already pay for this?
  – Do you recognize the provider’s name?

√ Review statements and look for:
  – Errors on the date of service
  – Billing Medicare for services/supplies not rendered or not medically necessary
  – Billing for a higher service than was delivered (Up-coding)
  – Billing for services different to those rendered
  – Double billing

From honest mistakes to intentional deception
Hospice Enrollment:

- Beware of:
  - Beneficiaries being offered assistance with cooking and cleaning while unknowingly placed into hospice
    - Reported by service coordinators of low-income housing units and other room & board facilities and by family members.
  - Free milk for an entire year covered by Medicare
    - Reported by SMP liaison with the Kern County HICAP.
  - Free hospice trial period
    - Reported by Orange County Ombudsman.
  - Unsolicited calls/home visits offering additional benefits for low-income Medicare beneficiaries
    - Reported by Kings/Tulare HICAP and Medicare beneficiaries.
  - Beneficiaries approached at church food bank, agree to free services while unknowingly placed into hospice.
    - Reported by beneficiary’s family friend in San Diego

- If you have a Medicare beneficiary who needs assistance, SMP will need:
  - Beneficiary’s name, address, date of birth, Medicare number and a good contact number
  - Copy of Medicare Summary Notices- VERY IMPORTANT
Beware of:

- Unsolicited home visits an phone calls offering Medicare approved DME
- TV commercials and newspaper ads offering “free” Medicare approved braces to alleviate pain
- Urgently marked postcards notifying beneficiaries of pending eligibility for free Medicare-covered back and/or knee braces
- DME billed to Medicare that was not provided

Reports received by multiple HICAPs, beneficiaries, family members and caregivers throughout CA.

If you have a Medicare beneficiary who needs assistance, SMP will need:

- Beneficiary’s name, address, date of birth, Medicare number and a good contact number
- Copy of Medicare Summary Notices if applicable- VERY IMPORTANT
SMP Fraud Alerts are available in different languages including:

You may access these fraud alerts by visiting our California Health Advocates website at:
https://cahealthadvocates.org/fraud-abuse/medicare-fraud-alerts/
STEP 3: REPORT

- Call the SMP Hot Line - (855) 613-7080
- Or MEDICARE 1(800-633-4227)
- Or HICAP 1(800-434-0222)
- We may need
  - Description of the situation
  - Name of provider involved
  - Name(s) of Beneficiary involved
  - Supporting Documentation
    - Medicare Summary Notices, invoice, etc.
SMP placemats available in English and Spanish.

To place an order, contact Jasmine at jsuo@cahealthadvocates.org