



SMP

Senior Medicare Patrol

Preventing Medicare Fraud

Prevent, Detect, Report Medicare Fraud

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What is Senior Medicare Patrol?



- Federally funded program
- One in every state
- Recruit and train volunteers and professionals about Medicare fraud and abuse
- Report intentional fraud and abuse to Medicare fraud control units

The SMP mission 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.



What is the impact of Medicare Fraud?

Medicare loses **billions** of dollars each year due to fraud, errors, and abuse.

60 Billion Dollars Annually

Approximately 250,000 beneficiaries are listed as having had their medical identity compromised through stolen or misused Medicare numbers.



Why Do I Care?

Medicare Fraud, Errors, and Abuse Affects:

Everyone

- Billions of taxpayer dollars lost to improper claims
- Medicare trust fund at risk

Medicare Beneficiaries

- Higher premiums
- Less money for needed benefits
- Quality of treatment

Consequences of Medicare Fraud, Errors, and Abuse



Medical identity theft



Health impact



Personal financial losses

Medicare Fraud, Errors, and Abuse

Error: Unintentional mistakes- billing errors, human error

Abuse: Repetitive errors, unknowingly or unintentionally misrepresenting information to receive payments or services

Fraud: Intentional use of misinformation to obtain payments or services, assumes “criminal intent”

A Medicare Number is worth at least \$30K



Technology That Scammers Use

Dialers

Phone Banks

Robocalls

Malware

Social Media

Spoofing



“Medicare” Calls *Spoofing*



The robocaller uses software to transmit a number other than the one he's/she's actually calling from, causing it to show up on your phone's caller ID.

- Caller claims to be from Medicare, or is calling about Medicare, or wants to visit you at home
- **JUST HANG UP!!!**
- Medicare will **NEVER** contact you by **PHONE** or come to your **HOME**

HOW SMPS COMBAT FRAUD, ERROR, AND ABUSE

PROTECT YOURSELF FROM FRAUD

- PREVENT
- DETECT
- REPORT



Prevent

- **Treat your Medicare card/number like your credit card**
- ***Don't* give out your Medicare number except to your doctor or other Medicare provider**
- ***Don't* carry your Medicare card unless you will need it**
- **Know Medicare won't call or visit to sell you anything**
- **Be cautious of offers for "free" medical services**
- **Watch out for identity theft**
- **Pass it on!**

Detect

- Review Medicare Summary Notices and other statements for:
 - 1. Services you did not receive
 - 2. Double-billing
 - 3. Services not ordered by your doctor
- Access your Medicare information at:
www.MyMedicare.gov
- Use your Personal Health Care Journal



My Health Care Tracker

Protect yourself from fraud by tracking your health care



PROTECT DETECT REPORT



Report



- Call the provider
- Gather information and documentation
- **Contact Texas SMP: 1-888-341-6187**
- This is a free and confidential service!

Feel free to contact me

Angel Hanzik

- TX SMP Outreach Specialist
- 713-341-6188
- ahanzik@bbbhou.org

Hotline: 888-341-6187

Thank
you!

