



# *Medicare Fraud Informer*

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**SMP MISSION STATEMENT** *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.*

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**Call Toll Free: 1-800-223-9074**

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**DELAWARE HEALTH AND SOCIAL SERVICES**  
Division of Services for Aging and Adults with Physical Disabilities

### SMP Informer Newsletter

**Designed and Edited by:**



**LaVonda Lamb, SMP  
Volunteer**



**Message from**  
**SMP Project Director**

**Andrea Rinehart**



**Before you hand over your Social Security number, make sure the requester has a good reason for needing it.**

The Delaware Senior Medicare Patrol, SMP, provides education to Medicare beneficiaries, their families and caregivers. We always ask people on Medicare if they have their Medicare card on their person. We tend to often to hear they have it in their wallet or purse. This is a big cause for concern. The Medicare number, if stolen, can be a gateway to a stolen identity or health care fraud. In some cases it might mean a denial of benefits if someone is wrongfully using the Medicare number for their own medical care.

We train our SMP volunteers to educate the public about these concerns of scams, theft and health care fraud. Volunteers reach out to the public by way of presentations, special events, and on a one to one basis. Our primary goal is to teach the interested party how to detect, errors on their Medicare Summary Notices, protect their personal health information and how to report Medicare fraud, waste and abuse.

SMP is always looking for eager seniors to volunteer and provide our message to the public. Our seasoned volunteers work hard to educate and counsel their peers about how to read their Medicare Summary Notice and how to keep good records to be sure not to pay for services they did not receive.

Reminder: Medicare fraud goes far beyond having your Social Security number stolen. It's also having wrong benefits billed to Medicare on behalf of mistaken or scummy providers, which is why it's essential to make sure you closely monitor your benefits statements.

If you're ever unsure about a medical bill or suspect Medicare fraud contact the Delaware Senior Medicare Patrol at 800-223-9074.



## TALES FROM THE TRENCHES

### Share What You Know – One Person Can Make a Difference

In our travels we make presentations at many locations. Although, at times, the turnout is small, we find that if we can still educate just one person. That one person can make a difference.

Recently, a SMP volunteer had occasion to educate a Medicare recipient individually at a senior center. Their conversation started with an overview of SMP and Medicare fraud. The volunteer then began to give an example of a Medicare fraud scam. “People will sometimes call you on the phone,” the volunteer warned the beneficiary, “and they say, ‘Hi, I’m from Medicare\*\* and I’m going to send you a new card with better benefits! I just need to verify your Medicare number, so just give me that number whenever you’re ready, please.’” Expectantly, she prompted, “What should YOU say?”

The gentleman pondered the question for a while, placing his hand on his chin, deep in thought. The volunteer waited for him to come up with a strong denouncement of these evil scam artists, so she was shocked when he finally replied:

“Hmmm. That’s a tough one.

**“I guess I’d better memorize my Medicare number in case anyone asks for it.”**

Needless to say, a lively discussion about:

**NOT giving your Medicare number to anyone but your medical providers ensued,**

complete with role-playing which soon had the beneficiary confidently crowing “CLICK!” while pantomiming hanging up a phone, and slamming an imaginary door with a resounding “NO!” By the time their session was over, this newly-empowered gentleman was not only ready to go out into the world a wiser and safer beneficiary, but was also eager to share his newfound knowledge with everyone he knew.

Detecting and avoiding scams may be second nature to many of us, but that does not mean that everyone with whom we come in contact is similarly knowledgeable. If you know how to recognize and stay safe from scams, – as well as from Medicare fraud, abuse, and errors – please take that extra step and **share what you know** with the people in your life. YOU just may be that one person who prevents someone from becoming a victim.

*\*\*REMINDER - Medicare does NOT call you on the phone unless you have contacted them first. Unsolicited callers claiming to be “from Medicare” are criminals.*



## Volunteer Voice

### **“Welcome to Delaware SMP”**

*Steven O’Neill – Volunteer Services Coordinator*



In September Delaware SMP was excited to host our 2-Day “Foundations” training for several new volunteers. We recognize that a building (or in our case DE SMP) can only be built as tall as the foundations is strong enough to build on. This is why our Foundations training program offers new volunteers the tools they need to help share the SMP message of Detect, Protect & Report to Delaware’s Medicare beneficiaries. Our Foundations training also allows our newest team members to get to know each other as we band together to help stop Medicare Fraud, Waste and Abuse!



I’d also like to thank Ruth Ann Beideman from the Milford Senior Center for attending the training and for being such a valuable partner and ally.



If you would like to learn more about becoming a Delaware SMP volunteer please contact the DE SMP Volunteer Services Coordinator (Steven O’Neill) at (302) 223-1333, or [steven.o’neill@state.de.us](mailto:steven.o’neill@state.de.us).



## **Volunteer Voice** **“How SMP Volunteers Serve”**

*Steven O’Neill – Volunteer Services Coordinator*

The Delaware SMP program operates with six standard volunteer roles. Information about the roles and the responsibilities connected with them are set forth in position descriptions. It is important to know that the screening process is more demanding for those roles identified as “positions of trust.” A position of trust is one in which a volunteer has access to another person’s protected personal, health care, or financial information. The six standard roles are:

**Distributing information:** This role involves transporting and disseminating Delaware SMP information materials to sites and events, and may include presenting prepared copy or performing scripted activities for small groups. Volunteers who work in this role do not engage in discussions with others about personal information or situations. It is not considered to be a position of trust.

**Assisting with administration:** This role involves such work as copying, filing, data entry, and placing outbound phone calls in support of Delaware SMP activity. Volunteers who work in this role do not take inbound phone calls or field questions from the public. It is not considered to be a position of trust.

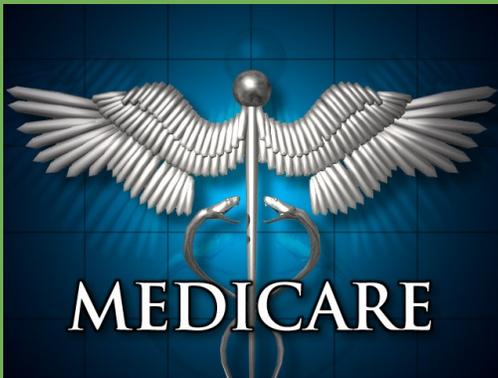
**Staffing exhibits:** This role involves staffing information kiosks or exhibits at events such as health fairs. Volunteers who staff exhibits provide general information about Delaware SMP to the public and answer simple inquiries. It is a position of trust.

**Making group presentations:** This role involves giving substantive presentations on Delaware SMP topics to small and large groups, with the opportunity for interaction with the audience during time set aside for Q & A and discussion. It is a position of trust.

**Counseling:** This role involves direct discussion with beneficiaries about their individual situations and may include review of personal information such as Medicare Summary Notices, billing statements and other related financial and health documents. It is a position of trust.

**Handling complex issues and referrals:** This role involves in-depth interactions with beneficiaries who are reporting specific instances of health care fraud, error, and abuse. Volunteers who serve in this role may act on behalf of a beneficiary to correct an error or refer suspected fraud and abuse to appropriate authorities. It is a position of trust.

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***Open Enrollment Season for  
Medicare Part D:  
Know YOUR Dates***

**If you have Medicare:  
October 15 to December 7, 2016**

Call the **Delaware Medicare Assistance Bureau, DMAB**, for help with all of your questions related to Medicare & Medicare prescription drug plans (Part D).

**delawareinsurance.gov/DMAB  
1-800-336-9500**

The Delaware Medicare Assistance Bureau (DMAB), formerly known as **ELDERinfo**, provides free health insurance counseling for people with Medicare, including those under 65 years of age.

You can call DMAB at **1-800-336-9500** or **(302) 674-7364** to set up a free counseling session with a trained volunteer at a convenient site near you. Our goal is to empower people with Medicare to better understand their options and enable them to make the best health insurance decision for themselves.

DMAB provides counseling and assistance on questions and problems related to Medicare, Medicaid, Medigap (Medicare supplement insurance), Medicare Part D, long-term care insurance and other types of health insurance. There is no charge for the service.

*Medicare is not part of, or affected by, the Health Insurance Marketplace  
(Healthcare.gov)*

Insurance Commissioner Karen Weldin Stewart, CIR-ML Delaware Department of Insurance •  
www.delawareinsurance.gov 841 Silver Lake Blvd. Dover DE 19904 • 302-674-7300



## SEEKING VOLUNTEER LIAISONS

# Serve Your Community and Volunteer for the Delaware Senior Medicare Patrol (SMP)

Delaware SMP is currently recruiting *Community Liaisons* to speak to small groups of their peers and help provide education at community events.

*Community Liaisons* share information that can help others **PREVENT, DETECT, and REPORT** Medicare fraud, errors, and abuse.

**FREE TRAINING AND MILEAGE REIMBURSEMENT\*  
ARE AVAILABLE!**

**To apply or for more information please contact Steve O'Neill,  
SMP Volunteer Services Coordinator  
(302) 255-9383 or [Steven.O'Neill@state.de.us](mailto:Steven.O'Neill@state.de.us).**

*Empowering Seniors to Prevent Healthcare Fraud*