Senior Medicare Patrol - Scam Trends

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The mission of the SMP program is to 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.

Located in all 50 states plus:
- District of Columbia
- Guam
- Puerto Rico
- U.S. Virgin Islands

To Find your state SMP:
- Toll Free: 877-808-2468
- Visit: www.smpresource.org
Providing quality Medicare and related healthcare coverage information, education and policy advocacy.

Advocacy & Policy
Improving rights and protections for Medicare beneficiaries and their families

Education
Website, fact sheets and educational workshops

Senior Medicare Patrol
Fraud prevention education

California Health Advocates
www.cahealthadvocates.org
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<th>PREVENT</th>
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<td>PREVENT: SMPs provide focused outreach and messaging designed to protect Medicare beneficiaries from Medicare fraud.</td>
<td>DETECT: As local trusted connections in the community the SMPs are often the first to hear of new issues as they begin to emerge.</td>
<td>REPORT: SMPs provide in-depth one-on-one assistance to Medicare beneficiaries and other complainants.</td>
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"Guard the Medicare card"

Scammers do not discriminate between Original Medicare and Medicare Advantage enrolled beneficiaries. Their target is anyone with this Medicare card.
**Detect**

**Keep track of medical appointments**
- Use journal or calendar

**Medicare Summary Notice (MSN)**
- Sent to FFS Medicare beneficiaries

**Explanation of Benefits (EOB)**
- Sent to MA members and beneficiaries with a Part D plan

**Check statements for accuracy. Look for:**
- Charges for services not rendered
- Charges for services different than those rendered (upcoding)
- Services/items charged twice
- Charges for services not ordered by primary care physician
Nationwide Toll-Free: 877-802-2468
California: 855-613-7080
SMP Wants to Hear From You!

New Marketing Rules – Some of the “NO NO’s”

- advertisements that (1) do not mention a specific plan or (2) use the Medicare name or logo in a misleading way
- marketing of benefits in a service area where those benefits are not available
- the use of superlatives (e.g., words like “best” and “most”) in marketing unless the material provides documentation to support the statement and the documentation is based on data from the current or prior year
- Cold calls showing “Health Care” in caller ID or spoofing (pretending to be from a government source)

What advertising or media promotion have you seen that looks too good to be true OR does not align with the conditions above?

Call the Senior Medicare Patrol and report it!

- Call 1-855-613-7080 or Nationwide 877-808-2468
- Also we like to see samples of questionable promotion
Current Issues & Complaints

Medicare Advantage Marketing Violations or targeted commercials – e.g. Cold Calls; Television commercials targeting dual-eligibles

Billing Issues – whistleblowers reporting home health agencies pressuring billers to bill for additional services not given

Deceptive Hospice Enrollments

Medicare Card Phone Scam

Genetic Testing Scams

COVID test kits
Available in English, Spanish, Chinese, & Tagalog
IN THE BACK
Available in many languages
SPANISH
ON THE BACK
Sign up for our newsletter

First Name
First Name

Last Name
Last Name

Email address:
Your email address

Choose the news you’d like to receive

- Medicare Updates and More
- Fraud Alerts
- Upcoming Webinar Announcements

Sign up
THANK YOU!

• To report Medicare fraud:
  • in California: call 855-613-7080
  • Email: rmorales@cahealthadvocates.org or ralvarado@cahealthadvocates.org
  • Nationwide: call 877-808-2468
  • To find your state SMP: https://smpresource.org/contact-us/

• California Health Advocates: 916-465-8104
  • https://cahealthadvocates.org/