



CALIFORNIA HEALTH ADVOCATES
Medicare: Policy, Advocacy and Education

Medicare Hospice, Healthcare Directives

Senior Medicare Patrol

March 25, 2021

www.cahealthadvocates.org

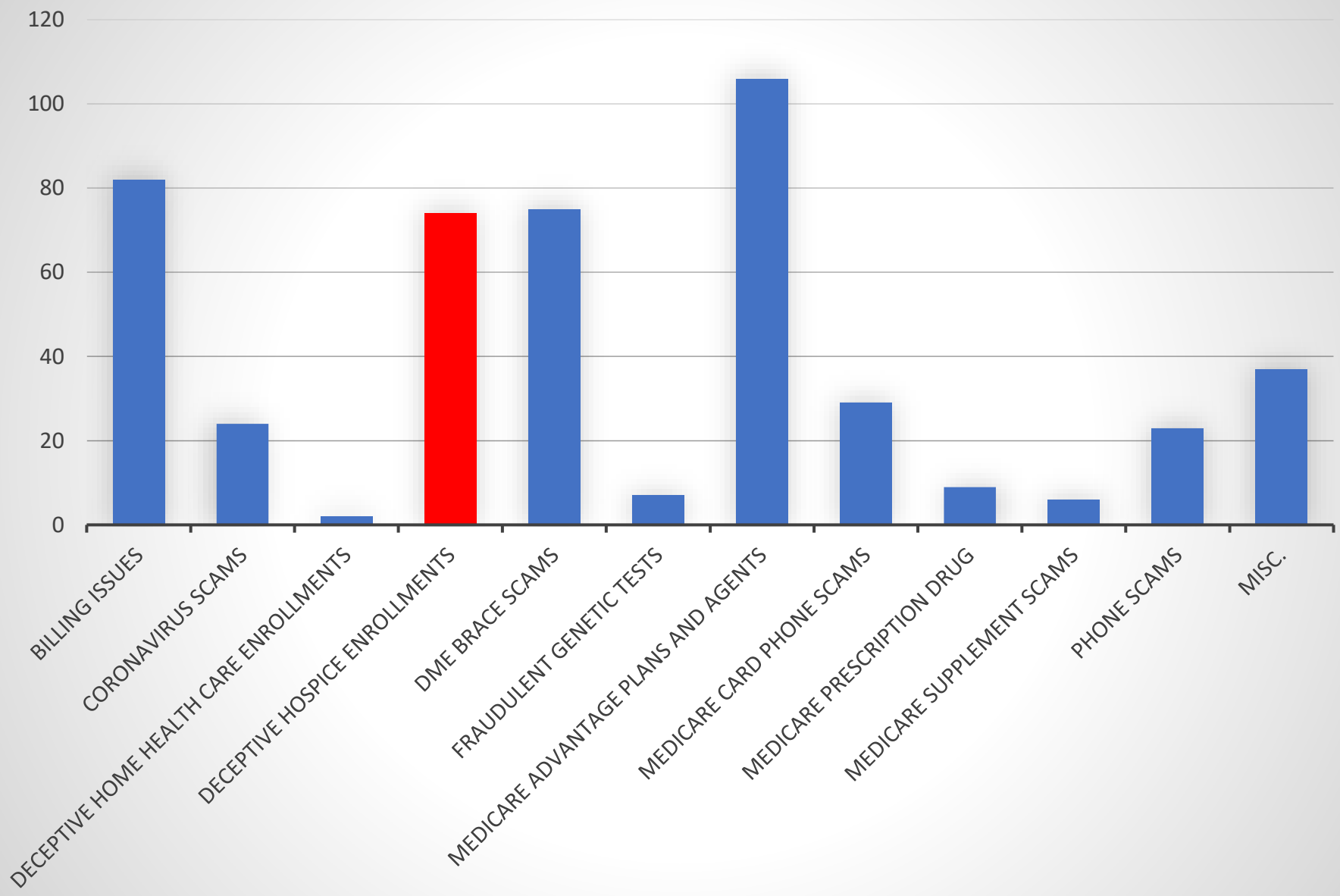


This project was supported, in part by grant number 90MPPG0019-02-00 from the U.S. Administration for Community Living, Department of Health and Human Services, Washington, D.C. 20201.

California Health Advocates

www.cahealthadvocates.org

- **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
- **Senior Medicare Patrol** – fraud prevention education throughout California



Hospice Fraud Harms Beneficiaries

- Prescriptions placed on hold
- No access to specialists
- Medical visits cancelled
- Surgeries postponed
- Medicare stops paying for claims
- Beneficiaries left with expensive medical bills

California SMP Hospice Fraud Cases

- 70 y/old Margarito
 - “A woman offered to help me get a better wheelchair. She took a picture of my Medicare card with her cell phone and had me sign a form.
 - I still don’t have my chair and now my ear and eye doctors won’t see me. My cardiologist said he can’t write me a prescription due to being in hospice. What’s hospice? Can you help?”
- 84 y/old Elias
 - unaware of his hospice enrollment until he went to the pharmacy to get his prescription filled & was told they could not fill it due to his hospice status.
- 78 y/old Thuong
 - Discovered he had erroneously been enrolled in hospice when he received a call from his primary doctor's office saying Medicare would not pay for a flu shot claim, because Medicare records show bene on hospice.

Medicare now covers:

cooking & cleaning services

Additional benefits:

DME, shakes, bus coupons

Age:

You're old enough to qualify for hospice.

Hospice Recruitment Tactics:

\$: You can earn \$400/month if you agree to enroll into our program.

COVID:

nurse visits at home, free hand sanitizer, gloves, and masks

Quantity, Item/Service Provided & Billing Code	Item/Service Approved?	Amount Supplier Charged	Medicare-Approved Amount	Medicare Paid You	Maximum You May Be Billed	See Notes Below
1 Addition to lower extremity prosthesis, below knee, suspension/sealing sleeve, with or without valve (L5685-LT)	NO	\$621.78	\$0.00	\$0.00	\$0.00	A,B
1 Addition to lower extremity, below knee/above knee, custom fabricated from existing mold or prefabri (L5679-LT)	NO	706.08	0.00	0.00	0.00	A,B
Total for Claim # 21004813400000		\$1,327.86	\$0.00	\$0.00	\$0.00	C

Notes for Claims Above

- A This service is not covered because you are enrolled in a hospice.
- B You should not be billed for this service. You do not have to pay this amount.
- C This information is being sent to Medicaid. They will review it to see if additional benefits can be paid.

Quantity & Service Provided	Service Approved?	Amount Provider Charged	Medicare-Approved Amount	Amount Medicare Paid	Maximum You May Be Billed	See Notes Below
24 Hospice/Rtn Home	Yes	\$4,800.00	\$4,800.00	\$5,389.66	\$0.00	
24 Skilled Nurs/Visit						A
Total for Claim #21913500057004CAR		\$4,800.00	\$4,800.00	\$5,389.66	\$0.00	B,C

MSNs showing hospice claims

SMP Message:



Protect Medical
Identity

by guarding the
Medicare card



Detect Fraudulent
Billing

by reviewing MSNs
and EOBs



Report Medicare
Fraud

by calling SMP at 1-
855-613-7080

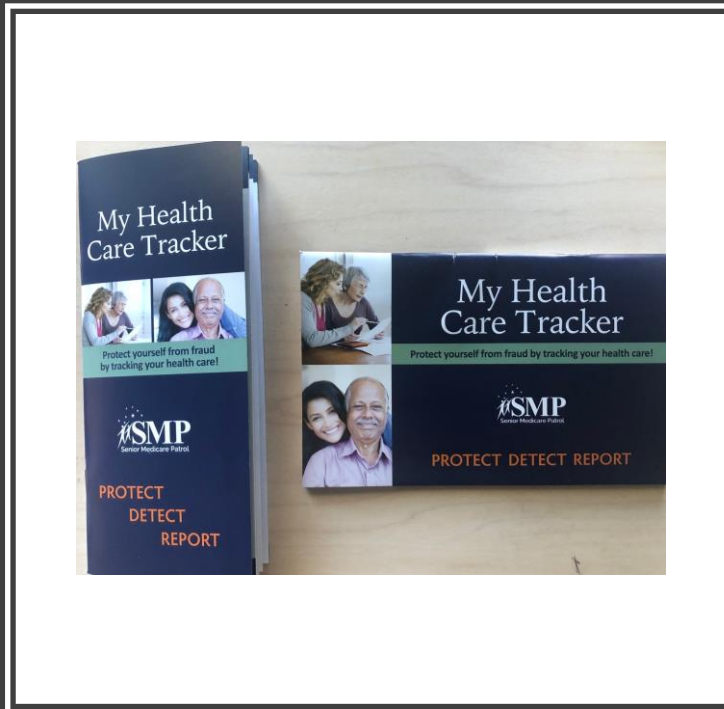
California
SMP
Senior Medicare Patrol
Empowering Seniors To
Prevent Healthcare Fraud

COVID-19 SCAM WARNINGS

DO NOT:

- » Give your Medicare number to anyone offering a free, unsolicited COVID test
- » Respond to offers of a "free", or "special virus kit"
- » Fall for scammers posing as contract tracers who ask for your Medicare number, Social Security Number or bank information
- » Share your Medicare number with callers offering free back or knee braces
- » Sign up for hospice to get free supplies or help at home if you are not terminally ill.

Report fraud:
855-613-7080



COVID-19 VACCINE SCAMS

- » You likely will not need to pay anything out of pocket to get the vaccine during this public health emergency.
- » You cannot pay to put your name on a list to get the vaccine.
- » You cannot pay to get early access to the vaccine.
- » No one from Medicare or the Health Department will contact you.
- » No one from a vaccine distribution site or health care payer, like a private insurance company, will call you asking for your Social Security number or your credit card or bank account information to sign you up to get the vaccine.

Check with your health care provider before paying for or receiving any COVID-19-related treatment.

Report fraud:
855-613-7080

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- COVID 19 Scams Warning Door hangers
- Health Care Trackers w/pages for appt. details, notes & important phone numbers (2 sizes to choose from)
- COVID 19 Vaccine Scams Flyers with Spanish on backside

Hospice Fraud Alert
2019



CALIFORNIA SENIOR MEDICARE PATROL WARNING!

Beware of Fraudulent Hospice Enrollments

Individuals promoting hospice enrollment for Medicare beneficiaries who are not terminally ill through cold calls, meetings and educational sessions could be using the hospice benefit to commit Medicare fraud and abuse.

855-613-7080

For additional information on healthcare fraud, visit cahealthadvocates.org



Back Brace Fraud Alert
2019



CALIFORNIA SENIOR MEDICARE PATROL WARNING!

Beware of Offers for "Free" Braces Covered by Medicare

Individuals offering Medicare "free or low-cost" knee, back and other orthotic braces could be using the medical equipment benefit to commit Medicare fraud and abuse.

855-613-7080

For additional information on healthcare fraud, visit cahealthadvocates.org



Find additional details on this fraud alert on the reverse side.

A Story About

Betty & the Medicare Health Plan
MAKING THE RIGHT CHOICE

Avoid Medicare Scams!

Each year from October 15 to December 7, Medicare offers its beneficiaries the opportunity to make changes in coverage. It's always a good idea to compare your current coverage to see which plan fits best. During Open Enrollment, for free, unbiased Medicare counseling, call the Health Insurance Counseling and Advocacy Program (HICAP) at 1-800-434-0222.

Medicare plans must follow rules when they market plans. They cannot:

- Pressure you to join their plan by saying things like "you have to join this plan or you won't have coverage next year"
- Come to your home uninvited
- Send you unsolicited emails or harass you by telephone
- Offer you cash or groceries to join their health plan
- Sell you a non-health related product like an annuity or life insurance policy
- Sign a health plan enrollment form for you

If you decide to switch health plans:

- You should make sure that the doctors you want to continue to see will accept your new plan
- You should make sure that the medications you have been prescribed are included in the new plan's formulary

Senior Medicare Patrol

empowers people like you to receive all needed Medicare and healthcare information, to report Medicare fraud or marketing violations, call our "Hot" helpline at 1-800-613-7080

Never give your MEDICARE NUMBER to a stranger or to anyone you don't trust!

To report fraud call Senior Medicare Patrol: (855) 613-7080



California Senior Medicare Patrol
Empowering Seniors To Prevent Healthcare Fraud
www.cahealthadvocates.org

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