

# WELCOME



## What do I need to know about MEDICARE FRAUD?

Alzheimer's Association Wisconsin State Conference  
Pioneering HOPE  
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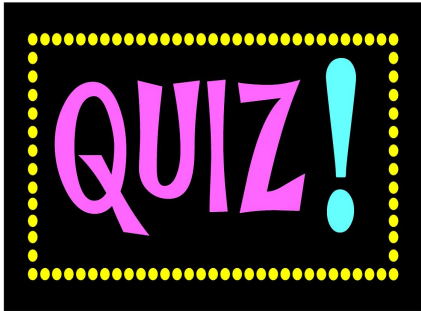

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### What are we going to talk about today?

- ✓ Wisconsin Senior Medicare Patrol
- ✓ Medicare fraud in Wisconsin
- ✓ What you can do about it



**PROTECT**  
**DETECT**  
**REPORT**

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## What is SMP?

- ✓ A federally funded grant program through the Administration for Community Living (ACL)
- ✓ Wisconsin program is housed at the Greater Wisconsin Agency on Aging Resources (GWAAR)
- ✓ Volunteer focused
- ✓ Provides outreach, confidential services & resources




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## The SMP mission...

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.




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## SMP Mission Delivery

Give Presentations



Confidential Helpline



Staff Booths at Community Events

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## Why do we need a SMP program?

**Billions** of federal dollars are lost annually due to healthcare fraud, errors, and abuse.

How many Billions?

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## Why do we need a SMP program?

The estimated cost is....

**\$60,000,000,000**

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## Scams in Wisconsin

- ✓ New Medicare Card Scam
- ✓ Durable Medical Equipment Scam
- ✓ Genetic Testing Scam



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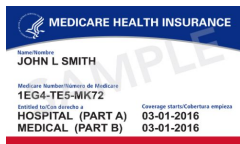
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## New Medicare Card Scam

- ✓ Medicare is NOT issuing new Medicare cards.



If someone calls you, asking about a new Medicare card....**HANG UP!**

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## Durable Medical Equipment (DME) Scam

- ✓ Commercials or calls offering body braces (back, knee, ankle...)
- ✓ BUZZ WORDS: *Free*, Medicare will pay, *NO cost* to you, *Verify* your Medicare information
- ✓ **Important:** If you need these items, work directly with your trusted health care provider



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## Genetic Testing Scam

- ✓ Scammers call, show up at residential living communities, resource events, and health fairs
- ✓ Say it's free, they just need your Medicare number
- ✓ They will tell you all they need to do is a cheek swab and they'll send you the results



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## What can *YOU* do?

- PROTECT
- DETECT
- REPORT

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### Step 1: Protect Yourself

- ✓ Protecting your personal information is your best defense again health care fraud
  - ✓ Never give out your Medicare number to strangers or people who call you out of the blue.
  - ✓ Medicare will NOT call you to ask for your Medicare number.
  - ✓ HANG UP on people who are asking for personal information.
  - ✓ Some robocalls give the option to "opt out" of receiving calls. This is part of the scam and could likely lead to you receiving more calls.

**JUST HANG UP!**

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### How to reduce the number of calls?

- ✓ Unfortunately, no quick fix for this.
- ✓ Register your telephone number on the National Do Not Call Registry: <https://www.donotcall.gov/>
- ✓ Contact your phone carrier to see if blocking services are available

**Remember, don't share personal information over the phone**

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## What is caller ID spoofing?

- ✓ Spoofing is when a caller deliberately falsifies the information transmitted to your caller ID display to disguise their identity.
- ✓ Scammers use this technique to make their calls appear more legitimate or familiar to the recipient.
- ✓ **NEW!** 2023 Wisconsin Act 243: Prohibits caller identification spoofing

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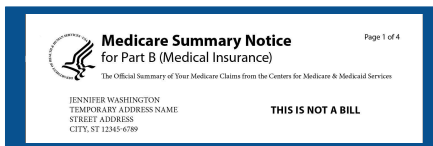
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## Step 2: Detect Medicare Fraud & Abuse

Review Medicare Summary Notices (MSNs) and other statements for:

1. Services you didn't receive
2. Double billing
3. Services not ordered by your doctor




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## Step 2: Detect *continued*

### Use the My Health Care Tracker

- ✓ Take it with you to your appointments; record doctor visits, tests, and procedures in this tracker.
- ✓ Compare your MSNs and other statements to your tracker to make sure they are correct.
- ✓ These are complimentary, can be ordered on the website, [www.smpwi.org](http://www.smpwi.org)




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### Step 3: Report Suspected Medicare Fraud and Abuse

- ✓ Call the provider. Ask questions.
- ✓ Gather information and documentation.
- ✓ **Contact the Wisconsin SMP.**
  - This is a free and confidential service!




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### Step 3: Report *continued*

#### When to reach out to SMP?

- ✓ Accidentally shared your Medicare number
- ✓ Received medical supplies not wanted, needed, or ordered
- ✓ Noticed suspicious claim(s) on statement

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### Step 3: Report *continued*

#### When to reach out to SMP

- ✓ Report suspicious phone calls related to Medicare
- ✓ Have questions about a mailing or ads that advertise Medicare plans
- ✓ Interested in volunteer opportunities with SMP

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## Volunteering with SMP

- ✓ SMP volunteers play a vital role in carrying out the SMP mission.
- ✓ SMP volunteers can volunteer as much as they would like. Volunteers can give group presentations like this one, provide individual counseling to beneficiaries, and/or staff booths at events.
- ✓ Training and resources provided to help volunteers spread the SMP message within their own communities and statewide.

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## SMP Available Resources

[www.smpwi.org](http://www.smpwi.org)



- Website
- My Health Care Tracker
- SCOOP Newsletter
- Fraud Alert Flyer
- Helpline



888-818-2611

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## What can I do as a caregiver?

- ✓ Review Medicare statements regularly for accuracy
- ✓ Register telephone numbers (landline and cell) on the National Do Not Call Registry
- ✓ Contact phone carrier(s) to see what call blocking services are available
- ✓ Subscribe to SMP Newsletter/Fraud Alerts to stay up-to-date
- ✓ Contact SMP with any questions/concerns

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## Examples from Wisconsin Beneficiaries

- ✓ Comment from parent/resident/friend about getting a new Medicare card in the mail
- ✓ Concern about scam phone calls to Mom in care facility
- ✓ Boxes and boxes of unnecessary body braces tumble out of Dad's front hall closet
- ✓ Quick scan of person's Medicare statement reveals suspicious claims filed

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## How to contact SMP

- ✓ Toll-free Helpline:  
(888) 818-2611
- ✓ [www.smpwi.org](http://www.smpwi.org)
- ✓ Facebook:  
@WisconsinSeniorMedicarePatrol
- ✓ Email: [smp-wi@gwaar.org](mailto:smp-wi@gwaar.org)

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